 

**Karthik G**

**SALESFORCE DEVELOPER**

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**Professional Summary**

* **Around 8 Years** of overall IT experience including **6+ Years** in **SalesForce.com CRM** Platform both as **Administrator and Developer, 1+ Years** of experience in **Java Development**. Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement gathering, development, enhancements, testing, and maintenance of standalone object oriented enterprise applications.
* Expertise in **developing, deploying and integrating** Salesforce.com CRM solutions.
* Experienced in achieving successful project completions, using SDLC Methodologies like Waterfall, **Agile**, and Spiral through different phases: gathering the client requirements, **analyzing, designing, implementing, testing, deploying** and **maintaining** the project with respect to client requirements.
* Experienced in Administration setup like manage **Users, Security Controls** and Data Management.
* Experience in working with **salesforce.com sandbox and production environments**.
* Worked on the designing of **custom objects,** **custom fields**, role-based **page layouts**, custom **Tabs**, custom **reports**, **report** folders, report extraction to various formats, **design** of **Visual Force Pages, Lightning Components, and Dashboards**.
* Proficient in dealing with the functionalities related to the **Sales** Cloud, **Service** Cloud, **Community** Cloud, Chatter, Knowledge One and App-exchange, **Call** **center** applications.
* Experience in security and sharing model,SSO, Salesforce configuration, **desktop/mobile integrations.**
* Experienced in Force.comApex **Classes,** Apex **Triggers, Integration**, Visual forceand Force.com **API**.
* Experience in building **Lightning Web Components (LWC)** and **Aura Components** also Involved on salesforce configuration, customization, integration, deployment, communities and **classic** to lightning **migration**, lightning component, lightning design system.
* Hands on experience on Salesforce **Lightning** **Process** **Builder**, Lightning **UI**/**UX**, app builder and creating Visual Workflows, salesforce support communities and Chatter groups.
* **Created** engaging **omni**-**channel** **digital** **experiences** across **web**, **mobile**, AR/VR, voice, gesture, IoT, and video**.**
* Designed, implemented the **Bulk & Rest API integrations** for exporting & importing the data from salesforce CRM to Down Stream Applications (Two-way Integrations)
* Expertise in **designing/developing** Test Scenarios, Test Plans, Test Cases, Test Scripts and Test Data by working closely with **QA team** to meet the functional requirements of the project.
* Extensive experience in **data migration** and **integration** using **Data Loader** and **Apex Jobs**.
* Extensive experience using Salesforce.com **Administration, Creating Roles, Profiles, Page Layouts**.
* Professional in Documenting Use Cases, **Business Requirement Document (BRD),** System Requirement Specification (**SRS**), Test Requirement Documentation (**TRD**) and Requirements Traceability Matrix (**RTM**).
* Experienced in implementing Salesforce **Continuous Integration** and **Continuous Deployments** setup using **ANT Migration tools**, also got experience doing deployments using Change Sets, Eclipse IDE, and AutoRabit tools.
* Extensively worked on **Jenkins by installing, configuring and maintaining for continuous integration (CI)** and for **End to End automation** for all build and also deployments using **ANT Migration tools**, also got experience doing deployments using Change Sets, Eclipse IDE, and AutoRabit tools.
* Successfully controlled the different versions of the projects by managing access to source control system tools like **Bit Bucket, GitHub, Copado, AutoRabit, Gitlab.**

**Certifications:-**

* **Salesforce Certified Administrator (201)**
* **Salesforce Certified Platform Developer I (401)**
* **Copado Certified Administrator**
* **ARM Professional Foundation Certified**
* **ARM Professional Admin Certified**

**Technical Skills**

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| --- | --- |
| Operating Systems | Windows( 7, XP, 2000), Linux |
| Methodologies | MS SQL Server DBA, MS SQL Server 2008, SDLC, OOAD |
| Languages | C, C++, Java, XML, HTML, JavaScript, Jquery |
| Tools | MS Server 2000/2005,2008 R2,  MS Office 2010, Eclipse 3.0, Netbeans, Win SCP, WinCVS, Bugzilla, Salesforce, Netsuite |
| SalesForce Technologies | Apex Language, Apex classes/Controllers, Apex Triggers, Apex Web Services, Lightning Web Components, Aura Components, Salesforce CRM, Salesforce SFA, SOQL, SOSL, Visualforce Pages / Components, S Controls, Apex Web Services, AJAX,  Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom  Objects |
| SalesForce Tools | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Data Loader, Force.com Platform (Sandbox and Production), Apttus CPQ. |
| Salesforce Integration: | Salesforce Lightning Connect, Salesforce APIs: REST, SOAP, Tooling, ETL, and ESB. |
| Version-Control & Management: | GitHub, Sandbox, Bit Bucket, GitLab |
| Collaboration/Presentation:  | WebEx, Zoom, Slack, Skype, MS Office and MS Teams. |

**Education:**

**Bachelor’s in Information Technology from JNTU-Hyderabad, India**

**Master’s in Information Technology and Management from Campbellsville University, Kentucky.**

**Professional Experience:**

**Client: SALESFORCE, SFO, CA Jan’2020- Present**

**Role: Sr. Salesforce Developer**

**Responsibilities**

* Develop and implement custom Lightning Web components and APEX controllers to interact with multiple client **microservices** via **Mulesoft** and **REST** **API**. Create reusable Lightning Web components to be used across the project.
* custom development on the Salesforce platform with a specialization in **Service** Cloud and **Field** Service with the implementation of **Omnistudio** **analytics**.
* Provide **unit** **test** **coverage** for all APEX and Javascript with APEX unit tests and the **JEST** JavaScript testing framework.
* Participate in **cross** **team** **DevOps** **processes**.
* Performed the roles of **Salesforce.com Developer and Administrator** in the organization.
* Involved in **Salesforce.com** Application Setup activities and customized the apps to match the functional needs of the organization team which is responsible to **implement, develop, customize, test, deploy** and **integrate** the salesforce **Sales** **cloud**, **Service** **cloud**,**Community** **Cloud** and **Marketing** **Cloud** applications by ensuring it meets business needs.
* **Formatted and migrated the user data into Lightning Experience.**
* Hands on experience on **Vlocity** **application**.
* Expertise on setting up **Salesforce**-**Vlocity** **Devops** to clients from **scratch** and train them on the whole Devops setup.
* Hands on experience on **Vlocity** **Build** **Tool** (**VBT**) and **Vlocity** **DX** **desktop** tool (renamed as **IndustryDX**).
* Worked on **Salesforce Lightning( Lightning Design Systems , App Design and Lightning Components)**
* Worked on building and developing **Lightning Web Components (LWC)** and **Aura Components.**
* Worked on designing and developing **Lightning** **Community** **Builder** and developed Lightning Components.
* Assisting in migrating existing functionalities from **Salesforce** classic interface to lightning interface.
* Used to perform the multiple actions using **process builder.**
* Designed **Custom objects, Custom tabs, validation rules, Workflow Rules, Page layouts, Components, Visual Force Pages and Approval Process to suit the needs of the application.**
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **SalesForce.com (SFDC)** and other Platform based technologies like **Visual Force, Force.com API, and Web Services.**
* Experience with the integrating **SFDC** and **AppExchange** partners.
* Worked extensively on **REST** and **SOAP Web Services** to make API calls.
* Designed, and developed **Apex Classes and Apex Triggers** for functional needs in the application.
* Involved in querying Salesforce tables using **SOQL & SOSL** queries using **Force.com Explorer.**
* Created modern **Enterprise** **Lightning** **Apps** by combining Lightning Design System, Lightning App Builder and Lightning Component features. **Upgraded** some Apps from **Salesforce** **Classic** to **Lightning** Experience to develop rich user interface and better interaction of pages.
* Worked on Salesforce1 **Platform** to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning **Application** mobile and retrieved some data and its functionality from **Third**-**Party** **API's** and displayed within the lightning component.

**Environment:** Saleforce.com platform, Apex, Visual force, Lightning Web Components (LWC), Aura Components, Flows, Process builders, Salesforce.com Data Loader, REST and SOAP Web Sevices, API, Workflows Approvals, Reports, Custom Objects, Apttus CPQ, CLM, Custom Tabs, Email Services, HTML, Web Services, WSDL, Sandbox, Force.com Explorer, SOSL, SOQL.

**Client: SAFELITE AUTOGLASS, COLUMBUS, OH Sep’2018-Dec’2019**

**Role: Salesforce Developer / Administrator**

**Responsibilities:**

* Worked closely with project managers, architects, team leads and stakeholders to gather project requirements, to get approvals for completed work, and to know future vision of the project.
* Send emails to the right persons through **Email** **marketing**.
* Developed a **Lightning** **application** for managing customers by getting notifications for their appointments at the time of **catastrophic** **events**.
* Migrated data from external sources and performed Insert, Delete, Upsert & Export operations on millions of records. Designed and developed Service cloud and Integration Force.com developer toolkit including Apex Classes, Apex Triggers & Visualforce Pages to develop custom Business Logic. Implemented Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Designed and developed SFA based Application on Force.com platform in Salesforce.com environment with Apex programming language as backend and Visualforce Pages as user interface.
* Part of the team which worked on **Mulesoft** **Integration** with Salesforce.
* Built reusable UI/UX components with Lightning component framework.
* Experience working with **Force**.**com** **IDE**, **Eclipse** **IDE and VS CODE** in design and development of Custom Application for Complex Business Processes in both **Sales** and **Service** **Cloud** modules.
* Customized User Roles, Role Hierarchies, Profiles and Sharing settings to ensure that the protected data is available only to the authorized users.
* Developed web services using **Salesforce.com Web services API** to provide data for third party clients.
* Experienced with Oracle CPQ (Configure-Price-Quote), for creating Quote proposals.
* Implemented CPQ System to improve user experience in the Quoting process using Salesforce.
* Created Templates, Approval Processes, Approval Page Layouts and defined Approval Actions on them to automate the processes. Created Workflow Rules and defined Related Tasks, Email Alerts and Field Updates.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database. Configured Chatter for the Users in the Organization for collaboration.
* Implemented Sales cloud and incorporated enhanced features as required to streamline Business Process.
* Worked on Apttus Advanced Workflow approvals, Apttus order management, created agreement wizards, validation rules, contract templates
* Implemented Salesforce Service cloud and Opportunity Management (Case management, Entitlement management, Product & price book, High volume customer portal, Partner portal, Visual force sites) for business support and technical support for its channel customers.
* Extensively involved in Data Migration from three legacy systems to Salesforce.
* Worked on the omni-channel **financial** **services** and configured customer data from all sales channels to provide superior customer service while engaging customers at every touch point.

**Environment:** Salesforce.com, Force.com, Apex Classes, Apex Triggers, Apex Controllers, Visualforce Pages, Eclipse, SOQL, SOSL, Service Cloud, Sales Cloud, Apttus CPQ, Rest API, Soap API, Marketing Cloud, Chatter, Data Loader, Data Migration, Page layouts, Roles, Custom Objects, Pick lists, Email alerts, Oracle and Windows.

**Client: NVENT TECHNOLOGIES, HOUSTON,TX Mar’2016-Aug’2018**

**Role: Salesforce Developer/Administrator**

**Responsibilities**

* Used force.com developer toolkit including **visualforce pages, apex classes, apex controllers and apex triggers to develop custom business logic.**
* Well versed with Salesforce.com **CRM** **integration**, **developing** and **deploying** the custom integration solutions, Hands on experience in **creating, troubleshooting, modifying** APEX code and Visualforce pages.
* Followed **Agile SDLC Methodology**, Scrum frameworks and **Sprint Cycles** to breakdown the project into different phases and to effectively complete/accomplish all the phases of the project by utilizing **JIRA tool.**
* Worked on the point and click configuration like **reports and dashboards, profiles,sharing and security controls.**
* Preparation of every **week’s** **demo** on completion of the weekly requirements.
* Worked on different version controls and used them to deploy the changes in the production.
* Performed **field** **mapping** of Salesforce and **Legacy** **CRM** systems.
* Used to perform the multiple actions using **process** **builder**.
* Developed and customized User interface in **salesforce.com using Visualforce, APEX controllers and Force.com IDE.**
* Administered, configured, maintained **Salesforce.com** application **user profiles, roles, assigning Permissions, generating security tokens, validation Rule, upgrade installation.**
* Debugged the Apex Code using various **debugging processes** like Checkpoint Inspector, Log Inspector and User Debug Logs to erect or trouble shoot the errors and Developed test classes to ensure the minimum code coverage is **75%.**
* Write **test** scripts, methods for the Apex classes,and test cases for the execution of process.
* Ensure on time delivery of **modules** resulting in client satisfaction.
* Developed **APEX Classes, Controller Classes and APEX Triggers** for various functional needs in the application.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Developed Batch **Apex jobs, Scheduler Apex Jobs**. Scheduled the batch jobs for every 5 minutes using the
* system log.
* Created and used Email templates in **HTML and Visualforce.**
* Developed web services using **Salesforce.com Web services API** to provide data for third party clients.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Involved in writing application-level code to interact with **Restful** and **SOAP Webs APIs,** Web Services using **AJAX**, **JSON**, **XML** and **jQuery**.
* Experience in **Data Mapping from Siebel Tables to Salesforce native table, Data Cleansing, SQL Scripts, IFB scripts, Performance Tuning** .
* Performed the roles of salesforce.com Analyst/Developer and Administrator in the organization.
* Configured user Roles, Profiles, sharing settings, organization wide defaults based on updated hierarchical requirements.
* Ability to deploy code using **Force.com IDE, Migration Tool and Change Sets.**
* Provided support ongoing salesforce.com maintenance and administration services including **periodic data cleansing, custom objects, workflow, campaign management and triggers.**

**Environment**: Saleforce.com platform, Apex Language, Service Cloud ,Seleium,Salesforce1,Visualforce (Pages, Component & Controllers), Web Services Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, **Microsoft Word, Excel, PowerPoint, SharePoint** Windows XP.

**Client: ZENSTAR COMPUTER SOLUTIONS PVT. LIMITED, HYDERABAD, INDIA Mar’2014-Aug’2015**

**Role: Java Developer**

**Responsibilities**

* Developed many **JSP** pages, used **JavaScript** for client-side validation.
* **MVC** framework for developing **J2EE** based web application.
* Involved in all the phases of SDLC including Requirements **Collection**, **Design** & **Analysis** of the Customer specifications, **Development** and **Customization** of the Application.
* Developed the User Interface Screens for presentation using **AJAX**, **JSP** and **HTML**.
* Created and maintained **mapping** files and transaction control in **Hibernate**.
* Eclipse used as Java **IDE** tool for creating **JSPs**, **Servlets**, **EJBs**, and XML.
* Design and develop **Servlets**, **Session** and **Entity** **Beans** to implement business logic and deploy them on the **Web** **Logic** Application Server.
* Developed web services in **Java** and Experienced with **SOAP**, **WSDL**.
* Perform **purification** of the application database entries using **Oracle** **10g**.
* Performed **Gap Analysis** using **AS – IS process** flow document and TO-BE process flow document with respect to gathered details to understand what needs to be achieved and developed User Stories.
* Reviewed, Analyzed and Developed **Business Requirement Document (BRD),** **Functional** **Requirement** **Document** (**FRD**) and developed a **System** **Required** **Specification** (**SRS**).
* Responsible to prioritize the **Product Backlog** Items by dividing EPICS into User Stories and conducted Product **Backlog Grooming** meeting with the Product Owner to reprioritize the Product Backlog Items.
* Designed/Developed **Test Scenarios, Test Plans, Test Cases,** Test Scripts and Test Data by working closely with QA team to meet the functional requirements of the project.
* Involved in Organizing / Conducting Brainstorming, **Joint Application Development (JAD),** and **Steering Committee** sessions with the project team along with the Stakeholders to gather required functional details, future vision and to get project approvals.

**Environment**: Java 1.4, JSP, HTML, Java Script, Struts, Springs, Apache Tomcat, Eclipse, MySQL

----Thank You---