**Santhosh Kumar K**

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**Professional Summary:**

* Over 5 years of extensive experience as salesforce Consultant and Salesforce QA(Automation).
* Strong experience on Salesforce.com platform, Sales Cloud, Service Cloud and its Development Life Cycle.
* Experienced in development, administration, configuration and Implementation of Salesforce CRM.
* Experienced in various types of testing, functional, security, performance, automated, acceptance and Selenium testing.
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Strong experience in development and customizations of Salesforce.com applications using Visual Force, Apex classes, Apex triggers, Page Layouts, Sharing Rules, S-Controls, static resources and migration tools.
* Designed and developed various Custom Objects, Custom Apps, Custom Fields, Validations, Role Based page layouts, Custom Tabs, Custom Reports as per the requirements.
* Expert on SFDC Opportunity Management Module Functionality.
* Good knowledge of SAAS, PAAS and IAAS cloud computing services.
* Handful experience in Sandbox Management (Like Refreshing Sandbox, Creating New Sandbox, Migrating code from one sandbox to the other).
* Excellent knowledge and ability to write complex SOQL, SOSL queries across multiple objects within the SFDC database.
* Experience on Sales force API's and integrating third party components into sales force. Strong Knowledge in Web Services (SOAP, REST).
* Good understanding of key Salesforce architectural concepts (e.g. API and governor limits, security models and techniques) and how they influence design.
* Experience in implementing the Many-to-many, Look-up and Master-Detail relationships and Automating the business Processes using Approval Process, Workflows and Escalation Rules.
* Experience in using different tools - Apex Data Loader, Eclipse, Import Wizard, SFDC Data Export, Mass Delete, Change sets etc.
* Experience in using Selenium IDE, Selenium Grid and Selenium Web driver.
* Extensive in developing Selenium Test Scripts using Java in Eclipse IDE and C# in Visual Studio.
* Experience in using Selenium IDE for recording and involved in developing new Selenium Scripts using Java API to automate Web Application Testing.
* Experience with TestNG Framework and JUnit Framework.
* Experience in identifying Test Scenarios and Writing Test Cases in Quality Center, TestRail and Excel format, based on the requirements.
* Proven ability in developing Test Automation using Cucumber for BDD using
Gherkin scripts and writing Step Definitions for behavior in Selenium using Java and C#
* Experience in Smoke, Functional, Integration, System, Regression and UAT Testing.
* Team player with good Interpersonal skills, strong understanding of fundamental business process, excellent communication, organizational and problem-solving skills.

**Technical Skills:**

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| **Salesforce Technologies** | Salesforce Lightning, Salesforce CRM, Apex Language, Apex Classes/Controllers, Sales Cloud, Service Cloud Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Workflow & Approvals Process, Dashboards, Salesforce Lightning (Components, Apps, Events), Lightning App Builder, Lightning Design System, Custom Objects, Validation rules, Aura framework and Components |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Apex Data Loader, Workbench |
| **AppExchange Apps** | Loop document (Draw loop), DocuSign, SMS Magic |
| **Operating Systems** | Microsoft Windows, Linux, Unix, IOS |
| **Languages** | C, C#, Apex, Java |
| **Web Technologies and Services** | HTML, JavaScript, XML, AJAX, SOAP, REST, Bootstrap, CSS, API |
| **Database** | SQL, IBM(DB2), MySQL, Oracle Applications |
| **Deployment Tools** | ASIDE.io, Inbound and Outbound Changesets |
| **Testing Tools & Technologies** | Cucumber, Selenium WebDriver, Selenium Grid, |
| **SDLC Methodologies** | Agile, Waterfall, SFDX |
| **Version Control Tools** | GitHub, Bitbucket, Tortoise Git, VS Code, Source Tree |

**Education:**

* Master’s in computer science - Eastern Illinois University – Charleston, IL

**Certifications:**

* Salesforce Developer (PD1).
* Salesforce Administrator (ADM 201).

**Professional Experience:**

**Client: Charter Communications – St. Louis, MO Jun’19 – Present**

**Role: Salesforce Consultant & QA**

**Project Description:** This Project deals with the Enhancement Requests from Users which includes Adding New Features and Implementations to the existing Spectrum Services.

**Responsibilities:**

* Performed the role of Salesforce Consultant and Automation Engineer in the Organization.
* Participated actively in the refinements to gather business requirements.
* Designed and documented the Technical design document upon completion of the assigned case.
* Worked on Lead Conversions, Accounts, Opportunities, Contacts, Reports, and dashboards.
* Created Custom Objects like Service Request, Engineering Object, Team Assignments, Site Survey and related Fields.
* Effectively created the pick lists, dependent pick lists and junction objects to establish the connectivity among objects.
* Defined the lookup relationship and master-detail relationship on the objects that helps in associating the record and defining a parent-child relationship in which the master object controls certain behaviors of the detail object respectively.
* Worked on Configurations FLS, Profiles, Roles, Sharing Rules, OWD, Relationships, Users, Approval Process and Process Builder.
* Added Lightning Component to Lighting Pages and Record Pages and worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better, which help in Sales enhancements.
* Designed and Created Page layouts, Record Types, Workflow Rules, Time Based Workflows, Validation Rules, Permission Sets, Formula Fields, Custom Buttons, Custom Labels, Related Lists and Custom Links.
* Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
* Extensive experience on Creating and customizing the Visualforce pages, Apex Classes, and Apex Triggers
* Hands on experience in Test classes, Batch Apex, Schedulable Apex, SOQL Queries, and Trigger Refactoring,
* Experience on update, insert and delete the data and data upload by Apex data loader.
* Involved with testing team while performing the end to end, integration and regression testing.
* Performed code commits through Bitbucket, SourceTree, and Tortoise Git,
* Deployed components from sandbox to production using ASIDE.io, Inbound and Outbound Changesets.
* Involved in Salesforce best practices to write code through editors’ Visual studio code, Sublime Text, Mavens mate, Eclipse and IDE’s.
* Involved in end to end SDLC process for the execution of code in SFDX and CLI process for the project.
* Used the Bitbucket and Salesforce SFDX for continuous Integration.
* Created a Scratch Org and Integrated VS Code with Sandbox, Test Sandbox, Production Sandbox and Bitbucket in regarding for SFDX.
* Knowledge on Salesforce CPQ.
* Resolving PRB’s (Production Related Bugs) and Change Requests in a timely manner and performing necessary Data Upserts using Data Loader into Production Environment.
* Document the Production Errors related to Accounts, Opportunities, Opportunity Lines and Source Accounts and Perform necessary Data Loader Actions accordingly.
* Drafted Test Plan which included testing objectives, testing phases, scenarios and test environment after a thorough analysis of the business rules.
* Developed Automation framework using Selenium Web Driver.
* Maintaining an Acceptance data driven framework that integrated Salesforce, Java, Cucumber, Selenium Web driver, Selenium Grid, Jenkins, GitHub.
* Used Data Loader tool for migration and used Dupe blocker for cleaning of data into salesforce.
* Responsible for implementation of BDD Test Automation Framework build using Selenium WebDriver, Cucumber and Maven technologies under Java platform utilizing industry leading harness design patterns and approaches.
* Worked on acceptance testing using Selenium WebDriver.
* Write test automation scripts in Cucumber using Gherkin based on Acceptance Criteria
* Contributed to the Continuous Integration pipeline running component builds, creating and running Deployment jobs on individual stages on Jenkins, and running automated and manual functional tests.
* Tested compatibility of application for dynamic and static content under various cross browsers using HTML IDs and XPath in Selenium.
* Tracking defects identified during the testing cycles and collaborated with the technical team / Development/ QA teams to resolve issues/defects and scheduling defect triage calls.
* Conducted backend testing using SOQL queries to validate data for database.
* Created manual test cases, reviewed with different stakeholders to validate the functionality.
* Edited and debug tests using Selenium Participated in meeting, teleconferences walk through with the development team, QA manager and Project manager (PM).
* Analyze Cucumber and Jenkins reports, identify any errors occurred in Automation Scripts, fix the errors and update the scripts accordingly in timely manner. Deliver those Reports to the Project Team.

**Environment:** Salesforce Lightning, Apex Language, Visual Force Pages, Sales Cloud, Data Loader, HTML, CSS, Java Script, SOAP, REST, Apex Triggers, Batch Apex, Schedulable Apex, Reports, Custom Objects, Custom Tabs, Email Services, Bitbucket, SourceTree, Tortoise Git, SFDX, Salesforce CLI, Aside.io, Visual Studio Code, SOQL, Sublime text, Mavens mate, Sandbox data loading, Eclipse IDE Plug-in, Jenkins, Aside.io, Java, Cucumber, Selenium WebDriver, Selenium Grid

**Client: TVA – Chattanooga, TN Jan’18 – May’19**

**Role: Salesforce Developer**

**Project Description:** The project deals about implementing the new change, offers given to the customers and supporting the existing Sales force implementations. Project is all about the Technology department of TVA to know the complete information of customers and their activities through Sales force UI.

**Responsibilities:**

* Involved and interacted with various business user groups for gathering the requirements for CRM implementation.
* Experienced in migrating the standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities and custom objects in standard experience to lightning experience
* Manage users, Public Groups, Profiles, and Roles within the Salesforce CRM, this involved designating access to the applicable user within the user hierarchy.
* Added Lightning Component to Lighting Pages and Record Pages and worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application
* Created Formula Fields, Validation Rules, Workflow and Approvals for the flexibility and functionality of force platform application.
* Created modern Enterprise Lightning Apps 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.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Used Force.com Eclipse IDE plug to develop the classes and triggers.
* Developed different Visualforce Pages to suit to the needs of the application using different Visualforce components.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract and load data from comma separated values (CSV) files.
* Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Reports and Dashboards.
* Used Salesforce Lightning Inspector to debug the lightning components during the development process.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better, which help in Sales enhancements.
* Developed Complex Reports and Dashboards using HTML, PDF, Apex, Visual force page and mail merge.
* Implemented SFDC Integration using REST/SOAP Web Service API'S. Integrated the SOAP/REST API based Web Services on Demand for extracting the data from external systems.
* Built apex classes and triggers implementing SOQL and SOSL statements within Eclipse to manage interaction with the database.
* Performed the role of support engineer for the internal users and helped them in getting used to the application, generated reports and saved them for further access to the users.
* Using Apex Data Loader mapped data sources and loaded data into Call Center application.
* Created and used Email templates in HTML and Visualforce.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Administrated and monitored the company’s Salesforce CRM application.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Salesforce Lightning (Components, Apps, Events), Lightning Design System, Lightning App Builder, Sales Cloud, Pages, Aura Framework & Components, Data Loader, S-Controls, HTML, CSS, Java Script, SOAP, REST, API, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, GitHub, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**Client: Dupont Pioneer/ Corteva - Johnston, IA Jan’17 – Dec’17**

**Role: Salesforce Developer**

**Project Description:** This Project deals with the development of custom applications with Sales force to build custom portal. We leveraged on Apex to integrate its existing management application for an integrated CRM and Customer Management system.

**Responsibilities:**

* Gathered requirements and developing client-specific solutions by understanding customer’s business and technical environment.
* Created Custom Profiles, Public Groups and Roles to distribute user rights and functionality.
* Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Reports and Dashboards.
* Created different workflow rules and Approvals, Email Templates to run the Assignment rules.
* Worked on Point and Click development.
* Worked on SFDC implementation related to Sales Cloud.
* Designed and developed the Custom objects, Formula fields, validation rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visual Force, Force.com IDE.
* Used SOQL and SOSL for various data fetching and manipulation needs of the application using platform database objects.
* Developed design document for data loader-based integration.
* Designed, developed and deployed Apex Classes, Triggers, and packages for various functional needs in the application.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Designed the Custom Visual Force pages for Lead conversion, merging duplicates.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Integrated with external system using Web Services Callouts for cleansing the Address and save the data in the pages of salesforce.com.
* Integrated the SOAP/REST API based Web Services on Demand for extracting the data from external systems.
* Also have experience on Service Cloud, App-exchange & Call center applications, in Various SFDC Implementations.
* Provided support ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow and triggers.
* Developed and configured various Reports for different user profiles based on the need in the organization.
* Used the Force.com IDE for testing and migrated the code to the deployment instance after testing.

**Environment:** Force.com Platform, Force.com IDE, Standard Objects, Custom Objects, Custom Fields, Lookup Relationship, Service Cloud, Master-Detail Relationship, List Views, Sharing Rules, Profiles, Users, Public Groups, GitHub, Permission Sets, SOQL, SOSL, Record Types, SOAP, REST, API, Page Layouts, Validation Rules, Reports, Dashboards, Apex Data Loader, Workflows and Approval process, data loader.

**Client: Chamberlain Group – Chicago, IL May’16 – Dec’16**

**Role: Salesforce Developer**

**Project Description:** The core of this project is to integrate the Portal with various external systems to retrieve the details of Chamberlain Group Accounts, Invoices and Loans etc.

**Responsibilities:**

* Responsible for various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Implemented Web-to-lead to track and solve leads from the company website.
* Created different workflow rules and Approvals for various campaign processes.
* Designed, and developed the Custom objects, validation rules, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Have used Point and Click development concepts and gained knowledge on Point and Click.
* Used Master-Details, lookups, and many-to-many relationships with Junction Objects.
* Performed data migration into salesforce application using apex data loader through CSV files.
* Imported accounts and contacts data through Import Wizard.
* Integrated the SOAP/REST API based Web Services on Demand for extracting the data from external systems.
* Created and deployed Several Reports using salesforce.com platform.
* Installed Salesforce AppExchange Apps, configured and maintained user security permissions in compliance with organizational needs.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visual Force, Force.com IDE.
* Developed and configured various Reports for different user profiles based on the need in the organization.
* Participated in the training sessions provided by the Salesforce team and support end users.
* Used the sandbox for testing and deployed it to production.

**Environment:** Salesforce.com Platform, Apex, Apex Custom Controllers, Visual force pages, Data Loader, HTML, JavaScript, Workflows, Approvals, Reports, Custom-Objects, GitHub, Analytical Snapshots, SOAP, REST, API, Security Controls, Integration, Force.com Platform (Sandbox and production), Force.com IDE.

**Client: Marks and Spencer – Bangalore, India Jul’14 –Dec’15**

**Role: Salesforce Developer**

**Project Description:** Global deployment of a new Resource plus for MSLs self-service solution composed of a document management system (DMS) and iPad application component for the Global Oncology-Scientific Systems Department. Solution designed to avail Medical Scientific Liaisons (MSL) on the field and healthcare providers (HCP) access to the latest scientific publications/research to improve sales support efficiencies and minimize loss of opportunities.

**Responsibilities:**

* Involved in salesforce.com setup activities and customized the apps to match the functional needs of the organization.
* Developed and Customized User interface in salesforce.com using Visualforce, Apex controllers and Force.com IDE.
* Designed and developed the web-based UI using JavaScript, HTML and DHTML.
* Designed and developed Visualforce pages and controllers for distribution enhancement.
* Built apex classes implementing SOQL statements within Eclipse to manage interaction with the database.
* Involved in migrating data from Oracle to Salesforce.com.
* Developed web services using Salesforce.com Webservices API to provide data for third party clients.
* Created and deployed several Reports using salesforce.com platform.
* Created Visualforce email templates and automated Email Process to send installation instructions to new and existing customers.
* Used CSS in HTML code to better manage look and feel of web pages.
* Experience with Integrated Development Environments such as Eclipse. \
* Created summary reports, matrix reports, pie charts and Dashboards to assist the business team.
* Worked intensely on custom objects, triggers and workflows.
* Designed and build custom applications using Force.com and Visualforce.com.
* Used Apex Explorer for viewing [salesforce.com](http://salesforce.com/) data.

**Environment**: Saleforce.com platform, JavaScript, Apex, Visualforce, Force.com IDE, SOQL, Email Services Triggers, API, HTML, CSS, Apex Data Loader, Eclipse.