



Karthik K
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Profile Summary:

- Overall 6.5 years of Salesforce experience and **Expertise** with **Sales Cloud, Service Cloud, and Community Cloud.**
- **Experienced Salesforce Developer** with **6.5 years of expertise with Salesforce core back-end development** including **Apex, Triggers, Classes, Batch Classes, Integration** using **REST API, SOQL, SOSL, Flows, and front-end development** including **LWC and Aura components.**
- Skilled in creating customized CRM solutions for various domains including **e-commerce, education, and healthcare.**
- Seeking a challenging role where I can apply my **Salesforce skills** and **learn new technologies.**
- Experienced in **Data Migration** using Data load tools: **Apex Data Loader, and Import wizard.**
- Configured **Security Controls** which include **Organization wide defaults, User Security Permission, Object, Field and Record-Level Security settings, Profiles, Roles, Sharing rules and Approval process.**
- Experienced with Salesforce deployment tools like **Salesforce DX** using **Power shell & Source Tree.**

Professional Certificates:

- **Salesforce Certified Platform Developer 1** (Credential Id: 19857292).
- **Salesforce Certified Platform App Builder** (Credential Id: 4283143).

Skills Set:

Salesforce.com	Apex Classes, Apex Triggers, Apex Tests, Batch apex, SOQL, SOSL, Flows, Sales Cloud, Service Cloud, Community Cloud, Lightning Aura Components, LWC, Visualforce, and REST API.
Tools	Workbench and Apex Data Loader.

Work Experience

Consultant in Deloitte India from July 2023 to September 2023

Projects Handled:

1. Imperial Brands USA

Description:

Imperial Brands plc (formerly Imperial Tobacco Group plc) is a British multinational tobacco company headquartered in London and Bristol, England. It is the world's fourth-largest international cigarette company measured by market share after Philip Morris International, British American Tobacco and Japan Tobacco and the world's largest producer of fine-cut tobacco and tobacco papers.

You may know us as Imperial Brands or in specific countries you may know us by our entity brand names such as Imperial Tobacco, Reemtsma, Altadis, Seita, and ITG Brands.



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Responsibilities:

- Updated and Deployed the **Apex Classes, Triggers, and Test class** for various functional needs in **Sales cloud**.
 - Worked on Profiles, Permission sets, Field creations, User activations.
 - Deployed the developed components using VS code and Git.
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Consultant in Capgemini from June 2021 to June 2022

Projects Handled:

1. WK – Client: Wolters Kluwer, Netherlands

Description:

Wolters Kluwer serves legal, business, tax, accounting, finance, audit, risk, compliance, and healthcare markets. It operates in over 150 countries.

Responsibilities:

- Developed the **Apex Classes, Triggers, Batch Class, and Test class** for various functional needs in **Sales cloud**.
 - Worked on **Lightning Web components (LWC)**, Converted buttons to **LWC**.
 - Architecture and created multiple lightning components and **LWC** to enhance the existing functionalities.
 - Designed and developed **Flow** based on project requirements.
 - Upgraded from **Salesforce Classic** to **Salesforce Lightning** with good user interface.
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2. Corridor

Description:

Corridor project is implemented on Salesforce.com Sales and Service cloud platforms and executed on AGILE methodology considering specific backlog items.

Responsibilities:

- Designed and Developed the **Apex Classes, Apex Triggers, Test classes, Process Builder, and Workflow** for various functional needs in **Sales cloud** and **Service cloud**.
 - Created new **Flows** for activating and deactivating child agencies with agency staff member.
 - Worked with **Flows** to invoke the Apex class from **Flows**.
 - Worked on **LWC** and **Aura** components to upgrade current functionalities to lightning framework.
 - Developed test classes and validate functionality using **asserts**. Maintained code coverage over **90%** with every release to production.
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Senior Software Engineer in Tech Mahindra from October 2018 to May 2021

Projects Handled:

1. VES – Client: Verizon Wireless, Chennai

Description:

Verizon Communications Inc. is an American multinational telecommunications conglomerate and a corporate component of the Dow Jones Industrial Average.

Verizon Wireless is currently focused on 5G communications for the next generation.



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Responsibilities:

- Created Custom **Apex Triggers, Apex Class, Test Class** to automate the requirements in **Sales cloud**.
 - Worked on **Web Services** using **Rest API** to integrate with external systems to get the required information using the URL approach.
 - Having experience on **REST** methods such as **Put(), Get(), Post(), and Delete()**.
 - Designed various **Visualforce** pages for customization that launch from **button** through record page.
 - Worked with **Apex Batch** and **Scheduler** to invoke Apex classes at regular intervals.
 - Developed test classes and validate functionality using **asserts**. Maintained code coverage over **90%** with every release to production.
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2. MKI

Description:

Mitsui Knowledge Industry headquarter in Japan caters to the cloud computing.

MKI decided to develop next digital enterprise solutions in japan market using Salesforce cloud platform to build new application to cater to its business process.

Responsibilities:

- Worked on **Salesforce DX** for deployment, using **Command Line Interface (CLI), Creation of Scratch Orgs, Branch creation**, update the local using **pull request** then update the branch using **Push request**.
 - Worked on **Apex Classes, Apex Triggers, and Test classes** in **Sales cloud**.
 - Created **Many-to-Many relationships** and created **Junction objects** to implement **Roll-up Summary** fields to aggregate data from child records on the parent.
 - Used **Email-to-Case, Web-to-Case** features and created a **community** where the customer can create, update and manage their cases.
 - Used case **assignment rules** to assign case to appropriate queue.
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Software Engineer in Meta Soft Tech Systems (MST Solutions) from July 2014 to March 2017

Projects Handled:

1. ZTailors – Gentux

Description:

ZTailors provides its users with a range of tuxedos and suits that are crafted from a range of materials and color combinations, and it caters to a range of functions, including weddings, proms, parties, and special occasions.

This platform enables its users to set up online accounts and enter event details, choose from pre-styled looks or create own style, measurements, and obtain outfits.

Responsibilities:

- Documented overall project flow using **Flow Diagram** and took **metadata backup** for the same.
 - Simplified the complex business logic and the Price calculation area based on the Product selection.
 - Customized **Account, Contact, Case, Sales Order, Sales Order Line, Payment Profile** and **Measurement** to capture additional data and fit to business requirements in **Sales cloud, Service cloud** and **Community cloud**.
 - Simplified the complex business logic and the **Price calculation** area based on the **Product** selection.
 - Designed and modified **Approval processes** and created approval steps which is used for **email alerts and field updates**.
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2. Republic Services

Description:

The project was developed for Republic Services. The main objective is to enhance their existing salesforce environment.

Responsibilities:

- Implemented new enhancement including **Process Builder, Workflow, Approval Process** and **Email Alert**.
 - Customized **Lead, Account, Contact, Opportunity, Case, Site, capture quote and non-capture quote** to get additional data to fit business requirements in **Sales cloud** and **Service cloud**.
 - Developed **triggers** for complex workflow rules working around the **governor limits**. **Bulkified trigger** code to adhere to **governor limits**.
 - Developed test classes and validate functionality using **asserts**. Maintained code coverage over **90%** with every release to production.
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3. Sky Touch Technologies

Description:

The project was developed for Sky Touch Technologies. The main objective is to enhance their existing salesforce environment.

Responsibilities:

- Worked in **Service cloud** including reassigned the case owner if the old owner is inactive whenever the case status changed from closed to open, **email to case, web to case, assignment rules**, and **escalation rules**.
 - Automated functionalities such as writing **schedule jobs** to **Update records, Sending emails, Email services**.
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Education:

- B. Tech Information Technology from Trichy Engineering College, Trichy Anna Univ., Trichy, 2011.
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