**Karthik N**

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**EXECUTIVE PROFILE**

* Having **8+’ experience** in IT in which **7+ years of experience** in Salesforce involves in configuration, customization, integration, communities, deployment**, lightning design system, migration from classic to lightning, lightning component development, lightning locker services**
* Very good experience in Salesforce Automation (SFA) and customer portal relationship.
* Expertise in **standard SalesForce configuration that include workflow rules, page layouts, Record Types, Approval Processes, Assignment rules, Validation rules, bulk Triggers, etc.**
* Used Force.com **Developer toolkit including Apex classes, Apex triggers and VisualForce pages to develop custom business** logic.
* Good knowledge of Scrum methodology.
* Experience in working **cpq tool & quote to order process**
* Performed analysis on Big Machines/SFDC integration practices.
* Worked onintegration files between cpqand salesforce.
* Worked on salesforce **marketing cloud** and **Salescloud** created assignment rules for marketo integration.
* Experience in working with various integrations like **Dell Boomi, Oic& Docsign or conga, qvidian, Xactly & service now.**
* Experience working with Salesforce1 mobile application development and customizations.
* Excellent analytical, de-bugging skills and documentation skills.
* Experienced working as a release manager for Production Deployments.
* Experience in working as **Senior Salesforce Developer includes monitoring** the team activities and experience in **offshore - onsite model.**
* Experience in resolving Critical**, High, medium, and low priority tickets.**
* Experience in **support projects and working with ticket management like Service Now and Rally.**
* Experience in migration from one sandbox to another sandbox or sandbox to production by using Change Sets, Force.com IDE tool and Force.com Migration tool kit
* Experience in **building reusable UI components and pages with Lightning component** framework.
* Using **Lightning Experience created Summary reports, Matrix reports, Charts** and **Dashboards for better interaction of sales reps using SF1 mobile app**
* Enabled **Aura Framework, by adding Aura Attributes and Aura Handlers** for Events to focus on **Logic and Interactions in Lightning** Applications.
* Involved and provided support during the UAT
* **Extensive experience in designing of custom objects, custom fields, Picklist**, role-based page layouts, Workflow Alerts & Actions, Validation Rules, Approval **Processes, custom Tabs, custom reports, report folders, report extractions to various formats, design of VisualForce Pages, Record Types, Dashboards**, and Email generation according to application requirements.
* **Very good communication skills, team oriented, strong technical background** and focused on success.
* **Extensive experience with user roles, role hierarchies, profiles, permission sets and sharing settings to ensure that the protected data is available only to the authorized** users, defining SalesForce.com sharing rules and user access privileges.
* Experience in working Various ERP Systems like **SAP** and **Oracle ERP fusion**.
* **Expertise in customization, configuring, deploying and integrating SalesForce.com CRM solutions, writing test classes before deploying into production**.
* **Analyzed Sales, Marketing & Customer Support business processes used by SalesForce.com customers and recommended ways to improve their processes using SalesForce.com.**
* Designed junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Have **good working knowledge in querying SalesForce.com database using SOQL & SOSL queries using Force.com Explorer, Custom Page** Layouts, Work flows, Relationships, lookups and Good Experience in developing Dependent picklists.
* Experience with Data migration and updates through the tool App Exchange Dataloader in SalesForce.com.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce Technologies** | SalesForce.com, Force.com, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/ Components, S-Control, Apex Web Services, Partner WSDL & Enterprise WSDL, Work Flow and Approvals, Dashboard, Analytic Snapshots.  |
| **Salesforce Tools**  | Force.com IDE (Eclipse), AJAX Tool Kit, Force.com API tools (Data Loader), Force.com Explorer, Force.com Platform (Sandbox and Production). |
| **Tools** | DataLoader, Salesforce-to-Salesforce, Apex- Explorer, Informatica, Apptus CPQ, |
| **Languages** | Apex, C/C++, HTML, XML, CSS, AJAX.  |
| **Database** | SQL Server 2008, Oracle, MySQL. |
| **Web** | HTML, XML, CSS, JSP, JavaScript, WSDL, SOAP. |
| **Tools** | MS Office, Adobe Photoshop, MS Excel, Silverlight, Eclipse IDE.  |
| **Web Servers** | IBM Websphere 4.x/5.x, Apache Web Server, Tomcat 6.x |

**Certifications**

* **Salesforce Certified Administrator**
* **Salesforce Certified Platform Developer-1**
* **Salesforce Certified Platform Developer-2**
* **Salesforce Certified CPQ Specialist**

**PROFESSIONAL EXPERIENCE**

**Anthem Inc, Norfolk, VA Oct 2021 – Dec 2022**

**Role: Salesforce Developer**

**Description:**

* Worked **on validation rules, workflows and approval processes and** developer User **Interface through Lightning Component**.
* Gathering the requirements from the business users and convert them into functional requirements
* Worked with **SFDX** using VS Code for creating branches by using commands and **creating PR's** **to deploy metadata**
* Manage the offshore team to complete the development
* Created Batch classes & Schedule classes & also Developed REST API services with external systems.
* Working with technical product managers contributing to blueprints, and assisting with annual planning of feature sets that impact multiple platforms.
* Visualforce Remoting Effective Apex unit testing, including web service mocking.
* Used SOQL & SOSL for data manipulation needs for the application using platform database objects.
* Have a good expriance in CI and CD using Azure devops. Worked **SFDX using Azure Devops.**
* In-depth knowledge of the Salesforce.com platforms configuration, Health cloud, architecture, and implementation best practices, including experience with Sales Cloud, Marketing Cloud, Service Cloud and Salesforce Lightning.
* Involved working with Salesforce.com premier support & handled the support cases with the help of sfdc Support.
* Worked on complete data migration from NatGeo to Disney
* Hands on **experience on salesforce packages and Lightning. Implement** salesforce lightning **components for small set of users within the organization.**
* Using **Lightning Experience created Summary reports, Matrix reports, Charts** and **Dashboards for better interaction of sales reps using SF1 mobile app**
* Enabled **Aura Framework, by adding Aura Attributes and Aura Handlers** for Events to focus on **Logic and Interactions in Lightning** Applications.
* Worked with **SFDC with CLI** for create package and retriew and deploy from 1 instance to other instance.
* Involved and provided support during the UAT testing
* Created **Apex methods for the lightning controller and helper methods to** perform **DML operations on the case records.**
* Experience in resolving in **level-1, level-2 and level-3 tickets**.
* Have a good expriance in VS code with **CLI** and **all the commands**.
* Worked with **SFDX** using VS Code for intraction with salesforce and **create scarch orgs.**

**Environment**: Saleforce.com platform, Apex, Visualforce, Apex Data Loader, Dataloader.io, Workflow & Approvals, Process Builder, Reports, Custom Objects, Custom Tabs, SOQL, SOSL, Security Controls, Visualforce Controllers, Change Sets, Apex Test Classes.

**Facebook May 2020 – Sep 2021**

**Role: Salesforce Lead**

**Description:**

**Responsibilities:**

* Responsible for implementing various **enhancements to support applications** and streamline the processes.
* Experience in **support projects and working with ticket management like Service Now and Rally.**
* Created **Apex methods for the lightning controller and helper** methods to perform DML operations on the case records**. Used Salesforce1 simulator during the** development to test if the lightning **components works properly on** the mobile device
* Worked on multiple data sources from different environments and uploaded the data into salesforce for exactly process
* Implemented Salesforce Development Cycle covering extensively in **Sales Cloud**, **Service Cloud, and Marketing cloud** in this project.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com. Fading, features available on Sales Cloud, Marketing Cloud and Service Cloud.
* Worked on development with CloudCraze, to build custom e-commerce solutions using the CloudCraze API, as well as custom user interfaces using the Visualforce markup language.
* Worked on salesforce marketing cloud and created assignment rules for marketo integration
* Worked **on validation rules, workflows and approval processes and** developer User **Interface through Lightning Component**.
* Hands on **experience on salesforce packages and Lightning. Implement** salesforce lightning **components for small set of users within the organizations**.
* I was responsible for troubleshooting and resolving any issues related to Salesforce cloudcraze. I also provided technical support to the end-users and helped them understand how to use the platform.
* Used **Salesforce1 simulator during the development to test if** the lightning components works properly on the mobile device.
* Created **Apex methods for the lightning controller and helper methods to** perform **DML operations on the case records.**
* Experience in resolving in **level-1, level-2 and level-3 tickets**.
* Monitor the Daily ticketing Queue
* Performed analysis on BigMachines/SFDC integration practices.
* Performed analysis on pricing for conversion from existing pricing practices to BigMachines.
* Updated Cpq approval process every week data tables weekly
* Worked onintegration files between cpqand salesforce.
* Experience in providing solutions for **Incidents and changes**
* Experience in working Various ERP Systems like **SAP** and **Oracle ERP fusion**.
* Responsible for designing and delivering the processes to support the **usage-based selling model.**
* Involved for creating the **Validation Rules, Workflow rules and Approval Process**.
* Experience in working **cpq tool & quote to order process**
* Experience in working with various integrations like **Dell Boomi, Ics**
* Worked on **data loading activities by using Apex Data Loader.**
* Responsible for **building Reports and Dashboards.**
* Worked on creating Objects, **Page Layouts, Record Types, Relationship Fields, Rollup Summary Fields, and Formula Fields.**
* Worked on Apex Triggers **and Apex Classes to build custom functionality.**
* Involved into creating **Visualforce pages for custom user Interface, custom settings** and Field Sets.

**Environment**: Saleforce.com platform, Apex, Visualforce, Apex Data Loader, Dataloader.io, Workflow & Approvals, Process Builder, Reports, Custom Objects, Custom Tabs, SOQL, SOSL, Security Controls, Visualforce Controllers, Change Sets, Apex Test Classes.

**Facebook May 2018 – Apr 2020**

**Salesforce Admin/Developer**

**Description:**

* Designed, developed and deployed Apex Classes, Controller Classes, Extensions and Apex Triggers for various functional needs in the application using the Eclipse IDE.
* Created custom objects and defined lookup and master-detail relationships among the objects. Also created junction objects to establish connectivity among objects in data model.
* Developed Apex triggers, Apex classes and test methods.
* Developed visual workflows
* As a Developer I worked on Cloud Craze, I was responsible for customizing and integrating Salesforce, developing custom solutions, resolving issues, conducting data migrations, developing user documentation, collaborating with other team members, and staying up-to-date with the latest Salesforce
* Generated various reports using combination of custom objects and standard objects.
* Used Data Loader and ETL Tool for Data Management in force.com platform.
* Perform administration tasks as needed, managing custom fields, integration and
* Data cleanup.
* Using the Zuora CPQ (Steel brick) programmatically mainly for creating and submitting the Salesforce CPQ contracts to Zuora by automating manual steps during the quoting process.
* Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Good knowledge in developing the documents for data model design in salesforce CRM.
* Customized user Roles, Role hierarchies, Profiles, Permission sets and Sharing settings to ensure that the protected data is available only to the authorized users.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Develop Visual force pages, Visual Force Custom Controller Components, Advanced Search functionality, Custom Objects, Tabs, Tags and Components.
* Proficient in using Eclipse based Salesforce.com IDE to develop and deploy into production.
* Having good experience with custom settings to develop the auto search functionality in salesforce.com.

**Environment:**

Saleforce.com platform, Visual Force (Pages, Component & Controllers), Visual Work Flows, Apex Language, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading, Eclipse IDE Plug-in.

**Aditya Birla Ltd, In May 2016 – April 2018**

**Salesforce Developer**

* Worked with field & page layout customization for the standard objects like Account, contact, Leads.
* Involved in customizing custom objects, tabs, fields, page layout as per the business need.
* Have worked on moving data from external legacy system into SalesForce application using Apex Data loader & CSV files.
* Involved in querying SalesForce tables using SOQL & SOSL queries using Force.com Explorer.
* List views available on a page are implemented using hardcoded SOQL statements. They cannot be modified by an end-user and do not correspond to the standard List Views available within saleforce.com User Interface.
* Implemented Sales Cloud and incorporated the enhanced features as required to the business process.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the home grown applications by using the home grown web services.
* Created user accounts and managed the profiles.
* Worked on role hierarchy & sharing rules to configure visibility.
* Worked on workflow rules & approval processes.
* Customized the Messages & Alerts on the Home page.
* Developed APEX triggers, classes, VisualForce pages.
* Created new Reports & Dashboards.
* Implementing visibility rules established within SalesForce.com. The context user should only be able to view the campaigns which are visible to him via standard SalesForce UI.
* Implement customer provided style sheets and images.
* Implement JavaScript.
* Developing Triggers with bulk-safe and have a minimum of 75% code coverage.
* Involved in client interaction for discussing the work flow and customization of page layouts.
* Involved in business process reviews.

**Environment:** Saleforce.com platform, VisualForce (Pages, Component & Controllers), Apex Language, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows

**ICICI Bank Pvt Ltd May 2014 – Apr 2016**

**Salesforce Admin**

**Responsibilities:**

* Worked with the user group for requirement gathering throughout the planning and implementation.
* Implemented the requirements on SalesForce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked with various SalesForce.com objects like Accounts, contacts, Solutions and Custom Objects.
* Developed various Custom Tabs, Tags and Components.
* Implemented SalesForce for Outlook functionality and installed outlook integration with different user systems.
* Worked with Validation Rules, Workflows, Approval Process and Reports & Dashboards.
* Worked with Data Loader and App Exchange Applications.
* Worked with different Deployment Plans for each release and Sandbox Refreshing.
* Worked with different Record types to setup for different Page layouts based on profiles.
* Involved in setting up Profiles and assigning the Profiles to the Users.
* Involved in setting up the Role Hierarchy and assigning the Users as per the role.
* Created different profiles and setup the permissions based on the roles in the organization.
* Knowledge in Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Experience with SOQL and SOSL statements within custom controllers, extensions and triggers.
* Involved in the Web Services Integration to connect with the different Applications.

**Environment**: Saleforce.com platform, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Apex language, VisualForce (Pages, Component & Controllers), Sandbox data loading, Eclipse IDE Plug-in, Windows XP