U SUDARSHANA KARANTHA

#9-90, Hebbarithlu, Uppunda, Kundapura-576232
Mobile: +91 8553973266
Email: sudarshankaranth18@gmail.com

Certified Developer having 4+ years of experience in Application development and Implementation in Salesforce Platform

CERTIFICATIONS

- ❖ Salesforce Certified Platform App Builder
- ❖ Salesforce Certified Platform Developer – I
- ❖ Salesforce Certified Platform Developer – II
- ❖ Salesforce Certified Administrator 201

EXPERIENCE

Warp drive Tech Works LLP   **Aug 2017 - Present**

Working as Technical Specialist with professional experience in developing and deploying enterprise level Salesforce CRM platform application.

Highlights:

- ❖ Built custom lightning web components used in community and external site.
- ❖ Developed reusable utility components using LWC (lookup with multi-select, dual list box with search, Purge-Logs)
- ❖ Experience in building responsive UI components with mobile first approach
- ❖ Implemented security question functionality using custom login flows
- ❖ Experience in integrating third party systems using REST and SOAP
- ❖ Working knowledge in building custom web services
- ❖ Experience in setting up and troubleshooting SSO
- ❖ Experience in leveraging design patterns and best practices for writing apex

- ❖ Engineered and incorporated lightning components on the custom tab page, which displays the multiple report chart with dynamic filters. Which in turn reduced the human effort of filtering report data for different filters.
- ❖ Built lightning components used by the salespersons to create Monthly Journey Planner. Planned events are tracked under Salesforce calendar
- ❖ Developed a configurable solution to notify the user / manager on the case escalation
- ❖ Designed and developed visual force pages using slds, which enabled the user to get better user experience
- ❖ Designed and developed configurable solution for automating the refund process for different types of payment modes.
- ❖ Built custom web-to-case functionality which allow the customers to create case along with attachments.

GeekSynergy Technologies Pvt. Ltd   **Jan 2017 to Jul-2017**

Designation: Project Intern

During my course of internship, I had been working on an android project called **WYKE** which is a market place for people to list, discover and attain freelance work locally.

Tasks:

- ❖ Provided a platform for people to put forth their queries regarding this application
- ❖ Built a module for payment integration
- ❖ Using ffmpeg and K4L library, I have created a module to trim and convert the videos to the required resolution
- ❖ Integration of deep linking and finding peer devices using geo fire
- ❖ UI design with material design guide lines
- ❖ Use of gradle to build the libraries and bintry for universal distribution
- ❖ Contributed to Swipestack and Ripple background for handling card events, bug-fixes and dynamic ripple color transition

PROJECT HIGHLIGHTS

❖ **Community cloud implementation:** I have implemented customer community for one of the US based client who use to sell Health Care products. Their business runs on multilevel marketing model. This community is being used by more than 2 million customers.

Technology stack:

- Lightning web and Aura components, Apex Classes, datatable.js library

Team Size: 6

I worked as a developer. My responsibilities are as follows

- Building the lightning components for partner communities with responsive designs
- Enhancement of custom reports built using datatable.js
- Redesigning of the existing UI to new UI as given in wireframe
- Writing apex class to integrating with third-party system

❖ **Sales process implementation:** This project is for one of the leading lens and medical equipment manufacturing company. They are using Salesforce for managing the sales-process. The system is built on Lightning Platform License (Force 100).

Technology stack:

- Lightning component, Visual Force Page, Apex classes, Triggers, Workflows, Process builder

Team Size: 4

Responsibilities:

- Understanding the requirement and building the feasible solutions
- Built the Monthly journey planner app using lightning components
- Implemented the process for capturing the visit data
- Built a custom dashboard with dynamic filters

❖ **Desk.com to Service cloud migration:** This project includes migration of features and data into Salesforce from Desk.com. Client used Salesforce for managing the customer quires.

Technology stack:

- Apex Classes, Triggers, Workflows, Process builder

Team Size: 4

Responsibilities:

- Understanding the business requirements and configuring the service cloud based on the requirement
- Created the validation rule, Auto Response Rule, Configured Email-to-Case, Web-to-Case
- Data migration from Desk.com to Salesforce Service cloud
- Done a POC for Configuring Live Agent to support Chat of the client web site

❖ **Service cloud implementation for Online Furniture Store:** This project is for a furniture and decor retailer based out of Bangalore. They are using Salesforce for Sales and Service.

Technology stack:

- Apex Classes, Triggers, Visual force Pages

Team Size: 4

Responsible for supporting the existing service process and also built a module to automate refund process. I have implemented a solution to notify the user / manager on the case escalation and wrote a custom functionality to send the reports to the users who are specified in the custom settings as email attachment.

EDUCATION

❖ **Master of Computer Application** at NMAM Institute of Technology Nitte. (Autonomous under VTU)   (2014-17)
❖ **Bachelor of Computer Application** under Mangalore University   (2011-14)