

# Arun Kumar Karunanithi

Experience in executing full life-cycle development projects of Salesforce Application; skills to ramp-up projects within time, budget & quality parameters, as per project management & best practice guidelines; targeting challenging assignments preferably in Chennai

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## Core Competencies

*Salesforce Solutions Implementations*

*Salesforce (SFDC) Development*

*Salesforce Integration*

*Software Design & Development*

*Production Support*

*Project Management*

*Delivery Management*

*Implementation & Testing*

*Reporting & Quality Assurance*

*Client Relationship Management*

*Team Management*



## Profile Summary

- A result-oriented professional offering over 14 years of successful career with diverse roles distinguished by commended performance and proven results in designing, administrating & implementing and managing Salesforce Application
- Excellence in Salesforce.com, Salesforce Lightning, Salesforce.com Administration, Salesforce CPQ and Salesforce.com Development
- Rich experience in managing complete SDLC including development, enhancements, customization, requirement analysis, design, testing, UAT, customer support and user training
- Expertise in end-to-end project planning & implementation from scope management to activity sequencing, effort & cost estimation, risk analysis to quality management in coordination with the business & stakeholders;
- Technical Consultant with skills in designing solutions as per client needs and providing technical transformation support; providing development strategy support to team encompassing briefing on client feedback to help them in developing customer-specific strategies
- Skilled in implementing 'best practice' processes across organization to ensure effectiveness resulting in reduced costs & improved service delivery



## Soft Skills



Decision-Maker



Communicator



Team Leader



Change Agent



Analytical



## Career Timeline



## Education

- **2007:** Bachelor of Engineering (B.E, Electrical & Electronics from PSG College of Technology, Coimbatore



## Licenses & Certifications

- Salesforce Certified Platform App Builder Certification - Salesforce
- Salesforce Certified Platform Developer I – Salesforce



## Technical Skills

- Apex Programming
- Visualforce Pages
- Apex Data Loader
- JavaScript
- Zuora
- Salesforce.com
- Salesforce Lightning
- Salesforce.com Administration
- Salesforce CPQ
- Salesforce.com Development

## Work Experience

**Since May'19:** **InVision, Chennai as Senior Salesforce Developer**

### **Key Result Areas:**

- Managing Application Development Lifecycle right from requirement analysis, documentation (functional specifications, technical design), coding and testing
- Monitoring the development of application and ensuring its completion within the stipulated time frame; tracking project progress and raising risks & concerns
- Implementing methodology involving developing comprehensive test plans, tracking activities and ensuring overall quality including functionality, performance & scalability
- Performing requirement gathering from business users, analysing the specifications provided by the clients and establishing specification documents as per client requirements
- Meeting deadlines and TAT without compromising quality norms and adhering to SLA
- Suggesting technology-based solutions for enhancing functional efficiency, achieving business excellence and managing risks and planning for contingencies to ensure minimal effect on deliverables
- Interacting with team members to ensure smooth progress of project work; ensuring adherence to quality norms throughout the implementation process; taking part in kick-offs and understanding the project requirements
- Providing post-implementation, application maintenance and enhancement support to the client with regards to the product/ software application in a 24\*7 environment

### **Highlights:**

- Successfully implemented best practices in support of the System Administration and Development teams
- Developed the In-Product Purchase Sites page for the Customers to Amend/ Renew subscriptions
- Pivotal in designing the Sites page to capture Credit Card Information by integrating with Zuora
- Credited for developing the error logging with significant CPQ automation processes into Salesforce; coordinated for integrating SOAP & REST solutions

## Previous Experience

**Jul'13 - Apr'19:** **Groupon, Chennai as Senior Salesforce Developer**

### **Highlights:**

- Enhanced the entire sales process by recognizing sales pain points
- Coordinated with Leads / Senior Developers / Product Managers for design, architecture, scoping, and point estimates
- Shared the development, test, deployment, and support status reports to stakeholders for on-time resolution
- Led the development of significant automation processes into Salesforce; worked for integrating SOAP & REST solutions
- Played a pivotal role in integrating the Salesforce with other internal tools used at Groupon

**Nov'11 - Jul'13:** **Polaris Consulting & Services Ltd., Chennai as Team Lead / Senior Salesforce Developer**

### **Highlights:**

- Supported the BMO (Bank of Montreal) as client in migrating one of LOB's (I&CB) from Siebel 7.7 to Salesforce; gained 4 months on-site exposure as well
- Designed the data model and the HLDD by reviewing the delivery documents
- Acted as a Technical Consultant of the Requirements Gathering Team
- Drove a Offshore Team of 8 Salesforce Developers for the key modules (Activity, Call Report) to meet the quality standards
- Wrote & managed the complex triggers, common components, apex sharing batch classes and customizations
- Successfully implemented real time integration between SFDC and third-party tools (Outlook 2010 / Blackberry / iPad)

**Nov'10 - Nov'11:** **Lister Technologies, Chennai as Salesforce Developer**

### **Highlights:**

- Managed the designing and developing of the Booking page for George Street Photography Company
- Executed the jQuery pop-ups for the standard look-ups on new pages

**Jul'07 - Sep'10:** **CSC, Chennai as Software Engineer**

### **Highlights:**

- Developed & maintained the middleware XSL files, transformed the Exceed XML message to Hartford's XML message
- Successfully automated the process for creating a new business policy, including implementing error correction
- Pivotal in modifying the JSP and Java files for the errors/warning messages to make the screens user-friendly

## Personal Details

**Date of Birth:** 26<sup>th</sup> August 1984 || **Languages Known:** English & Tamil

**Address:** F2, Plot XVII, XVIII, XIX, VGN Kona, Gerugambakkam, Chennai - 600 122, Tamil Nadu