**Karthick Mahan** [**karthi28feb@gmail.com**](mailto:karthi28feb@gmail.com)

**Salesforce Developer/Administrator** **614-314-3102**

**Professional Summary**

* An accomplished professional with over 8 years of experience in the **Salesforce.com CRM platform**
* Certified Salesforce Administrator/Developer with extensive experience and passionate Salesforce consultant with proficient in all phases of **Software Development Life Cycle** (SDLC), which involves requirement gathering, requirement analysis, functional design, implementation and enhancement of project in SalesForce.com
* Worked on various SFDC implementations covering **Sales Cloud & Service Cloud**
* Experience in working with **Visualforce pages, Apex Classes**
* Involved in developing **Salesforce Lightning Apps, Components**
* Have good experience in implementing **Apex classes** and **Triggers, APIs, Visual Force, Batch Apex, SOQL, and SOSL**
* Experience in development of **Salesfore.com** **Applications**, designed **Custom Formula Fields**, **Field Dependencies**, **Validation Rules**, **Workflows** and **Approval Processes** for Automated alerts, Field updates and Email generation according to application requirements
* Proficiency in SFDC administrative tasks like creating **Profiles, Permission Sets, Roles, Sharing Rules, Users, Page Layouts, Search layouts, Email Services, Approval process, Workflows rules, Workflow Actions, Validation rules,** Reports and Dashboards
* Experience at designing in **Salesforce.com** platform, tallying the business requirements by designing the required User Interface entities like Custom Objects, creating the relationships/ Junction objects like **Master-Child, lookups, Entity Relationship data model** and business logics
* Knowledge of Salesforce setup menu, Configuration, Custom Application Development, Administration, Deployment of applications to Force.com platform
* Experience with **Lightning Flows** and **Process Builder**
* Worked on the integration using **REST**, to exchange data between the system with the external system using **Batch Apex**
* Have good working knowledge in querying salesforce.com database using **SOQL & SOSL** queries within Governor Limits
* Excellent knowledge and experience at administrative tasks such as **Creating Profiles, Roles** and **Permission Sets, Tasks** and **Events, Email Templates**
* Experience with **Agile development methodology** and participating in PI Planning, Sprint Planning and Daily Scrum meetings.
* Experience in creating **Custom Apps, Custom Objects, Custom fields, Sharing Rules (**Criteria and Owner based**), Page Layout** assignment**, Search Layouts, Related List** and defining Field Dependencies, custom buttons
* Experience in bulk **data migration** and management using **Import wizard, Data Loader**
* Experience in **APIs, REST API, SOAP API**
* Hands on experience working with HTML, XML, CSS, JavaScript and AJAX
* Experience in Salesforce.com Sandbox and Production environments and deployed the configuration from sandbox to production
* Strong personal skills including focused listening, logical thinking and working in a team-oriented environment

**Certifications**

* Salesforce Certified Platform Developer 1
* Salesforce Certified Administrator

**Technical Skills**

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| **SFDC Technologies** | Apex Classes, Apex Trigger, Apex Scheduler, SOQL, SOSL, VisualForce (Pages, Components & Controllers), Apex Web Services, Salesforce CRM, Service Cloud, Sales Cloud, Lightning Application, CPQ. |
| **Tools** | Workflows and Approval, Custom Objects, Custom Setting, Label and Tabs, Roles, Security, Field updates, Reports & Dashboards, AppExchange package & Custom Application & Sandbox Data Loading |
| **Force.com** | Force.com Eclipse IDE plug-in, Apex Data Loader, Force.com migration tool, Force.com explorer |
| **Languages** | Apex, Java script, Java, HTML, XML, CSS, C, C++ |
| **Operating Systems** | Windows, Unix, Mac |
| **Database** | MySQL, Oracle SQL, MS Access |
| **Methodologies** | SDLC, Agile |

**Professional Experience**

**Client: Huntington National Bank, Columbus, OH. Jan 2018 to Till Date**

**Role: Salesforce Developer**

**Responsibilities:**

* Analyzed customer requirements, performed detailed analysis of business and technical requirements and designed the solution by customizing various standard and custom objects of Salesforce.com like **Accounts, Contacts, Properties, Reports, and Dashboards in Sales Cloud.**
* Maintained and improved existing salesforce implementation.
* Created **Record types** and page layouts, updated validation rules, and improvised page layouts.
* Involved in building **Lightning Components, Pages and Apps.**
* Involved in the **Lightning App Builder** empowers to build apps visually, without code, quicker than ever before using off-the-shelf and custom-built Lightning components
* Developed Lightning component framework includes an **Out-of-the-Box** set of components, **Event-driven Architecture**, and a framework optimized for performance.
* Modified access and sharing rules, added custom objects and **Workflows, and Approval Processes** to assign various requests from users to administration based on their roles.
* Integrated Salesforce with other internal applications using **SOAP and REST services**.
* Collaborated with teams to **Design and Implement Salesforce Integration.**
* Worked on salesforce.com standard objects like **Accounts, Leads, Contacts, Opportunities**, Reports, and Dashboards.
* Requirement analysis, **Configuration, Customization, Workflows, Validations, Security** and profile settings, Communities setup, data load**, Apex classes, JavaScript, visual force pages, REST API services**,
* Developed reports and dashboards in the communities.
* Designed and developed **Apex classes, Apex triggers, Visual Force Pages**, and Components as per requirements.
* Involved in development and testing of **Web Services** to integrate with external system.
* Written **SOQL, SOSL query language** necessary for the application in Apex classes and triggers.
* Involved in data migration from traditional apps to salesforce using **Data loader** utility.
* Worked on **Sales, Lead Management, Opportunity Management, Account Planning, and Contact Management**.
* Created Workflow rules and assigned related **Tasks, Email Alerts, Field updates** as per the business scenario.
* Developed Visual Force pages to include extra functionality and wrote **Apex classes** to provide functionality to the visual pages
* Configured user **Accounts, Roles, Profiles, and Sharing Settings** by implementing role hierarchies to provide shared access among various users.
* Created **Test Scenarios** on Sandbox environment, created packages and moved it between Sandboxes and Production environments.

**Environments:** Salesforce CRM, Force.com, Apex, Visualforce Pages, Components and Controllers, JavaScript, Eclipse, Data Loader, Import Wizard, Email Services, Sandbox data loading

**Client: TCS, Bangalore, India. Aug 2015 – Dec 2017**

**Role: Salesforce Developer**

**Responsibilities:**

* Worked on Salesforce.com customizations using **Apex** (**Classes, Triggers and Web Services**) and **Visual force** that consists of several new data integrations and customizations to be done as per business requirements.
* Developed **Visual force pages** for building public websites using **Force.com Sites** where the applications can be reached to new, external audiences.
* Built dynamic Visual Force Pages using advanced UI languages like **CSS and JavaScript** and used **Static Resources** when required.
* Experience in **generating PDF ‘s** with Salesforce data using Visual Force Pages, created and used **Email templates** in **HTML and Visual force**.
* Created **APEX Classes** and **Triggers** for implementing the Complex Business Logic that involves multiple objects and which cannot be performed using Workflow rules.
* Involved in Salesforce.com application declarative activities like creating **Users, Roles, Profiles, Public groups, Permission sets, Sharing rules, Field-level security and Page Layouts.**
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Created various Custom Objects, Custom Settings, Validation rules, Record types, Custom Tabs, Approval process and Workflow rules including Field updates and email alerts.
* Customized page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Involved in development and testing of **web services** to integrate with external system.
* Involved in development of Inbound and Outbound web services.
* Implemented **Sales cloud** like setting up Marketing Campaigns, Campaign Hierarchies, Web-to-Lead, Assignment rules and Auto-Response rules.
* Implemented Salesforce **Service cloud** like creating Queues, assigning Cases to Queues or Users and creating Case Escalation rules and writing Workflow rules for business support and technical support for its channel customers.
* Written apex **test classes** for unit testing and achieved at least 85% code coverage for migration.
* 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.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com using REST API.
* Worked on JIRA for ticket management system using agile methodology on sprint basis and user stories.
* Deployed application components across various sandboxes and production orgs using **Force.com IDE, Change Sets.**

**Environment:** Salesforce.com, Apex Classes, Triggers, Controllers, Visual force, Force.com, SOSL, SOQL, Sales Cloud, Service Cloud, Page layout, custom links, Roles, Data Loader, Data Migration, Reports, Dashboard, Windows.

**Client: TCS, Bangalore, India. Sep 2014 - July 2015**

**Role: Salesforce Admin.**

**Responsibilities:**

* Well versed with the process of detailed analysis of business and technical requirements and designed the solution by customizing various objects of **Salesforce** and using other Platform based technologies like **Visualforce**, **Force.com and Web Services**.
* Worked on **Sales Cloud, Service Cloud and Apex Programming on Force.com Platform.**
* Actively involved with developers, involved in enhancement of business modules using **Standard** and **Custom Objects**, **Formula logic**, **Apex classes**, **Test Methods** and writing **SOSL** and **SOQL** queries.
* Designed and developed **Apex triggers**, **Apex** **classes**, **Custom Objects**, **custom layouts**, **workflows**, **approval processes**, **tasks**, **email alerts**, and **record types** in **Salesforce.com**.
* Involved in **Accounts & Opportunities** and the **Visualforce** **Controllers**. Actively participated in the design and development of **custom Visualforce search pages**.
* Worked effectively to ensure that the data is protected and is made available to the authorized users by customizing the user **Roles**, **Role hierarchies**, **Profiles** and **Sharing settings.**
* Worked in **Salesforce.com** **Customization**, Creation and maintenance of **Record Types**, **Page Layouts**, **Objects**, **Tabs**, and **Fields**.
* Created many **Email Templates** and **Mail Merge** **Templates** and was involved in doing the mail merge for different standard and custom objects.
* Implemented the requirements on **Salesforce.com** platform and Force.com IDE Plug-in using **Eclipse**.
* Worked on **enhancements** to SFDC application required by business users from time to time.
* Worked on **Salesforce** implementations from inception to delivery.
* Used **Force.com** developer toolkit including **Apex Classes, Apex Triggers** and Visual force pages to develop custom business logic.
* Used **SOQL** & **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created custom buttons and links on Account and Relationship Group object for generating auto Reports.
* Created business processes, best practices, standards, templates and operating procedures to optimize IT project development.

**Environment**: Salesforce.com, Force.com Explorer, Apex Triggers, Visualforce Pages & Apex Controllers, Sales Cloud, Service Cloud, Cast Iron, Data Migration, Data Loader, Eclipse IDE, Custom Objects, Custom Tabs.

**Client: Tachyon Technologies LLC, Hyderabad, India. March 2013 - Aug 2014**

**SOA Administrator**

**Responsibilities:**

* Analyzing root cause and providing resolution to the environment and customer related issues across all environments (Development to Production).
* Develop fixes for defects identified in production.
* Manage the incident queue, problem tasks and change management.
* Deployment of code and configuration changes in lower environments.
* Monitor the health of the servers and environment continuously through various infrastructure and monitoring tools such as Dynatrace, Zenoss, and Splunk.
* Planning of the application release including implementation plan and validation plan
* Support the infrastructure release cycles through validation.
* Identify continuous improvements and implement them.
* Develop the configuration file for deployment.
* Resolving P1/P2 incidents within SLA without impacting business.
* Provided on-call support during offshore hours.