**Karthik Reddy**



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**PROFILE SUMMARY**

**Skill Summary:**

* Over 5 yearsof professional experience in Software Development with strong technical skills and have hands on experience in Salesforce.com CRM platform and Force.com platform both as a developer and an administrator.
* Expertise in Salesforce Lightning Components and Lightning Pages and Lightning Design Systems.
* Assisted in Migrating to the Lightning Experience.
* Involved in various stages of Software Development Life Cycle (SDLC) including functional analysis, requirement gathering, prototyping, coding, testing, deployment and maintenance of standalone object-oriented enterprise applications in Agile/Scrum development methodology.
* Experienced in implementing Cloud based solutions using Salesforce platform both as an administrator and developer.
* Hands on experience with external systems by developing custom Apex, Restful classes for inbound class and written Apex callout for invoking outbound applications.
* Designed and developed various Custom Objects, Custom Apps, Custom Fields, Validations, Role Based page layouts, Custom Tabs, Custom Reports as per the requirements.
* Proficient in dealing with the functionalities related to the Service Cloud and Sales Cloud.
* Experience with Salesforce customization, Security Access, Creating Profiles, Roles, Sharing rules, Users, Page layouts and email services.
* Good experience in setting up relationships in view of business use cases using Salesforce relationships Master-Detail, Lookup and Many-to-Many (Junction Object) between objects.
* Developed RBM/CRM/ERP applications using Apex and Visual force, UNIX, C, C++.
* Expertise in querying Salesforce database using SOQL & SOSL queries with Force.com explorer.
* Experienced in SFDC development using Apex Classes, Batch Class, Schedule Class, Triggers, Test Methods, Visual force Pages, Visual force Components & Controllers Force.com IDE, SOQL, WSDL, REST
* Integrated Salesforce.com applications with external systems using Web Services and Apex Web Servicesclasses.
* Integration of Salesforce.com with Siebel, Java, using Web Services API, Metadata API, SOAP & REST.
* Experienced in working on Eclipse IDE with Force.com plug-in, command line interface.
* Handful experience in Sandbox Management (Like Refreshing Sandbox, Creating New Sandbox, Migrating code from one sandbox to the other).
* Continuous Integration and Continuous Delivery tools like Jenkins, Jira, GIT.
* Expertise in advanced Apex programming concepts including common Design patterns, Governor limit management techniques, Bulk patterns, efficient and reliable trigger handling, and asynchronous operations.
* Experience with customization of Salesforce Communities
* Experienced in creating and execute Unit and Integration tests.
* Great exposure to key areas of Enterprise architecture, including Integration technologies, single sign on, and master data management.
* Good understanding of key Salesforce architectural concepts (e.g. API and governor limits, security models and techniques) and how they influence design.
* Experience in Sales Cloud, Service Cloud, and Partner Communities.
* Worked on SQL queries, Experience in writing SQL and PL/SQL programming.
* Good analytical ability and technical skills required for innovative growth in Computer science field.

**CORE COMPETENCIES**

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| CRM tools | Salesforce.com, sales cloud, service cloud,Marketing cloud. |
| Salesforce.com Development | Apex language, Apex Triggers, Apex Classes, Controllers & Extensions, Apex REST & SOAP web services, SOQL, SOSL, Visual force (Pages, Components &Controllers, Dashboards, Reports, Analytic Snapshots, Custom Objects, Force.com, Eclipse IDE Plugin, Case Management Automation. |
| Salesforce Integration Tool | Apex Data Loader, web Services, Eclipse Force.com IDE Plug-in, Connector, Informatica Cloud Data Wizard, Force.com Apex Explorer, Workbench, Force.comPlatform(Sandbox and Production) |
| Salesforce.com Administration | Reports & Dashboards, Validation rules, users, roles, profiles, deployment (change sets), workflow rules, approval process, sandbox refreshments, apex data loader, import wizard, packages, custom apps, custom labels, sharing settings, communication templates |
| Lightning Development | Salesforce lightning design system, lightning components, aura |
|  | framework, JavaScript controllers, server-side controllers |
| Tools/Utilities | Eclipse, Force.com IDE, Force.com Platform (Sandbox, and Production) QTP and Sand box testing Workbench, Jenkins, Source tree, SOQL Explorer, Win runner, QC, Bugzilla, Load runner. |
| Languages | Apex, Ajax, Java, JSP, XML, HTML, CSS,C, C++, Java Script# andVB6.0, VBScript, UML, HTML,XML, XHTML, DHTML,SQL. |
| Databases | Force.com DB, Microsoft SQL Server 2000/2005/ 2008,Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL, DB2, RDBMS. |
| Visualization Tools | Tableau 8.3 Desktop, Tableau Server and Reader |
| CI/CD | Jenkins, Jira, bit bucket, Urban Code Perforce/GIT. |
| Operating Systems | windows 2000 / 2003 / 2008/ 2012, windows XP, windows vista, Linux/UNIX. |
| Methodologies | agile - SCRUM, waterfall |
| Tracking Tool | MS Office, Microsoft Project & Visio, Rational, Smart sheet, Rally, Jira, Base camp, and Google Apps (Docs & Sheets), SFDC Wave. |
| App/Web Servers | Apache, Tomcat, OAuth, HTML, CSS, Java Script, jQuery, angular Js, XML, XSLT, Java/J2EE, Servlet, JSP, Struts, GIT, REST, AJAX and Web service. |

**EDUCATION& CERTIFICATIONS**

* Salesforce Certified Administrator.
* Salesforce Certified Developer.

Osmania university– Hyderabad, India - Bachelor of Computer Science – 2014

Campbellsville university – Louisville,KY- Master’s In Computer Science-2018

**WORK EXPERIENCE**

**Blue Cross Blue Shield Association Plano,Texas Designation: Salesforce Administrator / Developer July 2019 – Till date**

**Responsibilities:**

* Performed the roles of Salesforce.com Developer and Administrator in the organization.
* Developed Visual force Pages, created Reports, Dashboards and Apex Classes.
* Provided technical walk-throughs to various stake holders (QA Team, UAT Team, etc.)
* Built custom user interfaces using Lightning components.
* Developed, Tested and Deployed Custom fields/objects, Forms, Workflows, Interfaces, Records, and user roles to meet business requirements.
* Worked on translating several Visual Force pages to lightning framework.
* Created and deployed Service Cloud console to manage the support process.
* Developed Apex Classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions, and Web Services API and Apex Triggers for various functional needs in the application.
* Migrated data from external sources and performed insert, delete, upset, and export operations on millions of records.
* Performed Asynchronous Callouts using the Future Annotation and executed the future methods from a Trigger.
* Worked efficiently with standard Salesforce.com objects like Accounts, Contacts, Leads, Cases and Opportunities.
* Implemented change control from development sandboxes to production and across the development lifecycle.
* Used Salesforce Automation (SFA) for Sales Lead Management, Campaign Management, Opportunity Management, Account and Contact Management.
* Experience in creating Lightning Components and used Salesforce Lightning Design System (SLDS) to convert existing Visual force pages to lightning components.
* Worked with SOQL & SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Involved working in the integrations components by consuming Restful APIs.
* Involved in creating a user interface in Lightning using Aura components, for a user to enter details and submit in to Salesforce.
* Hands on experience in Sales Cloud and Service Cloud functionalities.
* Generated Apex Classes using WSDL and wrote business logic layer for integration with external web services to the system for functional needs.
* Hands-on experience on Salesforce Lightning Inspector to debug the lightning components during the development process.
* Turned ETL jobs/procedures/scripts, SQL queries, PL/SQL procedures to improve the system performance.
* Designed very complex Visual force pages using JavaScript, CSS, HTML, JQuery and Controllers.
* Developed Lightning components and used Lightning App builder to use those components in Lightning pages.
* Integrated Lightning components, Lightning Apps, Apex classes in my Salesforce org with the GitHub.
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
* Experience with Continuous Integration and Continuous Delivery tools like Jenkins, Jira and GIT.
* Key role in gradual transition of company's application from Salesforce Classic to Lightning Experience.
* Data migration from SQL Server to Salesforce using Jitter bit tool.

**Environment:** Saleforce.com platform, Sales Cloud, Service Cloud, Deployments, Apttus, Lightning components, Apex, Visual Force, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, JSON, Security Controls, Sandbox data loading, Data Loader, SF Explorer and Eclipse IDE Plug-in, App Exchange apps ,REST API.

**CUNA Mutual Group Madison, WI**

**Designation: Salesforce Administrator / Developer Aug 2018 – Jun 2019**

**Responsibilities:**

* Developed complex mappings and mapplets in Informatica to load the data using different transformations.
* Implemented Email-to-Case, Web-to-Caseentry for entering customer’s cases in cases tab.
* Experience in Aura Framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Created the configuration workbook and development checklist and updated the same based on subsequent releases based on the organizational needs.
* Performed new release evaluations with Business Owner and manages new functionally rollouts.
* Developed Workflow Rules, Time-Dependent Workflow Actions, Email Alerts and Field Updates.
* Worked on the Service Cloud especially on Email to Case, Case Management, Knowledge Articles, Queues, Escalation rules, Case teams, Service Console, Lightning Service console etc.,
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between Force.com IDE and Sandbox environment.
* Implemented pick lists, dependent pick lists, lookups, master detail relationship, validation and formula fields to the custom objects.
* Developed lightning experience using custom and standard lightning components, Styling using CSS.
* Used SOQL and SOSL queries with APEX.
* Lightning experience migration included Building and Customization of lite App and rollout.
* Generated SOSL and SOQL statements to search the information.
* Worked on ETL tools to migrate the information from another database. Built APIs with Salesforce.com Apex REST Services.
* Customized the Dashboards to the track usage for productivity and performance of their sales terms.
* Coordinated work assignments with Developers and Administrators throughout the product development life cycle.
* Configured security settings by working on Organization Wide Defaults, Role Hierarchies, Sharing Rules and Manual sharing to implement Record-based sharing.
* Integration of Sales Cloud with external information systems using SOAP API web services.
* Automated sharing rules whenever there is a new change in Sales teams instead of using an Apex trigger.
* Created custom links using HTML S-control. Used HTML to maintain uniformity in Web pages.
* Created Profiles and Permission sets to give those Security controls and shared settings.
* Worked with External objects in Salesforce which is another feature introduced with lightning component.

**Environment:** Salesforce.com, Customer Portal, Sales Cloud, Service Cloud, Apex Language, Visual Force, Triggers, SOQL, SOSL, Workflow Approvals, REST , Data Loader, ANT, Integration, HTML 5, CSS, Bootstrap, Web Services,REST, Sandbox CSS Style sheets, Custom Objects, Security Controls, Page Layouts, Sandbox data loading, Apex Data Loader Eclipse IDE Plug-in, Dashboards, Sandbox.

**Optima Health Care Services Atlanta, GA**

**Salesforce Administrator/ Developer May 2017 - Jul 2018**

**Responsibilities:**

* Involved in Salesforce.com setup activities and customized the apps to match the functional needs of the organization.
* Developed and Customized User interface in Salesforce.com using Visual force, Apex controllers and Force.com IDE.
* Designed and developed Visual force pages and controllers for distribution enhancement.
* Built apex classes implementing SOQL statements within Eclipse to manage interaction with the database.
* Involved in migrating data from Oracle to Salesforce.com.
* Developed web services using Salesforce.com Web services API to provide data for third party clients.
* Implemented Email-to-Case, Web-to-Caseentry for entering customer’s cases in cases tab.
* Created Visual force email templates and also automated Email Process to send installation instructions to new and existing customers.
* Responsible for connecting the Sales and Service clouds with marketing cloud using Marketing cloud connect and for testing the connecting use cases to see the connection is built right between the Sales, Service and marketing clouds.
* Used CSS in HTML code to better manage look and feel of web pages.
* Experience with Integrated Development Environments such as Eclipse.
* Strong knowledge & experience working in teams implementing Agile Methodologies.
* Created summary reports, matrix reports, pie charts and Dashboards to assist the business team.
* Worked intensely on custom objects, triggers and workflows.
* Designed and build custom applications using Force.com and Visualforce.com.
* Used Apex Explorer for viewing Salesforce.com data.

**Environment**: Saleforce.com platform, JavaScript, Apex, API, Agile, Visual force, Force.com IDE, SOQL, HTML, CSS, Apex Data Loader, Eclipse.

**OCKYGENIO Hyderabad, India**

**Role: Salesforce Administrator April 2013- June2015**

**Responsibilities:**

* Developed Test classes for maximum code coverage and unit tests along with test scripts for UAT.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Worked on various Salesforce.com standard objects like Campaigns, leads, Accounts, Contacts, opportunities, Products, Cases, Solutions, Reports and Dashboards.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com, checking for the correctness of the data.
* Designed various HTML Email templates for Auto-Response to customers.
* Created Custom dashboards displaying real time metrics including forecast, revenue etc.
* Created lead foams, Campaigns to lead foams, assigning task and managing workflows.
* Implemented field level security, Profile and audit trial setup.
* Implemented and Consumed Knowledge based Dashboards and Reports App Exchange for providing Reports and Dashboards that monitors the Knowledge Base.
* Prepared the Data Modeling Design.
* Written customization code using Apex Classes, Visualforce pages, used Visual force components like Page Block, Command Buttons, Output Panel, Action Region, Action Support, Action Function.
* Created Custom Email Templates as part of sending Alerts to users based on the business requirement.
* Used sandbox mode for testing and migrated the code to the production instance in interactions.
* Experienced in Unit Testing for the customizations and developments done during the project.

**Environment:** Salesforce, Apex Language, Visual force Pages, Triggers, Test Classes, Web Services, Sales, Marketing Cloud, Custom Objects, Tabs, Data loader, Workflows, Approval process, Reports, Dashboards, Eclipse IDE Plug-in, CSS, jQuery, Windows.