**Karthik P**

**Salesforce Developer**

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**Professional Summary**

* Salesforce Developer having 6+ years of IT experience.
* Excellent understanding of CRM business processes like Campaign Management, Lead Management, Account Management, Case Management, Quote and Forecasting.
* Hands on experience in developing custom code using Apex, Visualforce and Lightning Components.
* Good understanding of Lightning Web Components.
* Experience in Creating page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail.
* Experience in working with Sales Cloud, Service Cloud and Community Cloud.
* Strong hands on experience in developing triggers, batch apex, schedule classes, future methods.
* Strong hands on experience with Salesforce Security setup using Profiles, Permission Sets, OWD, Role Hierarchy, Sharing Rules.
* Have good working knowledge in querying salesforce.com database using SOQL and SOSL queries using Force.com Explorer, Query Editor.
* Strong Knowledge in App Exchange Applications for integrating with Third Party Applications.
* Experience in implementing the Many-to-many, Look-up and Master-Detail relationships and Automating the business Processes using Approval Process, Workflows, Escalation Rules and Auto-Response Rules.
* Excellent understanding of Roles, Profiles, Permission sets and sharing rules in Salesforce.
* Hands on experience in creating and implementation of Role Hierarchies for system security design.
* Experience in Data Migration using Data Import Wizard and other integration tools like Data Loader, Work Bench.
* Experience in using Lightning Components in building Salesforce1 mobile application.
* Technical experience working with Lightning Component, Lightning App Builder and Community Builder.
* Experience working with Process builder and Lightning Flows.
* Experience in Salesforce Communities to set up portal, customized pages to handle Registration.
* Working Knowledge on data migration from Excel, MS outlook using Data Loader, Import Wizard, Informatica on Demand.
* Experience in REST, SOAP based Web Services, Force.com API, SOQL and SOSL, and Salesforce AppExchange and JAVA.
* Experience working with Salesforce Streaming API by using Push technology and Platform Events to establish connectivity between 2 systems to enable streaming of events.
* Excellent verbal and written communication skills combined with interpersonal and conflict resolution skills.
* Self-motivated and possess ability for critical thinking, analysis, good interpersonal and communication skills. Team oriented, technically motivated and creative. User oriented with a desire to learn client's business requirements.

<https://www.linkedin.com/in/karthik-pedditi-2928a8161/>

**Certifications and Technical Skills**

**Salesforce Certified Administrator 201**

**Salesforce Certified Platform App Builder**

**Salesforce Certified Platform Developer I**

**Salesforce Certified Advance Administrator**

**Salesforce Certified Sales Cloud Consultant**

<https://trailblazer.me/id/karthikpedditi>

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| Salesforce Technologies: | Salesforce CRM, Sales, Service , Community Cloud, Apex Classes, Trigger, Batch Apex, Future Method, Web to Case, Web to Lead, Queues, SOQL, SOSL, Visualforce, Lightning Aura Components, LWC, Streaming API, Integration, Migration, Workflows, Process Builder, Approval Process, Lightning Flows, Reports, Dashboards, Custom Objects, Custom Tabs, Schema Builder, Apex Web Services, App Exchange, Lightning App Builder,  |
| Programming languages: | C, Java, Apex. |
| Web Technologies: | HTML, CSS, JavaScript, XML. |
| Database: | PL SQL, MS Access, SQL Server 2008, Teradata, Postgre SQL. |
| Other Tools: | Force.com Explorer, JIRA, Confluence, Apex PMD, VSC, Git Bash, Git Labs, Jenkins. |

**Professional Experience**

**Client: Fidelis Care/ Centene Corporation Location: Remote/ Buffalo NY.**

**Role: Salesforce Developer Duration: June 2020 to Current**

**Description:** Fidelis Care is a subsidiary of Centene Corp. Fidelis is a New York-based health insurance company. formed in 1993, it serves more than 1.7 million New York residents. Centene Corp. acquired fidelis in July 2018.

**Project:** Project is to focus on fulfilling the organizational needs relative to CRM and to build integrated, interactive applications. It involves migration of applications from salesforce classic to Lightning and building application using Lightning Web Components (LWC) and maintaining the existing salesforce orgs.

**Responsibilities:**

* Experience working on Service Cloud.
* Worked on enhancements to customized data load tool which helps insert data, assign contacts, link records and create cases based on custom rules using batch jobs.
* Hands on experience in configuring web to case form.
* Worked on preventing duplicate web to case records over a short period of time (24 hours) for the same user.
* Created Audits for new and deleted records originated from web.
* Worked on updating the case owner based on change in a picklist value for particular profiles and Used custom metadata types to include profiles.
* Created lookup filters which will give accurate filters for reps.
* Good understanding in resolving Apex PMD violations.
* Used GitLab’s, Git Bash, Visual studio code to deploy, retrieve and write code.
* Experience using Jenkins for CI/CD and run the test build in sandboxes.
* Experience working with the process-oriented team which has strict approval process after development.

**Environment:** Service Cloud, Triggers, Future Method, Process Builder, PMD, Visual Studio Code, Git Labs, Git Bash, Jenkins, Ant, JIRA, Confluence, SonarQube, Zoom, Skype.

**Client: Advance Auto Parts Location: Roanoke, VA.**

**Role: Salesforce Developer Duration: January 2019 to May 2020**

**Description:** Advance Auto Parts (AAP)/Advance Store Companies is a Raleigh, NC based fortune 500 American automotive aftermarket parts provider. If provides parts for both Professional installers and do-it-yourself (DIY) customers. Advance operates 7000+ stores all over US, Canada, Bahamas, British Virgin Islands, Mexico. AAP provides different variety of services like Reward Programs, training local repair shops with a program called TECHNET to its customers.

**Project:** CRM Modernization Project involves maintaining, enhancing and developing new functionalities in Salesforce which involves Salesforce Sales Cloud, Service Cloud and Community Cloud. As it is a Sales and Service Centric project most of the development is based on migrate the existing Salesforce with the new Lightning User Interface by fully leverage the Salesforce features and add new functionalities to enhance the Scalability and productivity in the Salesforce Cloud**.**

**Responsibilities:**

* Experience working with Salesforce Sales, Service, Community Cloud.
* Developed Lightning component from the scratch for Service Console, Communities and as Quick action buttons.
* Worked with Salesforce Streaming API for Service Cloud to stream events and display information for service reps without refreshing the page.
* Design, develop, test, document and deploy Salesforce Solutions.
* Setup Google Tag Manager (GTM) for Salesforce Communities and Implement Data Layer to dynamically populate the Values to Google Tag Manager and Establish event tracking.
* Strong understanding of design principles, technically scalable data modeling, Force.com development best practices.
* Experience working on Salesforce Trigger Factory implementation and converted old trigger with the new Trigger factory best practices.
* Interface frequently with business partners concerning their needs.
* Develop Lightning Components – using Salesforce Lightning Design System and Aura Framework.
* Perform API Integration between Salesforce, Oracle and other third-party systems like PeopleSoft, Workday using REST/SOAP APIs (XML, JSON).
* Developed Salesforce Customer facing Communities using Salesforce Lightning Components and Visualforce.
* Experience working with AppExchange tools like Adobe Sign, Zilliant SalesMax.
* Good Understanding of LWC (Lightning Web Components)
* Analyze complex problems and situations efficiently and effectively, drawing insight from others to support exploration in Salesforce.
* Work on key Salesforce architectural concepts (e.g. API, Governor Limits, Sharing, security models and techniques) consider them in finalizing the design of the solution.
* Develop high quality, reusable and maintainable code using Apex, SOQL, Apex Triggers and integrating force.com systems with third party systems for enterprise using SOAP, RESTFUL Services.
* Perform Release management tasks by deploying code to higher environments using tools like Changesets, ANT.
* Work with Salesforce Workflow Rules and Approvals, Visual Flow, Process Builder and Salesforce limitations.
* Worked on Salesforce Administrative tasks and Loading data to Production.
* Involved in Salesforce Environment refresh and establishing connectivity between Salesforce and Oracle.

**Environment:** Sales Cloud, Service Cloud, Community Cloud, Lightning, Visualforce pages, SLDS, Lightning Components, Change Set, Ant Tool, Java Scripts, Apex, Triggers, Process Builder, Flows, Data Loader, Salesforce Inspector, Salesforce Lightning Inspector, Salesforce Advance Code Search, Data Stage, Google Tag Manager (GTM), Service-now, Agile Accelerator, Microsoft Visio, Visual Studio Code, Atlassian JIRA, Atlassian Confluence, Lucid Charts, Snagit, WebEx, Microsoft Teams.

**Client: USAA Location: Plano, TX.**

**Role: Salesforce Cloud Engineer Duration: June 2018 to November 2018**

**Description:** USAA (United Services Automobile Association) is a Texas based fortune 500 diversified financial services group of companies. USAA proudly serves millions of military members and their families with competitive rates on insurance, banking and investment services, it is known for its best customer service and satisfaction. USAA offer worldwide insurance, investing, banking and other financial services.

**Project:** Project involves maintaining the existing 3 Salesforce Orgs which consist of more than 350 Applications, this involves production support, Development, suggesting users and other developer with best practices, migrating the applications from classic to lightning, helping other teams in development, conducting salesforce office hours and migrate the request page from Service-now to Salesforce and Automate the request page for few requests like Permission Set Assignment and User creating from request page.

**Responsibilities:**

* Worked as Salesforce Cloud Automation Engineer.
* Developed Apex Classes, Triggers, Lightning Components, Visualforce Pages.
* Created batch Jobs and Schedule jobs to assign permission sets to the Users.
* Extensively working with REST API Callout and hit different Salesforce Orgs to Create a User in other orgs.
* Worked on creating Triggers and approval process to make a callout to the destination Orgs in Salesforce.
* Created a Request page which will use the REST API and hit the destination orgs to Create user, assign permission sets to the Users and Automated the process which does not involve admins.
* Hands on experience working with Named Credentials and Auth. Provider.
* Good experience in creating the Connected App, Auth. Provider and Named Credentials to establish a secure connection between Salesforce Orgs.
* Generated different Reports and Dashboards for the Business User and Admins which consist of different charts with monthly and Yearly summery values.
* Have good Experience working with Salesforce Lightning Tables.
* Involved in migrating Salesforce Admin Request page from Service-now to Salesforce.
* Extensively worked on Automating the User creation, assigning permission sets and password reset for the production orgs with SSO.
* Extensive experience in creating Lightning Components.
* Created Lightning Components and Used on Visualforce pages for the applications which dint had lightning turned on.
* Created Visualforce pages and used Salesforce Lightning Design System (SLDS) to make the UI pages look rich and intuitive.
* Used jQuery Plugins to pull the data from Salesforce Custom object and display data in Search field on different Visualforce Pages.
* Experience working with List Views, Queues, Detail pages, Page layouts and Record types.
* Good hands on experience in using Change Sets with inbound and Outbound Change sets.
* Involved in the Deployment process using Change Sets and Copado.
* Involved in the weekly Commit meeting with Admins to review the issues.
* Help other teams in guiding them to use best practices and help teams in Development related to Salesforce.
* Good Experience in Created Users, Profiles, Permission Sets and setting up Sandboxes.
* Experience working on Approval process and mapping it to Queues.
* Created Process Builders and Flows as according to the business requirement.
* Used to deal with the production issues on different applications in Salesforce Orgs.
* Extensively used Salesforce Data loader and Salesforce inspector (google extension) to Load data into Sandboxes.
* Hands on Knowledge in Enterprise release management tool called Copado.
* Experience working on Internal CRM application (ECRM).

**Environment:** Sales Cloud, Service Cloud, Lightning, Visualforce pages, SLDS, Lightning Components, Copado, Change Set, Ant Tool, Java, Java Scripts, jQuery, Apex, Triggers, Process Builder, Flows, Data Loader, Salesforce Inspector, Salesforce Lightning Inspector, Data Stage, Service-now, Asana, Jazz Server, Agile Accelerator, Microsoft Visio, Visual studio, Force.com IDE, Git Labs**.**

**Client: Wells Fargo Location: St Louis, MO.**

**Role: Salesforce Developer Duration: Jun 2016 to May 2018**

**Description**: Wells Fargo Inc. is a multinational banking and financial services corporation, working in collaboration across the globe to deliver the best solutions and advice to meet the customer needs.

**Project**: The project deals about implementing the new change, offers given to the customers and supporting the existing Salesforce implementations. Project all about the cards (Credit/Debit) department of Wells Fargo bank to know the complete information of the account holder and their activities through Salesforce UI.

**Responsibilities**:

* Performed the roles of Salesforce.com Developer and Administrator in the organization.
* Gathering the requirements and preparing the documents using AIM methodology.
* Responsibilities included current business process analysis, re-engineering and designing of business process, system configuration and system testing.
* Created Profiles and Roles and performed security and sharing rules settings to them.
* Design and deployed Custom tabs, validation rules, Formulas, Approval Processes and Auto-Response Rules for automating business logic.
* Create workflow rules and defined related tasks, email alerts and field updates.
* Implement pick lists, dependent pick lists, lookups, master detail relationships and junction relationship to the custom objects.
* Create page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Designed and maintained data integration mapping between Salesforce.com CRM and Teradata.
* Worked heavily on the Integration side to extract and load data in and out of salesforce
* Maintained users, roles, profiles, sharing rules and public groups as part of managing security on SFDC
* Developed Apex Triggers, Class, and Visual force pages/controllers.
* Experience in working with Workflows and Process Builder.
* Involved in Data Migration from Traditional Applications to Salesforce Using Apex Data Loader, Import Wizard, SFDC Data Export, Mass Delete etc.
* Involved in Service Cloud customizations.
* Hands on experience on Salesforce lightning for Customizing Reports and Dashboards for business use.
* Developed Custom VF pages, Apex classes and have also written various visual force email templates and Implemented Bootstrap Framework for Custom VF Pages for Optimization.
* Skillfully utilized Lightning Connect to get real-time data from external system by using external objects in Salesforce.
* Hands on experience in Lightning Connect to setting up External Objects using OData 2.0 and OData 4.0.
* Experience working with JavaScript, JQuery, Lightening Components.
* Used Salesforce WSDL to integrate with other applications and use Rest API to make inbound and outbound calls.
* Written test methods for code deployment
* Extensively worked on Flows and process Builders.
* Implemented SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Hands on Experience in creating Salesforce Communities.
* 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.
* Developed on sandbox environments and performed time deployments on production servers.

**Environment:** Force.com platform, Apex Classes, Triggers, Data Loader, HTML, Workflow & Approvals, Reports, SOQL, SOSL, Custom Objects, Custom Tabs, Email Services, Security Controls, Apex language, Visual Force (Pages, Component & Controllers), Salesforce Lightning Components, Salesforce1, Eclipse IDE, Git Hub, Plug-in, Windows XP.

**Client: Whole Foods Market Inc. Location: Austin TX.**

**Role: Salesforce Developer Duration: Oct 2015 to April 2016**

**Description**: Whole Foods is an American [supermarket](https://en.wikipedia.org/wiki/Supermarket) [chain](https://en.wikipedia.org/wiki/Chain_store) exclusively featuring foods without artificial preservatives, colors, flavors, sweeteners, and hydrogenated fats with $9.0 Billion sales in 2010.
**Project**: Configuration of Salesforce.com application to incorporate various standard functionality like Leads, Accounts, Contact, Activity, Campaign, Products etc. were done. Creation and customization of various objects, fields, record types, Workflow and Approval Processes, Triggers, Controllers, Escalation rules, Assignment rules, Validation rules, sophisticated Visualforce Pages, Custom fields, Email Services, and Sharing rules were done as per business needs of the client.

**Responsibilities**:

* Designed, and developed the Custom objects, validation rules, Custom tabs, Components, Visualforce Pages to suit the needs of the application.
* Developed web services for Integration using Salesforce.com Webservices API to provide data for third party clients.
* Configured and developed custom objects, layouts, reports, in SFDC platform.
* Performed Data Migration for 500+ users.
* Developed APEX Triggers, Classes based on the requirement.
* Implemented the Requirements on Salesforce.Com Platform and Force.Com Ide Plug-In Using Eclipse.
* Performed Integration using Call Outs, Triggers and Out bounding messages.
* Worked extensively on Accounts, Contacts, Opportunities and other Standard Objects and customized Objects for Additional Fields, Layouts, and Record Types and Validation rules.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Supported the application for the new internal requests from the users.
* Performed Unit Testing and Regression Testing.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), JavaScript, Apex Data Loader, Sandbox, Eclipse IDE Plug-in, Windows XP.

**Client: Marks and Spencer Plc. Location: Hyderabad, India**

**Role: Jr. Salesforce Developer Duration: Aug 2014 to July 2015**

**Description**: Marks and Spencer Plc is also known as (M & S) British multinational retailer, it is specialized in the selling of clothing, home products and food products.

**Responsibilities**:

* Designed, and developed the Custom objects, validation rules, Custom tabs, Components, VisualForce Pages to suit the needs of the application.
* Configured and developed custom objects, layouts, reports, in SFDC platform.
* Developed APEX Triggers, Classes based on the requirement.
* Implemented the Requirements on Salesforce.Com Platform and Force.Com Ide Plug-In Using Eclipse.
* Knowledge of ServiceMax/ Force.com development best practices.
* Performed Integration using Call Outs, Triggers and Out bounding messages.
* Worked extensively on Accounts, Contacts, Opportunities and other Standard Objects and customized Objects for Additional Fields, Layouts, and Record Types and Validation rules.
* Supported the application for the new internal requests from the users.
* Performed Unit Testing and Regression Testing.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), JavaScript, Apex Data Loader, Sandbox, Eclipse IDE Plug-in, Windows XP

**Education**

**Bachelor of Technology in Computer Sciences** JNTU Hyderabad, India.