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**Karthik Jakranpally**

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**SUMARRY**

* Having 7+ years of IT professional Experience in application software Designing, Development, Testing and Implementation into **Salesforce CRM platform both as Developer and as Administrator**.
* Having good knowledge of all phases of SDLC with expertise in Requirement Gathering, Analysis, Designing, Development and Testing.
* Experience in SFDC Development in implementing Apex classes, Triggers, Visual Force, Lightning components, Force.com IDE.
* Proficient in creating Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Designed and Developed Lightning Community Website for Marketing using Lightning community builder, Lightning Components, SLDS, Lightning Events, HTML, CSS, Lighting Controllers, Apex.
* Attended the LWC training from Salesforce, created scratch orgs for authorized dev hub and completed the lab exercises.
* Experience in realizing the business requirements to design on salesforce.com platform by designing the required entities like custom objects, creating the relationships/ junction objects like Master-Child, lookups, Entity Relationship data model, Pages, Classes, Interfaces, Workflows & Workflow rules, triggers, Email alerts and Business Logic.
* Worked on Controllers & Triggers, Visual Force Pages, Custom Tabs, Custom Objects, Reports and Dashboards.
* Experience in migration applications from Sandbox to Production using Migration Tools like Workbench, Change Sets and ANT.
* Experience in working with Salesforce.com sandbox and production environments.
* Acquainted and well versed with CRM processes like Sales, Marketing, Customer Service and Customer Support, Business Processes and recommended solutions to improve their processes using SFDC.
* Hands on experience on HTML, CSS, JavaScript, jQuery and AngularJS.
* Involved in Data Integration and Migration by using Force.com data loaders, web based import wizards.
* Strong knowledge of the SFDC data model, customizing schema using custom objects, fields, master - detail and lookup relationship.
* Strong Hands on experience in writing Apex Controller Classes, Batch processes, Schedulable classes, test classes.
* Knowledge of BULK API, REST API, WSDL, web services SOAP API, force.com callouts, Batch and Schedule Apex Programs
* Update on SFDC pricing and editions and their features, chatter option, security and sharing models, delegated admin features.
* Gained a strong knowledge of synchronization, data-modeling, data extraction, transformation, data Loading, scheduling, monitoring, and reporting in a cloud computing environment
* Strong knowledge on Agile, water fall methodologies.
* Excellent written and verbal communication skills, Analytical, Problem Solving skills, strict attention to detail and ability to work independently, lead/work within a team environment.

**EDUCATION DETIALS**

* Masters in Computer Science, University of Central Missouri, Missouri, USA- Dec 2013
* Bachelors in Information Technology From JNTU, India-2012

**CERTIFICATIONS**

* Salesforce Certified Administrator.
* Salesforce Certified Advanced Administrator.
* Salesforce Certified Service Cloud Consultant.
* Salesforce Certified Platform Developer –I.

**TECHNICAL SKILLS**

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| **Salesforce Technologies** | Salesforce.com CRM, Apex Language, Apex Classes/Controllers, Apex triggers, SOQL, SOSL, Visualforce Pages/Components, S-controls, Apex Web, Web Services, WorkFlows & Approvals, Dashboards. |
| **Web Technologies** | Visual Force, HTML, CSS and Java Script. |
| **Web Services** | SOAP, REST, WSDL, XML, JSON |
| **Force.com tools**  | Force.com, Eclipse, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Connect for Outlook Force.com Platform (Sandbox & Production), Migration Tool |
| **Databases:** | SOQL and SOSL. |
| **Custom Integration** | Outbound Message, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange, Package & Custom Application and Sandbox data loading. |
| **Deployment Tools** | Change sets, ANT Migration Tool, Gear Set, Eclipse IDE, Visual Studio code.  |

**PROFESSIONAL EXPERIENCE**

**Yolo County (State of CA), Woodland, CA Feb -2018 to Till Date**

**Job Title: Sr. Software Developer**

**Role: Sr. Salesforce Consultant**

**Responsibilities:**

* Gathering business requirements, designing appropriate solutions, implementing solutions in Force.com platform, enhancing Field Service Lightning processes in highly dynamic agile environment
* Involves in Planning and implementing new SFDC features according to the Business and Software requirements
* Document comprehensive design/functional specifications, as well as use cases and user stories
* Act as a liaison between Technical team, Functional team, Business Functions, and vendor to drive Field Service implementations.
* Design, develop and deploy Apex classes, Controller Classes, Extensions, Components, Lightning Pages, Lightning components, Batch Apex classes, Scheduled Apex classes, Test classes and Apex Triggers for various functional needs in the application using the Visual studio code
* Developed various custom tabs and components for Field Service Lighting to assist the end users to resolve the custom issues/cases at minimum time using several technologies like Visual Force, Bootstrap, jQuery and JavaScript
* Made the configurations in the applications time to time as per the requirement gathering. Worked on various custom objects and standard objects. Extensive custom object coding .
* Work closely with operations and product managers to effectively prioritize projects to fit business needs
* Worked on the Web Services and callouts using both SOAP and REST API for extracting the data from legacy systems to display in the pages of Salesforce.com
* Data mapping and Data Migration from Siebel to Salesforce.com .
* Worked with Dynamic Apex to access sObjects and Field describe information, execute dynamic SOQL and SOSL
* Written Apex REST web service classes for inbound calls to Salesforce from external applications; developed apex HTTP callout and generated Apex classes using WSDL2Apex (generated stubs) to invoke external application from Salesforce to retrieve data and render in Salesforce UI.
* Codes, tests, debugs, implements, and documents highly complex programs
* Writing User-Defined SOQL queries for extracting the data from source system
* Handling and Implementing all code changes via JIRA, deploying builds across development, staging, and production
* Instances and maintain code integrity
* Knowledge transfer from the client to the team – Obtain the technical knowledge and share it with the team

**Environment:**Salesforce.com, Apex Language, Visual Force and Lightning (Pages, Component & Controllers), SOQL, SOSL, Field Service Lightning, Data Loader, JQuery, HTML5, CSS, JavaScript, GitHub, AppExchange, Web Services, XML, Controllers, SVN, Force.com IDE, Visual studio code.

**Client: Kern health systems, Bakersfield, CA Jan 2017 – Jan 2018**

**Job Title: Software Developer**

**Role: Salesforce Developer/ Administrator**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Collaborated and directed with BA, architects and other business stakeholders to ensure optimal delivery and utilization of Salesforce platforms.
* Created field mapping between Legacy CRM system and salesforce to migrate Account, Contact, Leads and Contact Address related data from Legacy CRM system to salesforce.
* Managed Cases, Communities as a part of Salesforce Service Cloud.
* Created user Roles and Profiles, security controls and shared settings.
* Implemented the Marketing process to remove dupe contacts, Leads. Auto Merge Leads, Contacts if already exists.
* Worked on Single Sign-on SSO to integrate internal enterprise application with Salesforce using SAML configuration settings in SFDC
* Integration of Sales cloud with external information systems using REST API web services.
* Created custom objects, Visual force Pages, Triggers, Validation rules to help track internal help desk cases, customize campaign budgeting and lead qualification.
* Implemented complex Approval processes to ensure proper authorization in the high-stakes environment of capital management.
* Managed Users, hierarchical Roles, Profiles, Security controls.
* Migrated Accounts, Leads, Contacts, Opportunities and Sales data from external systems into SFDC.
* Designing, Implementing and deploying the Custom objects, Page layouts, Visual force pages.
* Testing and migrated the code to the Deployment instance after testing.
* Created Workflow rules to automate the business process and to send automated Email alerts.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Developed different Visual Force Pages to suit to the needs of the application using different Visual force components.
* Developed component using Lightning Aura Framework, which also included client–side Angular JS.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Involved in integration of Salesforce with REST and SOAP Web Services.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Developed dynamic Salesforce.com Visual force pages using Apex page functions and actions, designing them using HTML, CSS, and JavaScript.
* Used Force.com Visual studio code plug-in to manage, author, debug and deploy Force.com applications in the visual studio code development environment.
* Created custom buttons and links on Account and Relationship Group object for generating auto Reports.

**Environment**: Visual studio code, Controllers, Visual Force Pages, Data Loader, Workflows, Triggers, CSS, Web Services API, Force.com Explorer, Agile Methodology

**Client: Cardinal Health Inc/ Sonexus Health, Lewisville, TX Feb 2016 – Dec 2016**

**Job Title: Software Developer**

**Role: Salesforce Developer**

**Responsibilities:**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Experienced in working across various SFDC implementations of Service Cloud and Chatter.
* Created custom controllers implementing complex code for retrieval from SalesForce to VF pages.
* Wrote SOQL and SOSL statements within custom controllers, extensions and triggers.
* Always wrote test methods with code coverage of 80-100%.
* Supported the data migration activities from various business centers and business center user.
* Used field level security along with page layouts to manage access to certain fields.
* Used SAML 2.0 based SSO for building task flow for reducing the number of steps.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Expanded deployment for customer service reps, partner portal users, and customer portal users
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Used Force.com developer toolkit including Apex Classes, Apex Controllers and ApexTriggers to develop custom business logic.
* Implemented REST API to retrieve the recent items on the customer portal Visual Force Pages
* Responsible for designing presentation tier using html, xml, CSS, Java Script.
* Developed several custom reports to better assist managers and also report folders to provide report accessibility to appropriate personnel.

**Environment:** Salesforce.com, Force.com Sandbox, Import Wizard, Apex, XML, HTML5, CSS Controllers, Sharing rules, JavaScript, Controllers, Visual Force Pages, Workflows, Web Services API, Java Script, Custom Objects, Custom Tabs.

**Client: AmerisourceBergen, Frisco, Texas Feb 2015 – Feb 2016**

**Job Title: Software Developer**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Involved in identifying, planning and implementing new salesforce.com features and functions (new screens, workflow, force.com objects, and reports, apex code) to meet business requirements.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Worked with Salesforce premier support to short out technical challenges and governor limits
* Worked on Standard objects like Product, Quotations and Order.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation Rules and formula fields to the custom objects.
* Used field level security along with page layouts to manage access to certain fields.
* Developed Various Visual Force pages as per organization requirements.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Used Force.com developer toolkit including Apex Classes, Apex Controllers and Apex Triggers to develop custom business logic.
* Developed several custom reports to better assist managers and report folders to provide report accessibility to appropriate personnel.
* Used Eclipse IDE for Deployment.

**Environment**: Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Windows Vista.

**Wells Fargo, Des Moines, IA Feb 2014 – Feb2015**

**Job Title: Software Developer**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Understanding SFDC CRM processes to document pre-sale activities at the company based on the business life cycle.
* Coordinated business process review meetings with multiple teams to establish standardized workflow processes.
* Creating dashboards to present the reports according to the user profiles.
* Designed custom objects, tabs, records, and views within SFDC to support new workflow processes.
* Understanding Integration scenarios, design to develop Apex/Visualforce according to the business requirements.
* Gathered user and functional system requirements via workshops, interviews and workflow storyboards and working with stakeholders and project teams to prioritize collected requirements.
* Used Informatica tool for data migrations to leverage an Extract, Transform and Load ETL layer.
* Developed bulk upload process to create bulk offers at the same time.
* Customizing the existing Apex classes and Visual Force pages for better performance.
* Developed complex Apex batches to clean up the offers data.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain administration tasks including creating and maintaining user profiles and privileges

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Salesforce.com Data Loader, Workflow & Approvals, Reports, Service Cloud, Oracle 10g, Custom Objects, Custom Tabs, Email Services, HTML, JavaScript, Java, Web Services, WSDL, Sandbox, Eclipse IDE Plug-in, Oracle, Windows.