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**Sai Karthik**

**PROFESSIONAL SUMMARY:**

* Around **7 years** of IT experience **in Salesforce.com Development and Administration 4+ months of experience using Java technologies.**
* Experience in Administration, Configuration, Customization, Development and support on **Salesforce.com** Platform.
* Ability to **setup**, **customize** and **deploy** to Salesforce.com from the ground up for large user groups, perform hands on customizations using **Apex**, **Visual force**, **custom reports** Salesforce.com **Web services API** and train sales users.
* Good experience in Developing **Business Logic Services** Using **Custom Objects**, **Controllers**, **Visual Force/APEX Classes** and **APEX Triggers**.
* Knowledge on CPQ.
* Worked on integrations. Integrated salesforce with external systems and performed both inbound and outbound integrations using REST and SOAP API’s.
* Supported and improved sales cycles by implementing CPQ solutions effectively.
* Good understanding of Configure-Price-Quote functionalities throughout the entire customer lifecycle for various routes to market.
* Good experience with Sales Cloud and Service Cloud.
* Strong Experience in creating, managing Applications, **Custom Objects, Custom tabs, Fields, Relationships, Page Layouts, Record Types, Validation Rules, Email Templates, Report Types, Workflow Rules, and Approval Process.**
* Experience on creating **Users, Profiles, Permission Sets and Roles.**
* Experience on **managing the Communities.**
* Developing designs and strategies for overall data migration from company's existing Salesforce org to new Salesforce org developed for enhanced user experience with lightening functionalities.
* **Knowledge or experience importing data into Salesforce from a third-party source.**
* Hands on experience on Salesforce Lightning for Customizing Reports and Dashboards for business use.
* Involved in Developing Lightening pages using Aura, implemented lightening Controllers, Components using Lightning Design system (LDS) for Lightning Community builder.
* Experience in Lightning.
* Experience with Aura framework Development.
* Experience in **Computer Telephony Integration (CTI) and worked on Five9.**
* Experience **on Git, Jenkins, Ant and Maven**
* **Knowledge on CSS**
* Hands on experience in developing and configuring **Dashboards**, **Reports** and **Report Folders** for different user profiles based on the need in the organization.
* Ability to fully leverage the power of Visual Force through custom pages, components, controllers, and sites.
* Experience on SOQL and SOSL.
* Sound Understanding of Data migration using **Import wizards**, and **Data Loader**.
* Ability to effectively translate Salesforce data into business understandable metrics using **Reports** (Matrix, Summary, and Tabular).
* Good understanding of Salesforce.com **Governor Limits** with an ability to optimize code to respect those limits.
* Skill full in **Java** and related technologies in building clients, applications and web services.
* Extensive experience in developing enterprise applications using **Java** and **J2EE** technologies such as **JSP, Servlets**, **XML, HTML, JavaScript, JDBC** and **CSS**.
* Good exposure to SQL and **PL/SQL**, writing SQL scripts for efficient report generation.
* Able to lead, Multi-task, adapts to changes, and manages complex projects.
* Detail-oriented energetic team player, motivated with multi-tasking capabilities, problem solver, and hands-on leader with exceptional presentation and client/customer relation skills.

**TECHNICAL SKILLS:**

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| **Salesforce Technologies** | Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service & Enterprise WSDL, Visualforce (Page, Component & Controllers) and S-Control |
| **Custom Integration** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects ,Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls. |
| **Force.com tools** | Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Excel connector and Force.com Eclipse IDE Plug-in |
| **Programming Languages** | JAVA, C, C++, APEX |
| **Java/J2EE/Web Technologies** | J2EE, Java Script |
| **IDE** | Eclipse, My Eclipse and Force.com Eclipse IDE plug-in |

**Certifications:**

* Certified **Salesforce Developer 401 certification**
* Certified **Salesforce Admin 201 certification**

**Education:**

**Master’s in Information Systems – Stevens Henager College – Utah Dec 2016**

**PROFESSIONAL EXPERIENCES:**

**Accelirate Inc, NJ**

**Sr. Salesforce Developer [Oct 2018 – till date]**

**Responsibilities:**

* Developed **Apex triggers** and **classes** to achieve user’s desired functionality and have written the dependent test classes.
* Worked on Customer Communities.
* Worked on lightning components.
* Created workflow rules, validation rules, setting up roles and profiles. Also, worked on creating custom objects, page layouts, search layouts and other record pages.
* Worked on data loader to import and export data from salesforce.com object.
* Coded for various functions and features based on customer business needs. Worked on Apex classes, Test classes, Triggers ,Visual Force pages and Web Services to meet the requirements.
* Deployed code using change sets.
* Worked on SOQL and SOSL.
* Followed Agile methodologies, planned Sprints, iterative deliveries and daily scrum meetings.
* Worked with release manager to identify changes that need to be manually configured in PROD after deployment.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visual force pages to develop custom business logic.

**Environment:** Saleforce.com platform, Apex, Visual Force, Data Loader, Workflow &amp; Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sales cloud, Security Controls, Sandbox data loading, Data Loader, SQL and Eclipse IDE Plug-in.

**Andersen Corp, MN**

**Salesforce Developer [Feb 2017 – April 2018)**

**Responsibilities:**

• Designed, setup and maintained Salesforce standard objects, custom objects while also structuring user roles, security profiles and workflow rules.

• Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.

• 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 and formula fields to the custom objects.

* Knowledge on DemandTools.
* Experience with Apttus CPQ and CLM. Worked on end to end implementations.

• Created different **users** and setting up their roles in organization.

• Created **process builder** for Leads and Opportunities custom object for the few internal requirements.

• Worked on **CTI (Computer Telephony Integration**) **Five9 and Velocity**.

• Worked on various **campaigns**, which are required for CTI as per the agent requirements.

• Developed triggers on Leads and Opportunity Objects functionality and have written the dependent test classes.

• Developed reports, dashboards, and processes to continuously monitor data quality and integrity.

• Managed ongoing support request and administrative needs of users.

• Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions.

• Cleansed duplicate data and defined dupe blocking parameters to maintain data integrity.

• Built custom fields, workflows, and validation rules on Salesforce.com objects

• Trouble shoot user issues and managed incoming tickets relating to field and record accessibility.

• Responsible for the creation of permissions and restrictions for users; including log-in restrictions and IP access.

• Manage the maintenance of the Salesforce platform and customize the Salesforce implementation to ensure cross-functional business requirements are met. Create reports for Executive team.

**LDS Church, Salt Lake City, Utah**

**Salesforce Developer Jan 2016 – Nov 2016**

\* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.

• Designed and customized visual force pages using controller extensions, custom controllers and standard controllers.

• Developed Apex triggers and classes to achieve user’s desired functionality and have written the dependent test classes.

• Interacted with the users to provide necessary access required for training purposes.

• Worked on the knowledge article management.

• Loaded the knowledge articles from production to UAT to make sure we have backup and updated knowledge articles for training purposes.

\* Worked on SOQL, SOSL. Good understanding on Governor Limits.

Interacted with business Users to understand the requirement and implemented with best solution possible.

• Created custom coded Reports and Dashboards to better understand the sales funnel.

• Used eclipse Force.com toolkit for creating Apex Classes and Apex Triggers to develop custom logic and objects.

• Used Git hub to commit for personal sandbox to Dev.

• Worked on Visual force pages to create charts.

• Create and Customize Custom Objects, Formula Fields, Cross Object Formulas, Roll up summary fields, validation rules, dependent picklists, and complex page layouts.

• Created complex workflows and Approval processes.

• Developed and maintained validation rules and custom workflow.

Proficient with native JavaScript.

• Create and Customize Custom Objects, Formula Fields, Cross Object Formulas, Roll up summary fields, validation rules, and dependent pick lists, and complex page layouts.

• Worked on email to case. Refreshed the sandbox.

• Developed and maintained custom Reports and Dashboards.

• Tested thoroughly and deployed to production.

• Deployed code to production using change sets.

**Environment: Salesforce.com, Force.com, VisualForce, Lightning, Apex, Data Loader, Import Wizard, Triggers, Components and Controllers, Data Loader, Workflow and Validation Rules, Reports and Report Types, Custom Objects, Tabs, Email Services, Security Controls, HTML, JavaScript, Eclipse IDE Plug-in, API, Sales cloud, Security Controls, Sandbox data loading.**

**Wipro Technologies, Bangalore, India [May 2012 – Aug 2015]**

**Salesforce Developer/Administrator**

Wipro Technologies enterprises to safely and securely choose the best applications, services, devices, data sources and content the world has to offer, so they can create, communicate, collaborate, innovate, execute, compete in and win in their markets

**Responsibilities:**

• Created **page layouts, search layouts** to organize fields, **custom links, related lists**, and other components on record pages.

• Designed and customized visual force pages using controller extensions, custom controllers and standard controllers.

• Developed **Apex triggers** and **classes** to achieve user’s desired functionality and have written the dependent test classes.

• Involved in Deployment, deployed all the **classes, triggers, objects, components, pages** from sandbox environment to production environment.

Developed reports, dashboards, and processes to continuously monitor data quality and integrity.

• Managed ongoing support request and administrative needs of users.

• 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.

• Designed and **deployed Custom tabs, validation rules, and Approval Processes for automating business logic.**

**•** Created **workflow rules and defined related tasks, email alerts, and field updates**.

• Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.

• Customized page layouts for **Opportunity, Contacts and Accounts** depending upon **user roles and groups**.

• Used the sandbox for testing and migrated the code to the deployment instance after testing.

• Used Force.com developer toolkit **including Apex Classes, Apex Triggers and Visual force pages** to develop custom business logic.

• Developed Visual force Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual pages. Followed agile methodology.

• Implemented/Implementing **Security Settings and configured profiles and permission sets.**

Environment: SFDC, Apex, Data Loader, Force.com, Import Wizard, Visual Force Pages, Triggers, Components and Controllers, Data Loader, Workflow and Validation Rules, Reports and Report Types, Custom Objects, Tabs, Email Services, Security Controls, HTML, JavaScript, Eclipse IDE Plug-in, API, Sales cloud, Security Controls, Sandbox data loading.

References: Will be provided upon request.