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| **Karthik Palakurthi**  **Senior Salesforce Developer**  **Email:** [**karthiksfdc96@gmail.com**](mailto:karthiksfdc96@gmail.com) **cell: 949 441 3486** |  |
| **SUMMARY**   * Certified Salesforce Developer I, Certified Salesforce Administrator, Certified Salesforce Sales cloud consultant, Certified Salesforce Platform Developer II with Around 9 years of professional IT experience in Salesforce.com CRM and Force.com platform. * Experience customizing standard objects - Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports and Dashboards. * Excellent work experience in administrative tasks like creating Users, Roles, Profiles, Page Layouts, E-mail alerts, Reports, Dashboards, Workflows and various other components as per the client and application requirements. * Intensive Hands-on Experience on Sales and Service Clouds Implementation. * Experience in SFDC Development in implementing Apex Classes, Triggers, VisualForce, SOQL, SOSL and Force.com IDE. * Experience in Configuring Salesforce.com by creating custom objects, various types of custom fields, links, buttons, record types, Junction objects, master-detail relationships, controlling/dependent picklists, lookup relationships, role-based page layouts, custom tabs, custom reports, report folders, report extractions to various formats, Snapshots. * Used different data tools – Apex Data Loader, Import Wizard, SFDC Data Export and Mass Delete. * Hands on experience in implementing security and sharing rules at Object, Field and Record level for different users at different levels of organization and also creating various profiles and configure the permissions based on the organizational hierarchy. * Experience in working with Salesforce.com Sandbox and Production environments. * Configured email-to-case, web-to-case and web-to-lead set ups. * Resolved technical and functional issues by creating cases for selective dealers. * Experience with creating and configuring custom reports (tabular, summary, matrix). * Created custom dashboards (charts, gauges, tables and metrics) and dashboard folders to assist managers to better utilize Salesforce as a sales tool. * Experience with data migration and data management activities using Import Wizard and Data Loader. * Configured ‘Analytic Snapshots’ to dump the data on regular basis for sales performance and lead generation statistics. * A strategic thinker with attention to detail, excellent communication and time management skills. * Possess knowledge of CRM processes like Sales, Marketing, Customer Service and Customer Support, Business processes. * Excellent communication and inter-personal skills; accustomed to working in both large and small team environments. * Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment. * Experience in working with Cross Functional, Technical and Business Teams within an Organization. * Excellent analytical, de-bug and documentation skills. * Thorough knowledge in the security and sharing model which is used to finely control the user’s access to different data. | |

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| ***CORE COMPETENCIES*** |

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| *APEX, Lightning* | *Master Data Architecture* | *Requirements Gathering* | *IDE* |
| *Data Modeling* | *MS Office Suite* | *SOAP/Web Services* | *Reports/Dashboards* |
| *REST/Web Services* | *Oracle,* | Security And Sharing Model | *Sales Force Integration* |

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| ***TECHNICAL SKILLS*** |  |
| Salesforce Technologies | Sales force CRM, Sales force SFA, Apex Language, Veeva, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Marketo, Steel brick CPQ,S Controls, Apex Web Services, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects. |
| Databases | MS SQL Server 2014/2008, PL/SQL, RDBMS, Oracle MS Access, and MySQL 5.7. |
| Web Servers | REST And SOAP API’S |
| Operating Systems | Windows NT/2000/Server 2003/XP, UNIX,LINUX,CITRIX |
| ProgrammingLanguages | Java 8, JavaScript, HTML, XML, DHTML, C, C++, C#. |
| Applications | Microsoft Visual Studio, MS Office Suite (Word, Excel, Power-point, Access) |
| SalesforceTools | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Apex Data Loader, Force.com, Workbench, Force.com Platform (Sandbox and Production). |

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| ***EXPERIENCE*** |

**USAA, Plano,TX** FEB2022 - Present **Senior Salesforce Developer**

* Designed, developed, and deployed Apex Classes, Controller Classes, Extensions, Components, Batch Apex classes, Scheduled Apex classes, Test classes and Apex Triggers for various functional needs in the application.
* Developed SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Delivered MVP project as per the design and Worked on the Enhancements of the application after MVP.
* Performed Salesforce.com CRM Developer and Administrator roles.
* Developed Complex Apex Aggregation Logic combining multiple custom objects.
* Interacted with various business team members to gather and documented requirements.
* Developed complex Batch classes to get data form Staging objects to custom objects.
* Implemented requirements on Salesforce.com CRM platform and CLI using Visual studio.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports & Opportunities.
* Integrated small chunk of data with Amazon webservices S3 via REST API Jason payload.
* Designed and Developed Lightning Aura components to navigate along the single flow of screen among the different objects and then perform an DML operation.
* Designed, Implemented, and deployed Custom objects, Page layouts, Custom tabs, Components to suit to application needs.
* Designed and Developed REST Api integration solutions to get the Data from Mule soft via Staging objects.
* Worked on heavy customization of Integrations by using Custom Apex on the Custom objects.
* Used Data loader for data management in force.com platform.
* Implemented test methods and made application to work successfully.
* Worked through change sets and deployed the components from lower org to higher org and vice versa.
* Worked on complex approval process that triggers email notifications.
* Developed lighting trigger flows and schedule flows as per the business needs.

**Land Home Financial, Concord, CA** OCT 2020 - FEB 2022  **Senior Salesforce Developer/SME**

* Designed, developed, and deployed Apex Classes, Controller Classes, Extensions, Components, Batch Apex classes, Scheduled Apex classes, Test classes and Apex Triggers for various functional needs in the application.
* Developed SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Performed Salesforce.com Developer and Administrator roles.
* Interacted with various business team members to gather and documented requirements.
* Implemented requirements on Salesforce.com CRM platform and CLI using Visual studio.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports & Opportunities.
* Implemented financial service cloud with NCINO Package.
* Architected new design flows in salesforce for the modifications of requirements.
* Provided feed back and suggestions for the solutions proposed by developers.
* Integrated with ‘Totango’ via connected app and then architected the bidirectional routing path.
* Integrated REST API with .Net web services with 400 Jason payload in a two-way integration.
* Integrated Zillow app with Leads of salesforce for the loan officer to view and contact the leads form salesforce directly.
* Worked on controlling governor limits in the Apex transactions and maintained test classes close to 85%
* Designed, Implemented, and deployed Custom objects, Page layouts, Custom tabs, Components to suit to application needs.
* Worked on heavy customization of Ques by using Custom Apex on the Custom objects.
* Used Data loader for data management in force.com platform.
* Implemented test methods and made application to work successfully.
* Worked through change sets and deployed the components from lower org to higher org and vice versa.
* Worked on complex approval process that triggers email notifications.
* Developed lighting trigger flows and schedule flows as per the business needs.

**Samsara,San Francisco, CA** APR2020 - OCT 2020 **Senior Salesforce Developer**

* Created both Managed and Unmanaged Packages with deprecated annotations to be available for partner Sales force users and other external 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.
* Implemented case management automation (on Case Object) to track and solve customer's issue and also Implemented Web-to-Case entry and manual case entry for entering customer's cases.
* Created Visual force pages that could be rendered as PDF's, build dashboard components and define email templates.
* Worked on optimizing the Code to salesforce CRM standards in sales and service cloud applications.
* Maintained an E-mail to Case system with auto-notifications sent to users when a case is created for their respective departments.
* Involved in setting up integration with Amazon web services.
* Developed Visual force Pages, with standard and custom controllers.
* Developed Apex Triggers to update fields and child objects.
* Developed Apex Classes & Triggers to implement the business logic as per the requirements.
* Implemented Wrapper classes for better visual force pages management & smooth functioning.
* Created sharing rules for providing cross functional teams of the organization access to records.
* Created Custom controllers implementing complex code for Sales force, VF pages, also integrated force.com application on mobile platform like I-phone, Blackberry and Android.
* Implemented relationship fields for proper data loading and maintaining the quality of the data.
* Handled SOAP/Restful Web services consumption for fetching content from the Internal Web server.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.

**Cross Country Mortgage, Cleveland, OH** Nov 2017 – Mar 2020

**Senior Salesforce Developer**

* Designed, developed and deployed Apex Classes, Controller Classes, Extensions, Components, Batch Apex classes, Scheduled Apex classes, Test classes and Apex Triggers for various functional needs in the application using the Eclipse IDE.
* Developed SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Implemented Change Sets Deployment. Developed Test classes and increased the code coverage
* Created page layouts to organize fields, custom buttons, custom links, related lists, and other components on a record detail and edit pages.
* Worked as a Pseudo Architect for few iterations for design and development of applications.
* Developed Custom Lightning E-mail component in the Service Cloud.
* Involved in design and implementing Custom objects and adding custom fields to Standard Objects to meet business needs.
* Hands experience in configuring and triggers in product bundle, discount schedule and quest of Steel brick CPQ.
* Worked as a SME for Integration and Data Migration between sales force and other third party systems like Dot net, etc.
* Worked on Git version control and salesforce CLI for visual studio to pull and push the code from and to Master branch.
* Developed lighting components with lightning like a pop up box on community cloud.
* Developed Custom Lighting components like custom E-mail templates and to initiate the integrations.
* Designed and Developed File and payload transfer by using Salesforce.com CRM REST API for third party tool called Encompass. Where the data and files collected in community cloud will be transferred to encompass.
* Worked on the necessary Security & Sharing setting like OWD, Role Hierarchy & Sharing Rules.
* Worked on developing lightning components like for file uploads from force.com page to sales cloud and worked on customizing the user interface fields, buttons and pages.
* Conducted Training/ Demos for Loan officers on how to use the sales cloud for their application of loans.

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| **Center Point Energy, Houston, TX** | JAN 2017 – OCT 2017 |

**Senior Salesforce Develeoper**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com CRM (SFDC) and using other Platform based technologies like Visual force, Force.com, and Web Services.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed Custom Validations in sales Cloud Implementation through Apex.
* Worked with SOQL, SOSL queries with governor limitations to manipulate the data from Salesforce.com CRM platform databases.
* Written Apex batch and Scheduled classes to process large volume of data on a periodic basis.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Sales force as a sales tool and configured various Reports for different user profiles based on the organization’s need.
* Used SOAP API for integrating Salesforce.com with external system to perform data migration.
* Transformed Visual force pages to Aura lightning components.
* Worked on Marketing cloud by using amp scripts
* Worked on minor enhancements to SFDC application required by business users from time to time.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked on the Aura Lightning components for sales cloud application pertaining to internals users.
* Transformed Visual force pages to Aura lightning components.
* Involved in system architecture decisions where complex cross objects were modified/created.
* Interacted with various business users groups gather the requirements for Sales force Implementation and documented the requirements.
* Created roles, profiles, access settings, workflow rules, validations, page layouts, creation and modification of fields.
* ANT migration toll has been used in the data migration from lower to higher orgs and vice versa.
* Experience in installing, evaluating App Exchange application on salesforce.com platform.
* Used Data loader for data management in force.com platform4
* Implemented test methods and made application to work successfully.
* Actively participated in SDLC of the project.
* Used Apex data loader and integrated that data with the application.

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| **Ardent Mills,Denver,CO** | APR 2016 – DEC 2016 |

**Senior Salesforce Developer**

* Involved in Salesforce.com CRM Application Setup activities and customized apps to match functional needs.
* Performed Salesforce.com Developer and Administrator roles.
* Interacted with various business team members to gather and documented requirements.
* Implemented requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports & Opportunities.
* Designed, Implemented and deployed Custom objects, Page layouts, Custom tabs, Components, and S Control to suit to application needs.
* Worked on Sales and Service Cloud Implantations of Ticketing systems and Logged-in salesforce users.
* Worked on customizing the Accounts and Contact objects data in Sales Cloud application.
* Created Custom Objects and defined lookup and master-detail relationships on objects and created junction objects to establish many-to-many relationship among objects.
* Created various profiles and configured permissions based on organizational hierarchy requirements.
* Implemented Apex Classes & Triggers and linked them to manage workflows implemented in system.
* Implemented various Custom Reports and deployed them for different business user levels.
* Provided training to internal business users to use application & develop their own custom reports.
* Used sandbox for testing and migrated code to deployment instance after testing.
* Supported data migration activities for migrating data from various business centres and business centric users with the support of Saleforce.com.

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| **Dialight,Farmingdale,NJ** | SEP 2015- APR 2016 |

**Salesforce.com Developer**

* Involved in Rollout activities of Salesforce.com CRM, initial Setup activities to customize the Salesforce.com for the business model of the organization.
* Customized Accounts, Opportunities, Products standard objects for additional fields and validation rules required by the business processes.
* Performed Data Loading using Force.com Data Loader for the objects like Accounts, Contacts, Opportunities, Leads, Products (Items) and Price books. Performed data cleansing and duplicate checks using excel before loading the data.
* Implemented the Opportunity/ Lead Assignment process required for managing the various business units of Dialight across United States, Europe Middle East and Australia using Visual force, Controllers, Public Groups and Queues.
* Implemented Custom Apex logic and developed dashboards on Sales Cloud Data.
* Implemented Approval Processes for Deal Submittals, Lead Submittals with workflow rules like Field Updates and Email Alerts.
* Extensively worked on developing various Visual force pages, Controllers Triggers, Unit Tests to address business functionalities.
* Worked on the necessary Security & Sharing setting like OWD, Role Hierarchy & Sharing Rules.
* Created necessary Groups and Sharing rules based on the needs of data access.
* Developed Reports and Dashboards as per the needs of the Business Users
* Performed user setup and provided Administrative support required for managing the Sales force.
* Web To Lead Setup – generated the required HTML code and integrated with existing Dialight Website to generate the leads in Sales force.
* Conducted Training/ Demos for various user groups of Dialight across the globe.

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| **Aditi Technologies,India** | MAY 2014- Aug 2015 |

**Salesforce developer**

* Worked with the user group for requirement gathering throughout the planning and implementation and designed the data model to transform the existing business process to salesforce.
* Worked on customization of various Salesforce.com Standard Objects like Accounts, Contacts, Campaigns, Cases, Leads, Opportunities, Products, Reports and Dashboards.
* Responsible in creating Users, Roles, Role hierarchies and assign specific profiles to users who for grant login access.
* Designed, developed and deployed the Custom Apps, Custom objects, Custom Fields, Custom tabs, Page layouts, Apex Classes, Visual Force Pages to suit the needs of the application.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Used Data Loader for insert, update, delete and bulk import or export operations of data from Salesforce.com SObjects.
* Created custom reports according to the business user requirements and associated them with dashboards.
* Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
* Used SOAP based Apex Web Services to send/update data from Salesforce to an external order tracking system.
* Used Salesforce Connect to access product information stored on an external system.
* Used Email to Case, Web to Case features and created a community where the customers can create, update and manage their cases.
* Provided ongoing salesforce.com CRM maintenance support and administration services.

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| **EDUCATION** |  |

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| **Osmania University Hyderabad, INDIA** | May-2014 |

**Bachelor of Computer Science and Engineering**

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| **CERTIFICATIONS** |  |

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| **Salesforce Platform Developer I** | 2017 july |
| **Salesforce Certified Admin 201** | 2017 june |
| **Salesforce Slaes Cloud Consultant** | 2021 mar |
| **Salesforce Platform Developer II**  **Salesforce Platform App Builder** | 2021 june  2022 Aug |