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**Karthik A**

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**Salesforce developer**

* Over 7 of IT experience that includes 5 years’ experience in Salesforce.com CRM Platform, Apex, Visual Force, Lightning Components, Lightning Pages, Lightning Apps, SOQL, SOSL, Communities, Sales Cloud, Service Cloud, SOAP, REST, Java Script, JQuery, Core Java, Data Loader.
* Have Involved in various stages of **Software Development Life Cycle (SDLC**) including analysis, requirement gathering, architecture design, lead developer, enhancements, testing, deployment and maintenance of standalone object oriented enterprise applications.
* 2 years of strong experience as a UI/Frontend developer.
* Good understanding of salesforce Governor limits and experience in overcoming limitations in Apex classes, Triggers, SOQL and Batch classes.
* Hands on experience in writing queries using SOQL and SOSL in Apex Classes and Triggers.
* Sound experience in integration of Salesforce.com applications with external systems using - SOAP and REST Web Services.
* Experience in salesforce security setup using Profiles, Permission Sets, OWD, Role Hierarchy and Sharing Rules.
* Proficient in customizing standard objects like Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards.
* Experience in creating Custom Apps, Custom Objects, Custom Fields, Applying Sharing Rules, Page Layouts, Search Layouts, Related List and defining Field Dependencies, Custom buttons.
* Prepared unit test cases using apex test classes and to fulfill the 75% of test cases for the development in Salesforce.
* Experience on tools like Data Loader, Work bench & Eclipse.
* Experience working on Salesforce.com (SFDC) Instances of Service Cloud, Sales Cloud.
* Experience in working with Lightning components, Process Builder, Workflows.
* Strong experience in generating Reports, Dashboards and analytical snapshots for the management.
* Experience in deployment from Sandbox to Production using deployment tools like Force.com IDE, Force.com migration tool and Change Sets.
* Experience working on Lightning experience and Lightning migration. Created multiple lightning components, added CSS and design parameters that makes the lightening component look and feel better.

**Technical Background and Proficiencies**

* Experience working with teams on large-scale implementations from successful roll-out to on-going maintenance.
* Experience working with **Force.com IDE, Data Loader, Apex Explorer** and **Salesforce.com Sandbox environments**.
* 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**.
* Proficient in **Data Migration** from Traditional Applications to Salesforce using **Data Loader**.
* Classic to lightning migration and lightning components development.
* **Controllers & Triggers, Visual Force Pages, Custom Tabs, Custom Objects, Reports** and **Dashboards**.
* Experience in development, administration, configuration, Implementation, and Support of sales force CRM, and Salesforce applications based on **Apex Language** and leveraging **Force.com** Platform -- world’s first commercial Software as a Service **(SAAS)** application running in Cloud Computing Environment.
* Extensive experience using Salesforce Administration (SFA), **Profiles, Creating Roles, Page Layouts, Org-Wide default**, Sharing **rules**, **Work Flows, Approval Workflow, Reports/Graphs and Dashboards.**
* Strong Implementation and Integration experience using **Custom objects, Triggers, workflows/ workflow rules, approvals, Visual Force Pages, and Apex classes**.
* Proficient in using meta-data migration tools like **Eclipse IDE** and Salesforce **Apex Data Loader.**
* Experienced in integration of Salesforce.com with external applications by using **Web Services API**, **Metadata API**, **SOAP**.
* Experience in wide range of languages and technologies such **JSP/JSF, AJAX, Spring MVC Framework, HTML5, CSS3, JavaScript, XML,**and **SOAP.**
* Committed to excellence, self-motivator, quick-learner, team-player, and a prudent developer with strong problem-solving, analytical skills and communication skills.

# Technical Skills

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| **Salesforce Technologies** | Salesforce CRM, Apex, Visual Force, SOQL, SOSL, Salesforce1, Service Cloud,  Sales Cloud, Communities, Reports & Dashboards, SOAP, REST, Web Service.  Lightning Experience. |
| **Programming Languages** | Apex, Java, C/C++ |
| **Salesforce Tools** | Data Loader, Eclipse IDE, Force.com IDE,Force.com Migration Tool,  Salesforce Lightning CLI,Workbench, Email to Case. |
| **Web Development Technologies** | JQuery, JavaScript, HTML5, CSS3 |
| **Version Control System** | GitHub, SVN. |

# Professional Experience

**AT&T, Atlanta, GA April 2017 – Present**

**Salesforce Developer / Administrator**

* Performed the roles of **Salesforce.com Developer** and **Administrator** in the organization.
* Involved in **Salesforce.com Application Setup activities** and **customized the apps** to match the functional needs of the organization.
* Interacted with **various business team members** to gather the requirements and documented the requirements.
* Designed and developed **SFA** based Application on **Force.com Platform** in Salesforce.com environment with **Apex** programming language at backend and **Visual-Force** pages as user interface.
* Used **Force.com IDE** for creating, modifying, testing, and deploying **Force.com Application.**
* Worked with various **salesforce**.**com** objects like **Accounts**, **Contacts**, **Leads**, **Campaigns**, **Reports, and Opportunities.**
* Developed various **Custom Objects**, **Tabs, Entity-Relationship data model, validation rules**, **Components** and **VisualForce Pages.**
* Created **page layouts, search layouts** to organize **fields, custom links, related lists,** and other components on a record detail and edit pages.
* Created **workflow rules** and defined **related tasks, time-triggered tasks, email alerts, filed updates** to implement business logic.
* Created **templates, approval processes, approval page layouts** and defined **approval actions** on them to automate the processes.
* Created various **Reports** (**summary reports, matrix reports, pie charts, dashboards and graphics**) and **Report Folders** to assist managers to better utilize Salesforce as a sales tool and configured various **Reports** and for different user profiles based on the need in the organization.
* Implemented new applications based on **Lightning** to have compatibility of the app in mobile, Tab and desk top versions.
* Developed **Lightning** Component Framework and also built Lightning component using aura framework.
* 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 **Apex Classes**, **Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects
* Created **users, roles, public groups** and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created profiles and implemented **Object and field level security** to hide critical information on the profile users.
* Created test scenarios on **Sandbox** environment, and used **Force.com Component Deployment Wizard** for migrating data between **Force.com IDE** and **Sandbox** environment.
* 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, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP, Force.com IDE, Eclipse 3.3, Apex, Visual Force.

**AIG, Houston, TX October 2016 – March 2017**

**Salesforce Developer**

* Analyzed the requirements with the business team and converted the requirements into detailed technical requirements.
* Preparation of design documents of various silhouette applications based on the gathered requirements.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers, Packages, Visualforce Packages for various functional needs of the application.
* Developed the Custom objects, Validation Rules, Formula Fields, Page layouts, Custom tabs, Components, Custom Buttons and Links.
* Performed administration activities for SFDC including System Configuration, Analytics Reporting, Data Migration, User Acceptance Testing, End User Training Development & Delivery and System Testing.
* Created Custom Objects and defined Lookup and Master-Detail relationships on the objects and created Junction objects to establish many-to-many relationship among objects.
* Created Email templates for inbound emails using Visual force for the clients and customers.
* Worked on various Salesforce.com Standard Objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Implemented Web-to-Case, Email-to-Case to track Cases from the website.
* Created different Workflow Rules and Approvals for various campaign processes.
* Maintained data cleanliness and accuracy by adding Custom Validation Rules and Triggers.
* Performed various Data Migration activities like Insert, Update, Upsert, Delete and Export using Apex Data Loader by writing SOQL queries.
* Worked with web based technologies like HTML, XML, and JavaScript.
* Created various Reports (Summary Reports, Matrix Reports, Pie Charts, and Dashboards) and Report Folders to assist managers to better utilize Salesforce to track the Cases and configured various Reports for different user profiles based on the needs of the organization.
* Extensively involved in writing Test classes and moved code into production environment.
* Participated in the training sessions provided by the Salesforce team and supported the end users.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Worked with Force.com team to develop and successfully integrated and roll out the project on 3rd party system.
* Managed Users, hierarchical Roles, Profiles, Security controls.

**Environment:** Saleforce.com Platform, Sandbox, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Apex Data Loader, Email Service, Security Controls**, Apex, Visual Force, Web Services, Eclipse.**

**Icomm Technologies, India September 2012 – July 2014**

**Salesforce Developer**

* Worked with end users and business analysts for requirements gathering, analysis and provided design inputs.
* Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions.
* Defined lookup and master-detail relationships on the objects and created junction objects.
* Developed Reports and Dashboards, validation rules, formula fields for the application.
* Configured/Created Profiles, Roles, and Permission Sets for the organization and setting up Field-level, Object-level security rules for the application.
* Created Custom fields, Field-dependencies, and validation formulas to the custom objects.
* Created Custom objects, Custom tabs, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visualforce Pages to suit the needs of the application.
* Developed Approval process for the application by implementing custom formulas in different stages of approval.
* Maintained processes of .csv import file updates for customer records into Accounts, Contacts using Data Loader and Import Wizard.
* Written Apex Classes and Apex Triggers in the application for various Business/functional requirements.
* Developed Web Service Callouts from Salesforce to External Applications using SOAP and REST API.
* Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
* Developed UI using CSS, HTML tags, Visualforce components and used JavaScript for front-end validation.
* Worked with Visualforce Controllers (Standard, Standard List, Custom and Extension)
* Written Apex Test Classes for unit testing to ensure at least 75% of code coverage is met.
* Deployed application from Sandbox to different other Sandbox as well as into Production environments.

**Environment:** Salesforce.com Enterprise Edition, Pages, Data Loader, Reports, Custom Objects, Custom Tabs, Security Controls, Data Management, Profiles, Page Layout, Validation Rules, Visualforce pages, Apex, JavaScript, Angular JS, JQuery, JSP, HTML.

**Accords Smart Solutions, India September 2010 – August 2012**

**Java / J2EE Developer**

* Followed AGILE methodology and participated in SCRUM meetings.
* Experience in SOA (Service Oriented Architecture) by creating the web services with SOAP and Spring MVC frameworks.
* Design and developed multiple web (UI) pages using JSF, Rich Faces, JSP and HTML.
* Architecture for the Client Application using JSP, Servlets.
* Design UI and write backing business logic, in the existing framework. The existing framework involved Spring, Hibernate and Oracle in the persistence layer with JSF, Ice faces and JSPs forming the front-end.
* Written Web services to publish messages to MQ to communicate with legacy applications.
* Designed and implemented a series of SOA compliant web services on JBOSS, Weblogic platforms.
* Implemented web services (WSDL) and effectively worked with SOAP and XML, XSLT.
* Written Web Services (WSDL) to exchange data between different applications which are on different platforms.
* Created a graphical utility using Java/Swing that could display the information specific to the client requirements. Developed top-down and bottom up web services development.
* Implemented JAX-RPC and JAX-WS services, with extensive experience in working with web services languages like WSDL & SOAP. Used Hibernate mapping for connecting to the database.

**Environment:** Java 1.5, J2EE 1.4, Servlets, JSP, JSF, JAX-WS, Spring Framework, SOAP, WSDL, XML, XSLT, HTML, CSS, WebSphere, DB2, JUnit, Web Services, Hibernate, JBoss.

# Education

**SOUTHERN ARKANSAS UNIVERSITY**

Magnolia, AR.

Masters in Computer & Information Science – 2016.

**JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY**

Hyderabad, India.

Bachelor of Engineering in Computer Science – 2010.

**Location: Atlanta, GA.**