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| **LOKA INDRA KARAN REDDY** |  **✆** +91 7780 619 083 **🖂** karan.loka@gmail.com |

### **Professional Summary:**

* 9.6 years of experience in IT in different domains like QA, Support and Development.
* 4.6 years of Salesforce Development and Support experience.
* 3+ years of Application Maintenance experience in CRM Tools.
* 1+ years of experience in Manual/Functional Testing.
* Experience in Telecom, Banking and Real Estate domains.
* Experience in Apex Classes, Triggers and Lightning Components.
* Experience in writing Test Classes for generating Code Coverage.
* Experience in working an Onshore-Offshore Model.
* Experience in delivering the projects by following Agile Scrum Methodology and practices.
* Experience in Administration, Configuration, Customization, and Support of Salesforce apps.
* Proficiency in Salesforce administrative tasks like creating profiles, Roles, Users, Page Layouts, Approval Process, Workflows, Validation Rules.
* Worked on the designing of custom objects, custom fields, custom Tabs, custom reports, Dashboards.
* Experience in Data Migration using Import Wizard, Workbench and Apex Data Loader.
* Experience in deploying applications from sandbox to production using Auto Rabit tool.
* Experience in Incident, Change, Problem and Release Management Processes.
* Good understanding of SDLC, STLC & Bug Life Cycle.
* Strong Experience in analyzing Requirements and converting into test scenarios/cases.
* Expertise in performing UAT, System, GUI, Sanity, Smoke, E2E and Ad-hoc testing.
* Expertise in Defect Management and used Jira, QC for managing Tests and Defects.
* End-to-End functional knowledge on CRM tools from Order Entry to Billing systems.

### **Experience Summary:**

* [20 July 2010 – 16 January 2020] Worked as a Team Lead for **Accenture Solutions Pvt. Ltd**, Hyderabad.
* [7 Dec 2015 – 2 Dec 2025] USA B1 Visa.

### **Technical Skills:**

* Programming Languages : Apex Programming
* Project/Test Management Tools : Auto Rabit, JIRA, Quality Center, Service Now
* Database : Oracle, MS SQL

### **Project Details:**

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| **Project # 4:** | **Irvine Company, California, US** [20th Nov 2017 – 16th Jan 2020] **[Accenture]** |
| **Description** | Irvine Company is a private real estate investment company. Irvine Company brings with a full range of housing, jobs, office, retail centers, schools, parks and open space. This is project is in Sales Cloud platform which handles the products, Lease management and Deal managements. |
| **Technologies** | Apex, Triggers, Salesforce Lightning, Data Loader, SOQL |
| **Role** | Application Developer/Team Lead |
| **Responsibilities** | * Involved in Requirement analysis with Design of Various Screens.
* Analyzed the user stories and understanding Functional Requirements..
* Worked on Salesforce Admin Configuration such as creating Custom Objects, custom fields, Page Layouts, Relationships, validation rules, workflow rules, Field Updates, Email Alerts, Custom Email Templates, Sharing Rules, FLS, Role Hierarchy, Custom Settings, Custom Labels.
* Worked on creating Users, Roles, Profiles, Permission Sets, Record types, Workflows, Validation rules, Reports, Dashboards.
* Worked on building totally custom solutions for complex business problems using Apex and Triggers.
* Developed Lightning components as per the business requirement.
* Worked on implementation of Triggers, SOQL and SOSL queries.
* Planning the work as per Sprint timelines and ensured teams availability to take up work at any given point of time.
* Estimating the Efforts for Each User Story and Assigning to Team.
* Following Agile Scrum Methodology using Jira as tracking tool.
* Creating test classes to have proper coverage before the code being deployed to Production.
* Played DevOps role to ensure smooth production deployment using Auto Rabit.
* Worked on pre & post deployment steps on sandbox & prod environments.
* Actively Participated in Daily scrum calls & involved in Stand-Up meetings.
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| **Project # 3:** | **Century Link, Louisiana, US** [1st August 2015 – 19th November 2017] **[Accenture]** |
| **Description** | It is a global technology company that offers communications, network services, security, cloud solutions, voice and managed services. |
| **Technologies** | Apex, Salesforce, Salesforce Reports and Dashboards, Salesforce for Email |
| **Role** | Senior Production Support Engineer |
| **Responsibilities** | * Solving the tickets based on the priorities and severity.
* Writing Validation rules on standard fields and Custom fields.
* Bulk data migration using Data Loader Tool.
* Involved in Configuration changes and Deployment activities.
* Worked on pre and post migration steps on sandbox and production.
* Handling Service Now incident tool system.
* Creation of Reports and Dashboards.
* Involved in Customizing Custom Objects, fields, record types, custom tabs.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Reports, Dashboards.
* Worked on designing Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Worked on migrating data from legacy systems to Salesforce using Apex Data Loader.
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| **Project # 2:** | **Level 3 Communications, Colorado, US** [20th Oct 2011 – 31st July 2015] **[Accenture]** |
| **Description** | Level 3 deals with the different Order Entry systems pertaining to Telecommunications from Order to Billing. It has different domains such as Service Delivery, Sales & Order Entry, Service Assurance, BI, Oracle etc. Provide application support to the sales organization ensuring successful order data flow. |
| **Technologies** | Java, .net, CRM technologies such as Clarify, Siebel & Salesforce, Oracle, MS SQL |
| **Role** | Production Support Engineer |
| **Responsibilities** | * Provide the Application Support to CRM and Order Entry and Inventory & Activation applications such as:

i. Order Entry applications like Pipeline, Siebel 7.8, Clarify ClearSales, SOMA, Newtonian, WebOE, Order Validation, IQONS, Salesforce.com etc ii. Inventory applications like PRO, EON, Granite, GETS, Circuit Vision, ISM etc* Prioritize assigned tickets as per the escalations, severity to ensure the SLA
* Effectively communicate the users, development teams, and other concerned parties in resolving the production related incidents/requests within SLA.
* Analyse the resolved tickets for every month and suggest the team with viable solutions to reduce the ticket volume by raising Problem Management tickets and by creating 3Help user guides for the users.
* Support for GCR (Global Change Request) validations when a new code is deployed into production environment.
* Adhere to all the defined processes and providing the current status on the tickets with proper work log and customer work log notes in 3Help tickets.
* Working diligently on escalations and outages which comes in day to day basis.
* Managing and coordinating with various stakeholders like Development Teams, BA Team, Environment Team, Release Team.
* Checking logs using Splunk
* Created Job aids and automated scripts to reduce manual effort.
* As part of Incident and Problem management team, involved in solving user requests/incidents that are reported via BMC Remedy/Service Now tool along with timely updates on the reported issue to the client before SLA breach.
* Involved in direct communication with stake holders as a SPOC and have handled Knowledge transfer sessions from Client during transition phase and took care of proper documentation of the same in our knowledge management tool.
* Contributed to Asset creation in terms of preparing system understanding documents for the knowledge transfer sessions.
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| **Project # 1:** | **Lloyds TSB, London, UK** [20th July 2010 – 19th October 2011] **[Accenture]** |
| **Description** | LBG is an Integration project of 3 Banks (The acquisition of Halifax and BoS banks by Lloyds TSB - Trustee Savings Bank). Testing was done on Integrated Web Application (Your Finances) and Standalone Application (Personal Banking System). |
| **Technologies** | Java, Quality Center |
| **Role** | Tester Engineer |
| **Responsibilities** | * Scrutinize project related documents, Requirements, Functional designs, Change Control items, Technical Designs, etc. in preparing detailed test scripts.
* Involved in Reviews and Walk-through of Requirement Analysis, Designs and development of Product Enhancements and other changes in application.
* Test Data preparation for different brands.
* Identifying the test scenarios and preparing the test scripts/cases for the same.
* Involved extensively in Test Script Execution using Quality Centre.
* Identification of Regression Test Cases for assigned modules.
* Defect Reporting, Tracking and work with development team till the closure using Quality Center by thorough re-testing.
* Preparing Weekly and Daily status reports, defect report, Test Metrics, Defect summary report and Traceability Matrix.
* Ensured every defect is managed by setting up triage calls with all Stakeholders.
* Peer reviewed test cases to ensure quality of the deliverables.
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### **Certification Details:**

* [January 4, 2020] Salesforce Certified Advance Administrator
* [August 20, 2019] Salesforce Certified Platform Developer II
* [September 14, 2017] Salesforce Certified Administrator
* [September 13, 2017] Salesforce Certified Platform Developer I
* [November 18, 2016] Salesforce Certified Platform App Builder

### **Achievements:**

* Received Accenture Excellence Award (ACE) in Q4 FY15
* Received Accenture Stellar Award in Q4 FY17
* Received Accenture Excellence Award (ACE) Team Award in Q4 FY19