Karthik Ramamoorthy
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PROFESSIONAL EXPERIENCE:

- **HCL Technologies Ltd.**

   Mar 2019 – Oct 2020

   Associate

- **Vaanavil Innovation Pvt Ltd (Freelancer).**

   Nov 2021 to July 2023

   Software Engineer.

TECHNICAL PROFICIENCY:

- Having around **3+** years of IT experience in Salesforce CRM
- Having Experience in **Custom Community Cloud (both Customer and Agents)**
- Having Experience in **Incident management & involved in sev1, sev2 Incidents with bridge calls.**
- Specialized in Salesforce.com technologies, Force.com platform, **Sales CPQ**, **Cloudsense**.
- Hands on experience with build a **chat bot, AI model** building and invoke apex methods in Einstein Bot.
- Working experience in **Configuration** and **Customization** of Salesforce CRM
- Having experience in **both AURA and LWC Components**
- Worked on **workflows, Process Builder** and **Approval Process**
- Hands on experience in Batch Apex and Scheduled Apex required for large data processing.
- Used **Workbench** for bulk import and export operations.
- Scheduling the Batch jobs for different Batches through Batch Apex.
- Having good experience in CSS, HTML and JavaScript
- Excellent communication skills
- Have good experience on **AGILE.**

TECHNICAL SUMMARY:

Tools	-	Force.com IDE(Eclipse), Apex Data Loader
Database	-	SOQL, SOSL
Frameworks	-	MVC Framework, Component Framework etc.
Programming Languages-		Apex, JavaScript, HTML, CSS
Components	-	Aura components and Lightning Web Components

KEY PROJECT DETAILS:

1. Project – Peregrine (Ecommerce & Agent console)

Application – Mobiles

Company: Vaanavil Innovation Pvt Ltd(Freelancer).

Client: Telstra

Scope: Built the lightning web components with integrating to Apex for Ecommerce and agent console of user interface identification screen to payment screen for mobile ordering flow.

Duration: Nov 2021 – present / Remote

Role: Software Engineer, working as a Developer with 15 Members in Agile environment

Technologies involved: LWC, Apex, CSS, HTML, Restful Web Services, Aura Framework, Workbench, Aura components, SOQL , Custom Community, Named credentials, custom meta data, custom settings, custom labels SSO auth provider, cloudsence CPQ, Solution Console Schema, Solution definition, Product definition, Solution Configurations, OmniStudio Integration Procedures, Vlocity OmniScripts etc.

Release Management: GIT, bit bucket, gitlab

Responsibilities:
- Understanding the complete domain knowledge
- Developed SOQL queries to get data from different related objects based on the user stories
- Working on developing events and Apex classes
- Develop the UI with using cloudsence CPQ declarative implementation like **Solution Console Schema**.
- Creating cart using **Vlocity OmniScripts & OmniStudio Integration Procedures** and preparing unique correlation ID.
- We have use **session** object in apex and **flow parameter** in LWC for keep insert or update the parameters throughout flow.
- Track all **transaction and exception logs** for all apex calls & 3rd party API callout.
- Deployment support from lower environment to higher environment.
- Defect fixing, production incident support.
- Given technical KT's for freshers on Aura components, Salesforce etc.
- Got training sessions on working with Project Functionality and implemented them in the project
- Developed lightning Out component to display in Visual force pages.
- Work directly with Business POC's and independently perform development, testing, implementation and documentation relates to the SalesForce.com development.
- Used Workbench for bulk import and export data.
- Developed lightning cards to display multiple records under parent object.

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2. Project – SanDisk (order management)

Company: HCL Technologies Ltd – BPO services

Client: Western Digital

Scope: converting the purchase order to sale order, prepare invoice, working on reports.

Duration/Location: Mar 2019 – Oct 2020/Chennai

Role: Associate, supporting at client side with 12 Members in waterfall environment

Technologies involved: SAP, Excel, oracle cloud etc.
Responsibilities:
- Understanding the complete domain knowledge
- Receive PO from the sales representative and convert it into SO.
- Given technical KT's for freshers on SAP, Oracle cloud etc.

- Got training sessions on working with Project Functionality and implemented them in the project.
- Preparing SKU and Part number for the products.

ACHIEVEMENTS:

- Completed **PD1 – Certification** (2023).
- Received **STAR OF THE MONTH** in 2022 and Multiple Client appreciations.
- Got **Promoted** to the next level in every appraisal cycle
- Completed **Data science & AI Certification** from IBM (2020).

EDUCATIONAL BACKGROUND:

- B.E (Mechanical Engineering) with **6.2** CGPA, from **Unnamalai Institute of Technology**, Kovilpatti in 2018

- State Board of Tamil Nadu (12th) with **87.5%,** from, SHNV Hr.sec.school, Sivakasi. (2014)

- SSE (10th) with **83.4%,** from, SHNV Hr.sec.school, Sivakasi. (2012)

PERSONAL INFORMATION:

- Date of Birth   :   11th december 1996
- Nationality   :   Indian
- Marital Status   :   Single
- Language Proficiency   :   English, Tamil
- Passport No. (Valid up to)   :   S3507778 (9th July 2028)

DECLARATION

I hereby declare that the information and facts stated here in above are true and correct to the best of my knowledge and belief.

Karthik R