KARTHI GURUSAMY

SALESFORCE CERTIFIED Administrator

SALESFORCE CERTIFIED Application Architect

SALESFORCE CERTIFIED Platform Developer II

COPADO CERTIFIED DevOps Administrator

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Bengaluru, Karnataka

OBJECTIVE

Salesforce Developer with 4+ Years of hands on experience in global Salesforce implementation projects looking for challenging career in salesforce ecosystem.

SKILLS

LWC, Apex, Salesforce configuration, Aura, Flow, JavaScript, Integration, Platform Events, Quip, Release Management

TOOLS

DATALOADER, WORKBENCH, ANT, TORTOISE GIT, COPADO, PENTAHO

EXPERIENCE SUMMARY

- Salesforce developer experienced in development of Enterprise global implementation of sales and service cloud, enabling salesforce for 21k+ users across 109 countries.
- Have hands-on experience in developing LWC, Aura, Flow and Apex. Configured Process Builder, Workflow, Validation rules, Live chat, Assignment rules, Sharing settings and Profiles for various business requirement.
- Hands on experience in metadata API continuous Integration deployment.
- Hands-on experienced in salesforce service cloud implementation, configuring community pages, etc.
- Good analytical, communication, prioritization, problem solving and leadership skills.
- Ability to work both as a team member and individual player without compromising on the quality of end output.

WORK HISTORY

DELOITTE CONSULTING US INDIA PVT LTD – CONSULTANT

October 2018 – current date

Client: SIEMENS AG

TATA CONSULTANCY SERVICES – SYSTEMS ENGINEER

June 2016 – October 2018

Client: THOMSON REUTERS

1. TERRITORY MANAGEMENT CONSOLE

Technology used: LWC, Apex, Salesforce.com   **Project Duration: 3** months

Project description: Lightning application for specific users to maintain a custom territory data of 8 level hierarchy including features like adding new node, deleting a node with successor, cut and paste existing nodes to new parents and renaming nodes. Also included batch to transform the data referring to the modified territory nodes.

My Works:

- Involved in grooming, solutioning and technical design of the TMC console application.
- Implemented an authorization concept for accessing the application.
- Developed the LWC components for implementing tree view of territory with edit features on each node.

2. PARTNER FINDER

Technology used: LWC, Apex, Salesforce.com community   **Project Duration: 4** months

Project description: Public web application built using Lightning community and LWC for searching partner details on the web.

My Works:

- Involved in development of the public community page using LWC with data from Salesforce Partner Management objects.

3. SIESALES IMPLEMENTATION

Technology used: Salesforce.com, Flow, Process builder   **Project Duration: 11** months

Project description: New salesforce sales and service cloud implementation for replacing on-premises system for Siemens users across 109 countries.

My Works:

- Developed the custom Account creation functionality with features to fetch account details from Customer Master data and create in Salesforce.
- Implemented custom User Management using apex batch which configures users based on external system data.
- Worked on grooming and technical implementation of Contract management functionalities using a custom object.
- Involved in Quip integration with salesforce for 700+ users.
- Executed yearly Production data transformation activity of 10million records.
- Involved in release planning and production deployment activities for 7 releases.

PREVIOUS PROJECTS

1. **ENTERPRISE HELP APP**

Technology used: Salesforce.com, AEM, ESI

Project description: This Project is a web application which helps the customers to reach helpdesk through various available channels like Call me back requests, Web to case, Email to case, Live Chat and Helpdesk phone numbers based on various criteria. This project also allows users to track the open and closed cases.

My Works:

- Visualforce page for managers to Enable/Disable available support channels
- Live Chat configuration with custom pre-chat form and Chat window that would accept various details from AEM.
- Trigger and Apex class to handle the business, REST API to expose the data from Salesforce to AEM via ESI.

2. **ENTERPRISE SERVICE CLOUD- UKI DEPLOYMENT**

Technology Used: Salesforce.com, Apex, Visualforce, JQuery, Javascript.

Project description:

The Scope of the project is to enable Salesforce.com platform Service Cloud functionalities for the UKI Business Unit with the necessary business logic as requested by business.

My Works:

- Configured Email-to-Case functionality with required Case Assignment, Auto-Response and business logic.
- Developed Web-to-Case form as VF page and hosted it in Force.Com Site for end users with Google reCaptcha.
- Configured various business process automation profile, roles, etc.
- Led the Deployment of the components from Dev to Production

EDUCATION

Bachelor of Engineering (EEE)	2016	Bannari Amman Institute of Tech, Coimbatore
Higher Secondary	2012	Gandhi MHSS, Namakkal
Matriculation	2010	Gandhi MHSS, Namakkal

The statements made above are correct to the best of my knowledge.

DATE   : ………………………………………

PLACE :   Bangalore, India   (KARTHI G)