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**Karthik Kumar**

**Sr. Salesforce Developer / Lead Salesforce Developer / SDFC Developer / Salesforce.com Developer / Salesforce Lightning Developer**

**Email:** **kkarthiksfdc51@gmail.com** **(Kindly reach me via email)**

**Visa: H1B**

**PROFESSIONAL SUMMARY:**

* 8+ Years of professional IT experience including 6+ years of experience in **Salesforce.com CRM Platform, Sales Cloud, Service Cloud, Communities, Lightning and Salesforce 1 Platform.**
* Expert in Salesforce business-analysis, design, administration, development and production of cloud-based applications.
* Knowledge on **Lightning Web Components(LWC).**
* Involved in various stages of **Software Development Life Cycle** **(SDLC)** including analysis, requirement engineering, architecture design, development, enhancements, testing, deployment maintenance and of standalone, Multi-tier, web-based, and portals based object oriented enterprise applications.
* Experience in modifying Visualforce pages to be supported in **Lightning Experience** and good understanding of Lightning mode and its features.
* Experience in administration, configuration, Implementation, and Support of Salesforce CRM, and Salesforce SFA 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.
* Good experience in designing of custom objects, custom fields, role based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visual Force Pages, Snapshots, Dashboards, Apex Classes, Controllers & Triggers, and various other components as per the client and application requirements.
* Experience in SFDC Integration (Bi-Directional data transfer) using Web Service, Mulesoft and Apex Programming **(SOAP and REST)**.
* Experience in implementing **Apttus Configure Price Quote (CPQ), Big Machines CPQ and Salesforce CPQ.**
* Experience in working with CI/CD tools like Bitbucket, Flosum, Copado, Gearset, GIT Hub and TFS.
* Strong knowledge of SFDC standard data structures and familiarity with Force.com platform.
* Experience in Sales cloud, Service cloud, Custom Cloud, Chatter and App Exchange applications.
* Experience in building **Visualforce Custom Controllers/ Components, Custom Objects**, Reports, Dashboards, Tabs.
* Experience in Salesforce.com SFA, Force.com **Apex Classes, Apex triggers, Integration, Visual force,** **Force.com API, SOQL, SOSL, Lightning.**
* Experience with Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Partner WSDL & Enterprise WSDL, Visual Force (Page, Component & Controllers).
* Experience in web technologies like HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP.
* Experience in onsite and offshore coordination.
* Experience in working with Eclipse IDE with Force.com Plug-in environment for writing Business logic in Apex Programming Language and IDE tools: MyEclipse, Eclipse, JBuilder and Force.com Eclipse IDE Plug-in.
* Good work experience in Custom Integration of Outbound Messages, Workflow & Approvals, Reports, Custom Objects and Tabs, Email Services, Security Controls, AppExchange Package & Custom Application, Sandbox data loading.
* Expertise with Administration and Configuration of Salesforce.com CRM to populate and maintain data.
* Experience in Implemented Salesforce.com for the sales and support user groups based on the user requirements.
* Experience in building reusable UI components and pages with Lightning component framework.
* Worked on Lightning Components for building customized components replacing the existing ones.
* Also embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Experience in maintaining, enhance and create workflows and validation rules.
* Experience with tools like Force.com Explorer, Force.com Migration and force.com Excel connector.
* Good exposure to AppExchange applications. Able to find appropriate applications, install and customize.
* Analyzed Sales, Marketing, Customer Service and Customer Support business processes used by salesforce.com customers and recommended ways to improve their processes using sales force.com.
* Expertise with **Object Oriented Design** (OOD), **Analysis** (OOA), based on **Unified Modeling Language** (UML) architecture.
* Experience in Database Design, writing stored procedures, functions, triggers, DDL, DML **SQL queries**. Experience in writing **SQL** and **PL/SQL** programming with DB2, Oracle and MS-SQL, MySQL Server.
* Programming Experience in UNIX Shell Script. Experience with Sun Solaris 2.7, HP-UX and Windows 2000/XP/NT.
* Good understanding of coding in PL/SQL and very strong in performance tuning and database design expert level Oracle 10g/9i/8i /7.x.
* Developed test classes and test methods to ensure maximum code coverage in production instance.
* Experienced in all stages of SDLC that includes duties like providing documentation on design, testing and migration from development to production.
* Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment. Versatile team player with excellent analytical, presentation and inter-personal skills.
* Strong communication, organizational and interpersonal competencies along with detail oriented and problem solving skills in the technology arena.

**Technical Skills:**

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| **Salesforce Technologies** | Lightning, Aura, LWC, Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Partner WSDL & Enterprise WSDL, Visual Force (Page, Component & Controllers) and S-Control. |
| **Custom Integration** |  Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects , Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application and Sandbox data loading. |
| **Force.com tools** | Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Eclipse IDE Plug-in, Salesforce DX and VS Code. |
| **Programming Languages** | JAVA, C, C++, VB, APEX, HTML, XML, CSS, AJAX, DHTML, Shell Scripts, Web Services and UML. |
| **Platforms** | UNIX and Windows. |
| **Database** | SOQL, MS SQL Server 2000/7.0 and MySQL. |
| **IDE** | Eclipse, VS Code and Force.com Eclipse IDE plug-in. |
| **Tools** | MS Visual Source Safe, HTML Dream weaver and Microsoft Project 2000 and Sub Version, MS Visio, Silverlight. |

**Education/ Certifications:**

* Bachelor’s Degree in Electronics and Communication Engineering, 2011.
* Post-Graduation Diploma in Insurance Management.
* Salesforce [Certified](http://force.com) Platform Developer I Certification # **17721681**
* Salesforce [Certified](http://force.com) Platform Developer II Certification # **19132639**
* Salesforce [Certified](http://force.com) Administrator Certification # **20219516**
* Salesforce [Certified](http://force.com) Advanced Administrator Certification # **20219911**
* Oracle Certified Professional, Java SE 6 Programmer.
* LOMA 280 – Principles of Insurance.

**PROFESSIONAL EXPERIENCE:**

**Client: Salesforce Services, Remote Nov 2018 – Till date**

**Role: Technical Lead Salesforce Developer**

**Responsibilities:**

* Performed the role of **Salesforce Lightning Developer** and Pioneer member in the organization.
* Implemented **SalesCloud Application** for the customers.
* Developed the application using Lightning web components.
* Worked on Salesforce lightning, schema builder, process builder, app builder, components and lightning connect.
* Worked on **Salesforce CPQ.**
* Used Gearset and bitbucket for deployments.
* Worked on developing Salesforce Lightning Apps, Components, Controllers and Events.
* Good hands on practice with the new Lightning System Design which helps to quickly and easily create modern enterprise apps using Lightning App Builder and Lightning Components Performed.
* Integrated salesforce data with external systems by writing salesforce REST Web Services for Inbound classes and used Http Request methods to call external application REST API endpoint.
* Used HTTP Callout using JSON to fetch records/data from other system and display them on the fly in the Visualforce Page each time the page opens.
* Designed, developed and deployed Apex Triggers, Apex Classes considering governor limits and various other components as per the client and application requirements.
* Developed VisualForce Pages using standard/custom controllers and extensions as applicable.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Implemented the requirements on salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Created appropriate data conditioning templates and field mapping files for data loading.
* Implemented complex security & sharing model for orgs with 500+ salesforce users.
* Worked on User's Profiles, Workflow & Approvals, Permission Sets, Roles, Groups, Queues, and Sharing Settings etc.
* Experience in developing salesforce Lightning Apps, Components, Controllers, and Events.
* Worked on different App Exchange Products.
* Created custom reports to track the cases, assets to be available to different levels in the organization based on their profiles.
* Written apex unit test classes for code coverage of apex classes and triggers to promote code to production and implemented salesforce apex annotations like isTest, seeAllData
* Working knowledge of Project Management tools like version one.
* Working exposure to Demand Tool, Financial Force, Salesforce Communities, Mobile Workforce, Salesforce1 Platform

Environment: Saleforce.com, Apex Classes, Controller Classes,Gearset, Triggers, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page layouts, Email Services, SOQL, SOSL, Sandbox, Salesforce DX

**Client: Zurich Insurance, Plantation, FL May 2018 – Nov 2018**

**Role: Salesforce Lightning Developer**

**Project Description:**

Zurich is a leading multi-line insurer that serves its customers in global and local markets. It provides a wide range of property and casualty, and life insurance products and services in more than 210 countries and territories. Zurich’s customers include individuals, small businesses, and mid-sized and large companies, as well as multinational corporations.

**Responsibilities:**

* Performed the role of **Salesforce Lightning Developer** and Pioneer member in the organization.
* Designed a portal for end users using custom Lightning Application.
* Worked on developing Salesforce Lightning Apps, Components, Controllers and Events, lightning components, schema builder, process builder, app builder.
* Implemented **Big machines CPQ**
* Migrated some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Good hands on practice with SLDS which helps to quickly and easily create modern enterprise apps using Lightning App Builder and Lightning Components Performed.
* Experience in modifying Visualforce pages to be supported in Lightning Experience and good understanding of lightning mode and its features.
* Integrated salesforce data with external systems by writing salesforce REST Web Services for Inbound classes and used Http Request methods to call external application REST API endpoint.
* Used HTTP Callout using JSON to fetch records/data from other system and display them on the fly in the Visualforce Page each time the page opens.
* Designed, developed and deployed Apex Triggers, Apex Classes considering governor limits and various other components as per the client and application requirements.
* Worked on Salesforce Inbox.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Implemented the requirements on salesforce.com platform and VS Code.
* Implemented complex security & sharing model for orgs with 500+ salesforce users.
* Worked on Setting up Auto Message Notifications and setup message channels
* Experience in developing salesforce Lightning Apps, Components, Controllers, and Events.
* Worked exclusively on Salesforce DX.
* Created custom reports to track the cases, assets to be available to different levels in the organization based on their profiles.
* Working knowledge of Project Management tools like JIRA.
* Working exposure to Demand Tool, Financial Force, Salesforce Communities, Mobile Workforce, Salesforce1 Platform
* Worked on continuous integration tool FLOSUM.

Environment: Saleforce.com, Apex Classes, Controller Classes, Triggers, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page layouts, Email Services, SOQL, SOSL, Sandbox, Force.com IDE

**Client: Boston Private, Boston, MA Oct 2017 – May 2018**

**Role: Salesforce Lightning Developer**

**Project Description:**

Boston Private is a leading wealth management, trust, and private banking company with a national presence. Headquartered in Boston, and serves clients from offices located in the major markets of Boston, San Francisco, San Jose, Los Angeles and Palm Beach.

**Responsibilities:**

* Performed the role of **Salesforce Lightning Developer**.
* Implemented **Communities** in salesforce for the customers.
* Designed an application using custom lightning components.
* Technical Knowledge about Salesforce lightning, schema builder, process builder, app builder, components and lightning connect.
* Worked on developing Salesforce Lightning Apps, Components, Controllers and Events.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Good hands on practice with the new Lightning System Design which helps to quickly and easily create modern enterprise apps using Lightning App Builder and Lightning Components Performed.
* Experience in modifying Visualforce pages to be supported in Lightning Experience and good understanding of lightning mode and its features.
* Integrated salesforce data with external systems by writing salesforce REST Web Services for Inbound classes and used Http Request methods to call external application REST API endpoint.
* Used HTTP Callout using JSON to fetch records/data from other system and display them on the fly in the Visualforce Page each time the page opens.
* Designed, developed and deployed Apex Triggers, Apex Classes considering governor limits and various other components as per the client and application requirements.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Implemented the requirements on salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Created appropriate data conditioning templates and field mapping files for data loading.
* Implemented complex security & sharing model for orgs with 500+ salesforce users.
* Worked on User's Profiles, Workflow & Approvals, Permission Sets, Roles, Groups, Queues, and Sharing Settings etc.
* Created custom reports to track the cases, assets to be available to different levels in the organization based on their profiles.
* Written apex unit test classes for code coverage of apex classes and triggers to promote code to production and implemented salesforce apex annotations like isTest, seeAllData
* Working knowledge of Project Management tools like version one.
* Working exposure to Demand Tool, Financial Force, Salesforce Communities, Mobile Workforce, Salesforce1 Platform

Environment: Saleforce.com, Apex Classes, Controller Classes, Triggers, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page layouts, Email Services, SOQL, SOSL, Sandbox, Force.com IDE

**Client: COCA-COLA, Atlanta, GA APR 2017 – Oct 2017**

**Role: Salesforce Technical Lead Developer**

**Project Description:**

This project is a food and beverages sales and services project where the classic salesforce application is slowly modified to lightning application in the form of planned releases. We successfully implemented two releases after working on development, testing and implementation of the project. We also worked on defect fixing in in QA phase before final release.

**Responsibilities:**

* Created Aura based Components, Attributes, Controllers which can be compatible to access through Lightning App builder.
* Created Impressive designs with Custom styling to bring dynamic versions of the components when setting up in Lightning App builder.
* 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.
* Worked on various salesforce.com Standard objects, Custom Objects, Triggers, Classes, Pages, Reports and Dashboards.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, VisualForce Pages to suit to the needs of the application.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the home grown applications by using the home grown web services.
* Used SOQL with consideration to Governor Limits for data manipulation needs of the application using platform database objects
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic
* Pro-actively identify areas of improvement and functional gaps in existing systems and Salesforce.com setup
* Work closely with the Project Manager and other cross-functional teams to understand and analyze business processes and integration with other products within the company
* Participate in sessions to understand Business Requirements and Business Processes Analysis
* Configure platform to meet requirements including installation and configuration of app exchange applications
* Configure and customize Salesforce.com Service cloud application
* Support the design, implementation, and rollout of Salesforce Application
* Identify CRM training needs, partner with internal stakeholders to develop training materials and programs, and deliver training
* Identify all integration process(es) that connects with Salesforce.com application
* Identify and validate the Master data required for Data Migration and test cycles activities
* Conduct business meetings and brain storming sessions with cross-functional teams, stakeholders and Solution architects

**Environment**: Saleforce.com platform, Apex Language, Visual Force (Pages, Components, Controllers & Extensions), Saledforce.com Data Loader, Apex Triggers, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, SFDC Sandbox, Eclipse IDE Plug-in, Windows 7.

**Employer: Virtusa-Polaris**

**Client: Cigna Health Care Services Dec 2016 – Apr 2017**

**Role: SalesForce Developer**

**Project Description:**

Cigna is a global health insurance service company offering health, life, accident, dental, medical insurance and related health services. Cigna implemented complex Salesforce CRM applications to help their huge customer base, which provided a real time, global business visibility by reducing the usage of multiple systems to track down the business.

**Responsibilities:**

* Designed, developed and deployed Apex Classes, Controller Classes, Extensions and Apex triggers, API integration for various functional needs in the application using the Eclipse IDE.
* Interacted with various business user groups for gathering the requirements for salesforce.com CRM implementation.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Developed Visual Force Pages and used standard, Custom Controllers and controller extension Components, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags and Components.
* Developed and used JavaScript, CSS for performing validation and assigning style sheet to the visual force page and developed HTML to create Custom Email Templates inside Visual force page and under Communication templates section.
* Created Custom Objects and defined lookup and master-detail relationships on the objects. Also created junction objects to establish many-many connectivity among objects.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the home grown applications by using the home grown web services.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

Environment: SaleForce.com platform, Salescloud, JavaScript, HTML, Apex, Visual Force, Apex Explorer, SOQL, SOSL, Triggers, Apex Data Loader, Custom Objects, Custom Tabs, Security controls, Reports, VisualForce Controllers, Workflow and Approvals and Eclipse IDE.

**Employer: CSC India Pvt. Ltd**

**Client: ICICI Prudential, Hyderabad, India Dec 2014- Dec 2016**

**Role: Salesforce Developer**

**Project Description:**

ICICI Prudential Life Insurance Company (ICICI Prudential Life) is a joint venture between ICICI Bank Ltd., India's largest private sector bank, and Prudential plc, a leading international financial services group headquartered in the United Kingdom. This system supports the insurance businesses for it clients, in Individual Insurance System, and provides support for a wide variety of insurance products, including: Whole and Term Life, Traditional and ULIP’s, Interest Sensitive Products, Disability, Annuities Long Term Care.

**Responsibilities:**

* Developed Salesforce.com workflow, rules and triggers using Apex for updating Users based on location records.
* Administered Salesforce.com applications and migrated code/data from different environments
* Administered and supported CRM application for 30 users in marketing, customer service and sales.
* Implemented Salesforce.com dashboards as per business requirements.
* Developed Apex Triggers, Apex Classes and Test Methods and other queries.
* Configured users' roles, permissions and profiles as per business requirement.
* Used eclipse for development environment
* Maintained roles, profiles and user accounts.
* Developed dynamic salesforce.com visual force pages using JavaScript, Ajax toolkit and SOQL.
* Customized page layouts for Salesforce.com standard and custom objects.
* Implemented Salesforce.com S-control for calendar and integrated with campaign management and other Sales force applications.

**Environment**: Force.com Platform, Salesforce Unlimited Edition, Custom/Standard Objects, CustomTabs, Page Layouts, Force.com, SOQL/SOSL Queries, Workflow & Approvals, VisualForcePage, Controllers, Reports, Informatica on Demand, Eclipse, Force.com Eclipse Plug-in, SalesForce.com sandbox data load, Email Services, Security Controls, HTML, Java Script, CSS.

**Employer: CSC India Pvt. Ltd**

**Client: Ellucian Feb 2014 – Dec 2014**

**Role: Salesforce Developer**

**Project Description:**

Ellucian is a global leader in services, technologies and expertise to help educational organizations succeed in a dynamic environment. Around the world 2,300 colleges, universities and foundations in 40 countries use Ellucian solutions to strengthen the education experience for new generations of learners, improve efficiency and accountability, and forge lifelong relationships with the people and communities they serve.

Datatel implements CRM in Siebel and SGHE in EPICOR. The project involved migrating CRM from

heritage systems to SFDC. Marketing is implemented in SFDC in the initial phase. SQL Server Integration

Services (SSIS) was used to merge the data and migrate into SFDC.

**Responsibilities:**

* Customized standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Created Custom objects, Page layouts, Custom tabs to meet the business requirements.
* Created various profiles and configured the permissions based on the requirements.
* Created validation rules, triggers and workflows to meet the business requirements.
* SQL server has been used to store the data from heritage CRM systems.
* Wrote SQL queries to match Accounts and Contacts from heritage systems and merge them into one set of data.
* SSIS has been used to migrate data from SQL server to SFDC.

**Environment**: Salesforce.com Enterprise Edition, Apex, Visual Force, SOQL, SOSL, Web Services API,Oracle, HTML, Java Script, SQL Server, XML, MS Office (Excel & Access).

**Employer: CSC India Pvt. Ltd**

**Client: HDFC Life, Hyderabad, India Dec 2011 – Jan 2014**

**Role: Product Developer**

**RESPONSIBILITIES:**

* Analyzing the functional specs and technical spec.
* Involved in coding for enhancements and developments.
* Diagnosing the frequent occurring issues.
* Working with the user queries related to the product environment.
* Involved in the Unit Testing & Regression testing in time to time.
* Updating the production support documents when new releases come up.
* Providing production support.

**Environment:** JAVA, SMART/400, AS400, COBOl, SQL, CL400, OS400, DB2.