



Karthik K  
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### Profile Summary:

- **6.8 years** of IT industry experience with **4 years** in **Salesforce Development** & **2.8 years** in **SFDC Testing**.
  - Experienced in **SFDC Development** using **Lightning Web Components (LWC), Apex Language, Classes, Controllers, Triggers, SOQL, SOSL, Reports & Dashboards, Profiles, Creating Roles, Page Layouts, Org-Wide default, Sharing Rules, Work Flows** and **Approval processes**.
  - Experienced with Salesforce deployment tools like **Salesforce DX** using **Power shell & Source Tree**.
  - Experienced in testing methods such as **“Functional Testing, Smoke Testing, Regression Testing and Salesforce Testing”** using **“HP ALM (QC – Quality Centre), JIRA and Rally”**.
  - Experienced in creation of **“Test Plan, Test Cases, Traceability Matrix, Test Execution, Defect/Bug reporting”**.
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### Professional Certificates:

- **Salesforce Certified Platform Developer 1** (Credential Id: 19857292).
  - **Salesforce Certified Platform App Builder** (Credential Id: 4283143).
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### Skills Set:

<b>Salesforce.com CRM Technologies</b>	Lightning Web Components, Apex Classes, Apex Triggers, SOQL, SOSL, Process builder, Workflows, Reports & Dashboards.
<b>SFDC QA</b>	Test Plan, Test Cases, Traceability Matrix, Test Execution, Bug reporting and Defect Tracking
<b>SFDC CRM Tools</b>	Workbench, Apex Data Loader.
<b>Domain</b>	Education, Healthcare, Retail, Waste management.

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### Work Experience:

***Consultant in Capgemini from June 2021 to June 2022***

### Projects Handled:

#### **1. WK – Client: Wolters Kluwer, Netherlands**

##### **Description:**

Wolters Kluwer is a Dutch information services company and its current form was founded in 1987 with a merger between Kluwer Publishers and Wolters Samsom.

The company serves legal, business, tax, accounting, finance, audit, risk, compliance, and healthcare markets. It operates in over 150 countries.

##### **Responsibilities:**

- Worked on **Apex Classes, Apex Triggers, Batch Class, and Test classes**.
  - Worked on administration tasks such as **profiles, permission sets, process builder and workflow**.
  - Developed test classes and Maintained code coverage over 90% with every release to production.
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*Senior Software Engineer in Tech Mahindra from October 2018 to May 2021*

### Projects Handled:

#### 1. VES – Client: Verizon Wireless, Chennai

##### Description:

Verizon Communications Inc. is an American multinational telecommunications conglomerate and a corporate component of the Dow Jones Industrial Average.

Verizon Wireless is currently focused on 5G communications for the next generation.

##### Responsibilities:

- Build Custom **Lightning App Home Pages, App Pages, and Record Pages.**
  - Created modern **Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.**
  - Upgraded some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
  - Created multiple **Lightning Components**, added **CSS** and Design Parameters that makes the Lightning component look and feel better.
  - Minimized code in **JavaScript Controllers** by adding reusable functions in **Helper Component.**
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#### 2. MKI

##### Description:

Mitsui Knowledge Industry headquarter in Japan caters to the cloud computing, IT life cycle support for enterprises, and it has a staggering presence in 4 countries around the world, with over 1963 employees.

MKI decided to develop next digital enterprise solutions in japan market using Salesforce cloud platform to build new application to cater to its business process.

##### Responsibilities:

- Worked on **Salesforce DX** for deployment, using **Command Line Interface (CLI), Creation of Scratch Orgs, Branch creation**, update the local using **pull request** then update the branch using **Push request.**
  - Worked on **Apex Classes, Apex Triggers, and Test classes.**
  - Reassign the case owner if the old owner is inactive whenever the case status changed from closed to open.
  - Worked on administration tasks such as **profiles, permission sets, process builder and workflow.**
  - Developed test classes and Maintained code coverage over 90% with every release to production.
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*Software Engineer in Omega Healthcare from April 2018 to September 2018*

### Projects Handled:

#### 1. Corridor

##### Description:

Omega Healthcare is the leading provider of Revenue Cycle Management process and Analytics Solutions in the healthcare industry.

Headquartered in Boca Raton, Florida, this project is implemented on Salesforce.com Sales and Service cloud platforms and executed on AGILE methodology considering specific backlog items in particular sprints.

##### Responsibilities:

- Implement new enhancement including **Visualforce page, Apex Class, Test Class, Apex Trigger.**
  - Created new flow for activating and deactivating child agencies with agency staff member.
  - Worked with **Visualforce pages** to display child agencies when click on the parent agency inside filters.
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**Software Engineer in Meta Soft Tech Systems (MST Solutions) from July 2014 to March 2017**

### Projects Handled:

#### 1. ZTailors – Gentux

##### Description:

ZTailors provides its users with a range of tuxedos and suits that are crafted from a range of materials and color combinations, and it caters to a range of functions, including weddings, proms, parties, and special occasions.

This platform enables its users to set up online accounts and enter event details, choose from pre-styled looks or create own style, measurements, and obtain outfits.

##### Responsibilities:

- Documented overall project flow using **Flow Diagram** and took **metadata backup** for the same.
  - **Design and Execute the Test Cases** using **MS-Excel** and **Defect Tracking & Reporting** the same in **daily meeting** with On-Site Lead.
  - Tested **Account, Contact, Sales Order, Sales Order Line, Payment Profile** and **Measurement** to fulfil the business requirements.
  - Tested the major functionalities such as **Event management, Payment, Shipment** and **Refund**.
  - Report the **defect** with in SLA and monitor the same until it resolved.
  - After successful **production deployment** sent the tested **screenshots, test plan** document to On-Site lead.
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#### 2. Republic Services

##### Description:

The project was developed for Republic Services. The main objective is to enhance their existing salesforce environment.

##### Responsibilities:

- **Design and Execute the Test Cases** using **HP ALM** and **Defect Tracking & Reporting** the same using **Rally**.
  - Tested **Lead, Account, Contact, Opportunity, Site, capture quote and non-capture quote** in **Salesforce**.
  - Tested the major functionalities such **Flip "Prospect" to "Customer" & "Customer" to "Former Customer"**.
  - Report the defect with in SLA and monitor the same until it resolved.
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#### 3. Sky Touch Technologies

##### Description:

The project was developed for Sky Touch Technologies. The main objective is to enhance their existing salesforce environment.

##### Responsibilities:

- To create custom objects and fields including **Project Management, Program Management**.
  - Manage user security profiles within the functional area and maintain multiple user roles.
  - To enhance the standard objects including **Lead, Account, Contact** and **Opportunity**.
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#### 4. Salesforce NetSuite Integration

##### Description:

Apollo Education Group, Inc. is an American corporation based in the South Phoenix area of Phoenix, Arizona. Apollo Group, Inc., through its subsidiaries, owns several for-profit educational institutions.

##### Responsibilities:

- **Design and Execute the Test Cases** using **MS-Excel** and **Defect Tracking & Reporting** the same in **daily meeting** with On-Site Lead.



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- Tested the *integration* between *Salesforce* and *Net Suite* for the objects **Account & Opportunity** from *Salesforce* and **Customer & Project** from *Net Suite* respectively.
  - After successful **production deployment** sent the tested **screenshots, test plan** document to On-Site lead.
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**Education:**

- B. Tech Information Technology from Trichy Engineering College, Trichy Anna Univ., Trichy, 2011.
  - HSC (12th) from St Joseph's Higher Secondary School, Trichy, 2006.
  - SSLC (10th) from St Joseph's Higher Secondary School, Trichy, 2004.
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**Personal Profile:**

Address	Trichy.
Languages Known	English and Tamil

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