**Karthik Pedditi  
Sr Salesforce Developer  
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**Summary**

* **8+ Years of experience working as a Senior Salesforce Developer in Salesforce Platform.**
* Acquired Proficiency in Salesforce **Sales Cloud**, **Service Cloud**, **Community Cloud**, **Financial Force PSA** and **Field Service Lightning**.
* Professional Experience in **Apex**, Triggers, Test Classes, Batch Apex, Schedule Classes, Synchronous and Asynchronous Apex, SOQL and SOSL.
* Experience in Building Lightning Components using **Aura** Framework by adding Attributes and Handlers for Events to focus on logic and interaction with Lightning Application.
* Hands on Experience in writing Lightning Web Components - **LWC** from scratch by leveraging HTML, CSS, JavaScript and LWC Framework.
* Experience in writing **REST, SOAP** Web Services by exposing/consuming services to Middleware (MuleSoft), Streaming API and Salesforce Standard API’s.
* Experienced in creating **Einstein Chat Bots** for SMS.
* Excellent understanding of **CI/CD** DevOps processes with exposure towards CI/CD tools like Jenkins and Copado and non-CI/CD deployment tools such as Change Sets, ANT migration tool and Translation Workbench.
* Expertise in Committing changes to **Version Control Systems** like GitHub, GIT Labs and Bitbucket.
* Proficiency in **Data Migration** using Data Loader, Workbench, Data Loader.io and Import Wizard.
* Excellent understanding of **OmniStudio** – Flex Cards, OmniScripts Designer, Data Mapper and Integration Procedures.
* Excellent Understanding of **CRM** **Business Process** like Lead Management, Opp Management, Account Management, Campaign Management, Case Management, Knowledge Management, CTL, Omnichannel, Service Entitlements, Console, Engagements, Data Sharing, Access Control, Content Management, Data Insights, Action Plans, Inventory Management, FSL, Work Orders.
* Working experience with setting up **Open CTI**, **Call Center, Telephony** Layouts**.**
* Proficiency in **Administrative** tasks like Profiles, Roles, Permission set, Permission set groups, Sharing Rules, Escalation rules, Workflows, Process Builder, Flows, Validation Rules, Groups, Approval Process, Objects, Fields, Record Types, Page Layouts, Lightning Record Pages (Flexi Pages), Dashboards, Reports and Report Types.
* Participated in IT and Business Stakeholders meetings to design, gather requirements, identifying road blockers and expertise in converting business requirements to design.
* Excellent Communication and interpersonal skills, accustomed to working in both large and small team environments.
* Self-motivated and possess ability for critical thinking, analysis, good interpersonal and communication skills, Team oriented, technically motivated and creative. User oriented with a desire to learn client’s business requirements.

**Certifications**

**Certification Verification Link:** <https://www.salesforce.com/trailblazer/karthikpedditi>

1. **Salesforce Certified Administrator – Issued Sep 2017**
2. **Salesforce Certified Platform App Builder – Issued Feb 2018**
3. **Salesforce Certified Platform Developer 1 – Issued July 2018**
4. **Salesforce Certified Advanced Administrator – Issued May 2020**
5. **Salesforce Certified Sales Cloud Consultant – Issued June 2020**
6. **Salesforce Certified Service Cloud Consultant – Issued May 2024**

**Education**

* **Bachelor’s in computer science and engineering.**
* **Master’s in computer science.**

**Skills**

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| --- | --- |
| Salesforce: | Salesforce CRM, Sales, Service, Community, Financial Force PSA, Field Service Lightning(FSL), Apex Classes, Trigger, Test Classes, Batch Apex, Future Method, Queues, SOQL, SOSL, Visualforce, Lightning Aura Components, LWC, Einstein Bot Builder, Streaming API, Integration, Migration, Web to Case, Web to Lead, Email to Case, OmniChannel, Live Agent, Sales and Service Console, Gant Chats, Scheduler, Schema Builder, Apex Web Services, Tableau, Copado, App Exchange, Lightning App Builder, Workflows, Process Builder, Approval Process, Lightning Flows, Reports and Dashboards, Report Types, Custom Objects, Fields, Custom Tabs, Flexi Pages, Permission Sets, Permission Set Groups, Custom Permission, User, Profiles, Roles, Sharing Rules, Custom Settings, Custom Metadata Types, Custom Labels, Named Credentials, Auth Provider. |
| API’s | REST, SOAP, Streaming API’s. |
| Data Migration Tools: | Data Loader, Import Wizard, Data Loader.io, Workbench, Translation Workbench. |
| CI/CD: | Jenkins, Cloud bees, Copado. |
| Version Control Systems: | GIT Hub, GIT Labs, Bitbucket. |
| Programming languages: | C, Java, Apex. |
| Web Technologies: | HTML, CSS, JavaScript, XML. |
| Database: | PL SQL, MS Access, SQL Server, Teradata, Postgres SQL. |
| Other Tools: | Force.com Explorer, JIRA, Confluence, Apex PMD, Visual Studio Code, Git Bash, SonarQube. |

**Professional Experience**

**Client: Cummins Inc. Location: Columbus, IN (Remote)**

**Role: Sr Salesforce Developer Duration: March 2023 to Current**

**Domain: Heavy Equipment/Automotive/Retail**

**Current Location: Atlanta, GA.**

**Project**: Project’s focuses on Community Cloud and Salesforce Service Cloud Application and Field Service Lightning, Project is named Guidanz Evolution, focus is to enhance Experience cloud application to support dealer users and maintain existing service cloud application.

**Responsibilities**:

* Orchestrated on Community Cloud and Service Cloud.
* Proficiency in working with Screen Flows and Auto Launched flows to send data to Middleware.
* Orchestrated on Translating Entire Community Cloud Application to multiple Languages utilizing Translation Work Bench and other methods.
* Experience in soft coding existing Aura and LWC components with Custom Labels to support Translations.
* Collaborated on creating Connected App’s to integrate with external applications.
* Experience in Named Credentials by changing existing REST services endpoints to Named Credentials for easy maintenance and Security.
* Experience in integrating Salesforce with External systems using REST APIs.
* Participated with Team members to resolve issues on code reported by SonarQube.
* Accomplished Enhancing existing test classes with best practices to reduce code with test utility classes.
* Worked with Apex, Test class, Triggers, Batch apex and Scheduled classes.
* Experience working with Aura and LWC.
* Hands on experience in developing LWC from scratch with extensive knowledge in JavaScript, HTML and CSS.
* Orchestrated on Omni Channel and Live Agent to route cases created from Community cloud on Work Order Creation.
* Leveraged Switch to turn off entire Developed feature and deploy source code to production in case of external team dependencies.
* Hands on experience with Omni Channel and Live Agents and enhancing chat bots with new implementations.
* Participated in Quarterly PI Planning, Daily Scrum Calls, Retrospective meetings.
* Collaborated on working with other systems such as Middleware (MuleSoft) and Oracle systems.
* Participated in Copado Training and reporting issues with new Copado implementation.
* Hands-on Experience with Lightning App Builder in creating/updating Lightning Record Pages (Flexi Pages) and applying Dynamic Forms based on Requirement.
* Acquired proficiency in Lightning Locker Services to improvise the Lightning Components Security.

**Environment**: Service Cloud, Experience Cloud, Field Service Lightning (FSL), Triggers, Apex, Lightning, LWC, VF, JIRA, JavaScript, HTML, CSS, REST, Confluence, Service Now, Salesforce Translations, Salesforce DX, VS Code, Git Labs, Copado, SonarQube, Amazon Connect, Service Cloud Voice, Agile, CTI, Teams, Outlook.

**Client: Red Hat Inc. Location: Raleigh, NC (Remote)**

**Role: Sr Salesforce Developer Duration: April 2022 to Jan 2023**

**Domain: Open Source/ Cloud Software Provider**

**Project**: Project Focuses on Professional Service Automation (PSA) Financial Force, to handle service side of the Red Hat software’s soled to the end customers and service representatives use Salesforce to enter their Timesheets in Salesforce System. Handles automations to create users in Salesforce through an integration built between Workday and Salesforce.

**Responsibilities**:

* Orchestrated on Financial Force PSA and Service Cloud.
* Acquired proficiency in ETM (Enterprise Time Management System) supported by Financial Force.
* Leveraged Omni Toolkit API on Omni Channel to Automatically turn on Omni Channel when Service Rep opens Service Console.
* Experience working on Einstein Bot builder in writing algorithms for Einstein Chat bots for SMS.
* Implemented CMTD Enhanced Related list (App exchange) to support a business requirement to filter records on related list based on active credit card information based on profiles.
* Worked on integration using REST APIs to expose and consume data from Workday and create user.
* Executed automation logic to assign permission set’s, permission set groups and Permission controls for new users created from Workday integration.
* Collaborated on Production support P1 and P2 tickets and provide solutions to the issues faced by users.
* Orchestrated on LWC using list filters to display information in data table and store LWC filtered values to display same filters to users in next session login.
* Proficiency in enhancing LWC Components utilizing JavaScript, HTML and CSS.
* Participated in Classic to Lightning migration by implementing lightning tags in existing financial force Visualforce pages.
* Accomplished installing Alyce integration App Exchange product to send gifts to customers and worked with Alyce support team to get things done rightly.
* Accomplished installing Mind Matrix App Exchange tool to Set SSO for Community customers.
* Experience working with Apex, VF pages, Triggers, Batch Apex, Queueable Jobs.
* Facilitated Team in converting a trigger to Single Trigger Pattern.
* Participated in Team/business Meeting to understand the ask and build correct solution Automated resource creation.

**Environment**: Service Cloud, Financial Force PSA, Triggers, Apex, Lightning, LWC, JavaScript, HTML, CSS, VF, Einstein Chat Bot, Rally, Salesforce DX, JIRA, Confluence, Service Now, Gmail, Google Chat, Google Cloud products, VS Code, Git Labs, Agile, Amazon Connect.

**Client: Cummins Inc. Location: Columbus, IN(Remote)**

**Role: Sr Salesforce Developer Duration: April 2021 to April 2022**

**Domain: Heavy Equipment/Automotive/Retail**

**Project**: Project is mainly focused on Salesforce Service Cloud Application and Field Service Lightning, we call it as Guidanz Evolution, focus is to enhance existing platform and helping service agents by improving FSL by providing best solutions and by adding new features.

**Responsibilities**:

* Acquired Proficiency in working on Service Cloud and Field Service Lightning.
* Hands on experience working with Flows for Timesheet Creation.
* Leveraged Field Service Lightning (FSL) features such as Scheduling, Crew, Gantt Chart, Timesheets, Maintenance Plans, Work Orders.
* Implemented changes to Gantt Charts by updating the colors for Service Appointments and Absence records.
* Worked on batch class to create timesheets based on Absence records.
* Collaborated on writing Apex, Test class, Triggers, Batch apex and Scheduled classes.
* Proficiency working with Aura and LWC components.
* Crafted APIs for inbound and outbound services using REST.
* Experience in developing REST APIs from scratch.
* Collaborated on converting Process builders to Triggers and flows.
* Controlled error handling by creating error records when there is an error in backend or integration related code.
* Experience in setting up Open CTI – Twilio and Service Cloud Voice.
* Hands on experience working with Call Center application and Computer Telephonic Integration (CTI).
* Participated to consume/exposes services with other systems such as Middleware (MuleSoft) and Oracle systems.
* Experience in setting up Chat Bots for Live agent.
* Proficient in providing solution using Salesforce out of the box functionality when possible before writing custom code.
* Participated in Daily Scrum activities and PI planning.

**Environment**: Service Cloud, Field Service Lightning (FSL), Triggers, Apex, Lightning, Aura, Queueable, Batch, Visualforce, JavaScript, CSS, HTML, Custom Permission Sets, JIRA, Confluence, Service Now, VS Code, Git Labs, Agile, Teams, Zoom, Amazon Voice, Call Center, CTI, Oracle.

**Client: Paychex Location: Rochester NY(Remote)**

**Role: Salesforce Developer/Admin Duration: Sep 2020 to Mar 2021  
Domain: Payroll/Human Resource**

**Project**: Project involves maintaining and enhancing the existing Salesforce classic platform, Role mainly focuses on helping with new developments and support marketing team/users with the production related issues.

**Responsibilities**:

* Orchestrated on Salesforce Sales and Service clouds.
* Experience dealing with production related issues.
* Participated in continuous development and bug fixes across every release
* Worked extensively on apex, Test classes and Triggers.
* Created and modified Visualforce pages.
* Executed data load operations in production.
* Created Custom Fields, Custom metadata, custom labels, workflows, and Process builder.
* Collaborated on creating Batch classes.
* Carried out meetings with end users to get a better understanding on the production related issues.
* Participated in CTI integration with DialSource.
* Controlled updating page layouts, FLS, custom settings, custom metadata, and custom fields in production.
* Executed Rest Api’s for quote link process.
* Involved in creating report types, reports, and dashboards.
* Crafted Unit test class for Apex class and worked for improving code coverage.

**Environment**: Sales Cloud, Service Cloud, Triggers, Apex, Lightning, Aura, LWC, VF, custom permission sets, DialSource, Marketo, Agile, JIRA, Confluence, Service Now, VSCode, Webex Teams.

**Client: Fidelis Care/ Centene Corporation Location: Buffalo NY(Remote)**

**Role: Salesforce Developer Duration: June 2020 to Sep 2020  
Domain: Healthcare**

**Project**: Project is to focus on fulfilling the organizational needs relative to CRM and to build integrated, interactive applications. It involves migration of applications from salesforce classic to Lightning and building application using Lightning Web Components (LWC) and maintaining the existing salesforce orgs.

**Responsibilities**:

* Experience working on Service Cloud.
* Participated in migration from Salesforce Classic to Lightning.
* Collaborated on converting VF pages to Lightning Web Components (LWC).
* Executed on debugging Aura Components to find and fix the issues.
* Worked on enhancements to customized data load tool which helps insert data, assign contacts, link records and create cases based on custom rules using batch jobs.
* Hands on experience in configuring web to case form.
* Facilitated on preventing duplicate web to case records over a short period of time (24 hours) for the same user.
* Participated in migration from salesforce classic.
* Created Audits for new and deleted records originated from web.
* Facilitated on updating the case owner based on change in a picklist value for particular profiles and used custom metadata types to include profiles.
* Created lookup filters which will give accurate filters for reps.
* Good understanding in resolving Apex PMD violations.
* Leveraged GitLab’s, Git Bash, Visual studio code to deploy, retrieve and write code.
* Proficiency in using Jenkins for CI/CD and run the test build in sandboxes.
* Experience working with the process-oriented team which has strict approval process after development.

**Environment**: Service Cloud, Triggers, Aura, LWC, Future Method, Process Builder, PMD, Visual Studio Code, HTML, CSS, Git Labs, Git Bash, Jenkins, Ant, Agile, JIRA, Confluence, SonarQube, Zoom, Skype.

**Client: Advance Auto Parts Location: Roanoke, VA.**

**Role: Salesforce Developer Duration: Jan 2019 to May 2020**

**Domain: Auto Parts Retail**

**Project**: CRM Modernization Project involves maintaining, enhancing and developing new functionalities in Salesforce which involves Salesforce Sales Cloud, Service Cloud and Community Cloud. As it is a Sales and Service Centric project most of the development is based on migrate the existing Salesforce with the new Lightning User Interface by fully leverage the Salesforce features and add new functionalities to enhance the Scalability and productivity in the Salesforce Cloud.

**Responsibilities**:

* Experience working with Salesforce Sales, Service, Community Cloud.
* Developed Lightning aura component from the scratch for Service Console, Communities and as Quick action buttons.
* Crafted reusable lightning aura component that was used on 7 other lightning components.
* Proficiency in building lightning aura components to make them compatible with IOS devices like iPad and iPhones.
* Leveraged Salesforce Streaming API for Service Cloud to stream events and display information for service reps without refreshing the page.
* Controlled Design, develop, test, document and deploy Salesforce Solutions.
* Experience in working with Computer Telephonic Integration (CTI) and Service Console.
* Interacted with Service Teams to better understand there needs to setup Computer Telephonic Integration.
* Executed Setup Google Tag Manager (GTM) for Salesforce Communities and Implement Data Layer to dynamically populate the Values to Google Tag Manager and Establish event tracking.
* Strong understanding of design principles, technically scalable data modeling, Force.com development best practices.
* Collaborated on working with Salesforce Trigger Factory implementation and converted old trigger with the new Trigger factory best practices.
* Participated frequently with business partners concerning their needs.
* Develop Lightning Components – using Salesforce Lightning Design System and Aura Framework.
* Controlled API Integration between Salesforce, Oracle and other third-party systems like PeopleSoft, Workday using /SOAP APIs (XML, JSON).
* Developed Salesforce Customer facing Communities using Salesforce Lightning Aura Components and Visualforce.
* Experience working with AppExchange tools like Adobe Sign, Zilliant SalesMax.
* Acquired Proficiency in of LWC (Lightning Web Components)
* Facilitated complex problems and situations efficiently and effectively, drawing insight from others to support exploration in Salesforce.
* Work on key Salesforce architectural concepts (e.g. API, Governor Limits, Sharing, security models and techniques) consider them in finalizing the design of the solution.
* Proficient in Develop high quality, reusable and maintainable code using Apex, SOQL, Apex Triggers and integrating force.com systems with third party systems for enterprise using SOAP, RESTFUL Services.
* Participated in Release management tasks by deploying code to higher environments using tools like Changesets, ANT.
* Work with Salesforce Workflow Rules and Approvals, Visual Flow, Process Builder and Salesforce limitations.
* Facilitated on Salesforce Administrative tasks and Loading data to Production.
* Carried out Salesforce Environment refresh and establishing connectivity between Salesforce and Oracle.

**Environment**: Sales Cloud, Service Cloud, Community Cloud, Lightning, Aura Framework, Visualforce pages, SLDS, Lightning Components, Change Set, Ant Tool, JavaScripts, Apex, Triggers, HTML, CSS, Process Builder, Flows, Data Loader, Salesforce DX, Salesforce Inspector, Salesforce Lightning Inspector, Salesforce Advance Code Search, Data Stage, Google Tag Manager (GTM), Service-now, Agile Accelerator, Microsoft Visio, Visual Studio Code, Agile, Atlassian JIRA, Atlassian Confluence, Lucid Charts, Snagit, WebEx, Microsoft Teams.

**Client: USAA Location: Plano, TX.**

**Role: Salesforce Cloud Engineer Duration: June 2018 to Nov 2018**

**Domain: Financial Services Insurance**

**Project**: Project involves maintaining the existing 3 Salesforce Orgs which consist of more than 350 Applications, this involves production support, Development, suggesting users and other developer with best practices, migrating the applications from classic to lightning, helping other teams in development, conducting salesforce office hours and migrate the request page from Service-now to Salesforce and Automate the request page for few requests like Permission Set Assignment and User creating from request page.

**Responsibilities**:

* Worked as Salesforce Cloud Automation Engineer.
* Developed Apex Classes, Triggers, Lightning Components, Visualforce Pages.
* Crafted batch Jobs and Schedule jobs to assign permission sets to the Users.
* Extensively working with REST API Callout and hit different Salesforce Orgs to Create a User in other orgs.
* Experience in creating Triggers and approval process to make a callout to the destination Orgs in Salesforce.
* Created a Request page which will use the REST API and hit nonnative SF orgs to Create user, assign permission sets to the Users and Automated the process which does not involve admins.
* Proficiency in working with Named Credentials and Auth. Provider.
* Proficient in creating the Connected App, Auth. Provider and Named Credentials to establish a secure connection between Salesforce Orgs.
* Crafted different Reports and Dashboards for the Business User and Admins which consist of different charts with monthly and Yearly summery values.
* Involved in migrating Salesforce Admin Request page from Service-now to Salesforce.
* Extensively worked on Automating the User creation, assigning permission sets and password reset for the production orgs with SSO.
* Facilitated in creating Lightning Aura Components.
* Created Lightning Components and Used on Visualforce pages for the applications which dint had lightning turned on.
* Created Visualforce pages and used Salesforce Lightning Design System (SLDS) to make the UI pages look rich and intuitive.
* Experience working with List Views, Queues, Detail pages, Page layouts and Record types.
* Good hands-on experience in using Change Sets with inbound and Outbound Change sets.
* Participated in the Deployment process using Change Sets and Copado.
* Collaborated in the weekly Commit meeting with Admins to review the issues.
* Carried out meetings in guiding other SF teams to use best practices and help teams in Development related to Salesforce.
* Experience in creating Users, Profiles, Permission Sets and setting up Sandboxes.
* Proficiency in working on Approval process and mapping it to Queues.
* Created Process Builders and Flows as according to the business requirement.
* Hands on Knowledge in Enterprise release management tool called Copado.
* Experience working on Internal CRM application (ECRM).

**Environment**: Sales Cloud, Service Cloud, Lightning, Aura, Visualforce pages, SLDS, Lightning Components, Copado, Change Set, Ant Tool, Java, JavaScripts, jQuery, Apex, Triggers, Process Builder, Flows, Data Loader, Salesforce Inspector, Salesforce Lightning Inspector, Data Stage, Service-now, Asana, Jazz Server, Agile Accelerator, Microsoft Visio, Visual studio, Force.com IDE, Git Labs

**Client: Wells Fargo Location: St Louis, MO.**

**Role: Salesforce Developer Duration: Dec 2016 to May 2018**

**Domain: Financial Services**

**Project**: The project deals about implementing the new change, offers given to the customers and supporting the existing Salesforce implementations. Project all about the cards (Credit/Debit) department of Wells Fargo bank to know the complete information of the account holder and their activities through Salesforce UI.

**Responsibilities**:

* Performed the roles of Salesforce.com Developer and Administrator in the organization.
* Created Profiles and Roles and performed security and sharing rules settings to them.
* Design and deployed Custom tabs, validation rules, Formulas, Approval Processes and Auto-Response Rules for automating business logic.
* Create workflow rules and defined related tasks, email alerts and field updates.
* Implement pick lists, dependent pick lists, lookups, master detail relationships and junction relationships to the custom objects.
* Experience in migrating from Salesforce Classic to Lightning.
* Create page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Designed and maintained data integration mapping between Salesforce.com CRM and Teradata.
* Worked heavily on the Integration side to extract and load data in and out of salesforce
* Maintained users, roles, profiles, sharing rules and public groups as part of managing security on SFDC
* Developed Apex Triggers, Class, and Visual force pages/controllers.
* Experience in working with Workflows and Process Builder.
* Involved in Data Migration from Traditional Applications to Salesforce Using Apex Data Loader, Import Wizard, SFDC Data Export, Mass Delete etc.
* Involved in Service Cloud customizations.
* Hands on experience on Customizing Reports and Dashboards for business use.
* Developed Custom VF pages, Apex classes and have also written various visual force email templates and Implemented Bootstrap Framework for Custom VF Pages for Optimization.
* Leveraged Salesforce WSDL to integrate with other applications and use Rest API to make inbound and outbound calls.
* Written test methods for code deployment
* Extensively worked on Flows and process Builders.
* Executed SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Hands on Experience in creating Salesforce Communities.
* Leveraged Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract, and load data from comma separated values (CSV) files.

**Environment**: Force.com platform, Apex Classes, Triggers, Aura, VF, SLDS, Data Loader, HTML, Workflow & Approvals, Reports, SOQL, SOSL, Custom Objects, Custom Tabs, Email Services, Security Controls, Apex language, Visual Force (Pages, Component & Controllers), Salesforce1, Agile, Eclipse IDE, Git Hub, Plug-in, Windows XP.