CURRICULUM VITAE

Akash Mishra

Principal Architect

SalesforceMVP
25 x Salesforce Certified
TheHumanStack Certified Digital Guide
PowerOfUs Hub - Hall Of Fame
Website/Blog

Email: mishra.ap9@gmail.com
Mobile: +91-8826031286
Linked in

Career Objective

To seek a challenging and career oriented job, which enables me to update with the emerging latest technology and provides scope for widening the spectrum of my knowledge.

Professional Summary

- Salesforce.com Professional with over 14 years of experience on the Salesforce Platform with more than 50+ Salesforce implementations, have been involved in 7+ AppExchange product development and more than 11 (VLDV) very large data migrations done over the last 8 years.
- Experience on Agile (Scrum Based) and Waterfall Project Methodology.
- DevOps Expert.
- AppExchange Expert with Ist Generation & IInd generation packages.
- Exposure to all Stages of the Software Development Cycle (SDLC). Experience and adapted SFDC best practices for development and deployment in projects.
- Strong ability to work individually and constantly in a challenging environment.

- Ability to quickly analyze and come-up with an efficient industry standard solution for a given problem.
- Excellent analytical, communication, Leadership qualities and interpersonal skills.
- Quick learner and ability to adapt to dynamic work environments.
- Salesforce MVP class of 2022, 2023, 2024

Technical Summary

- Demonstrate a deep knowledge of all Saleforce.com platform
- As part of the Scrum team, propose, design and develop the solutions using the Salesforce platform.
- Design, Develop and maintenance of complex integrations between Salesforce and external systems.
- Creating Technical Design Documents, functional design documents, providing solution design & consulting, creating entity relationship diagrams (ERD), defining scope of work(SOW), standard operational procedures (SOP), Defining process/defining phases/Project Estimations as part of daily tasks.
- Knowledge and Experience on Sales, Service, Nonprofit, Community Cloud etc products.
- Worked with multiple ETL tools like Jitterbit Cloud Studio, Datalaoder.io, Dell Boomi, Talend.
- Hands on experience in creating Managed Packages, releases management, AppExchange listings etc for product development.
- Aware of the Application Development lifecycle, use cases, solutions in Salesforce.
- HOE in developing Lightning components, apex triggers, Apex controller classes, VF Pages, Workflows, approval process, validation rules, users, roles, groups, sharing rules, Reports, Dashboards.
- Worked on Data Migration (Both Import and Export) to and from Salesforce Org, also dealt with large volumes of data up to Millions having relation with different objects using the .CSV functions like VLOOKUP etc.
- HOE on sales, service, commerce, educations, npsp, cpq, fsl, marketing, pardot, experience cloud.
- HOE on tools like Force.com IDE, Data loader, Developer Console, Workbench, Force.com Explorer, and Deployment using Change sets, Salesforce Inspector, Informatica.
- Force.com, Site & Portal Development/Customization at all levels.
- Experience in designing Custom Objects, Custom Fields, Page Layouts, Workflows, Record types etc configurations.
- Email Templates & Services, Relationships as per application requirements.
- Hands on Experience in activating Communities and components related to it in Salesforce org.
- Aware of the Exception class and built in exceptions in Salesforce, and solutions for the same.
- HOE in implementing best practices, creating business related documents and analysis, client interactions, different solutions per use case, application performance review, defining well-structured schema and building highly complex business logic, knowledge on Salesforce Standard Objects Leads, Accounts, Contacts, contracts, Opportunities, Cases etc. Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also, created various profiles and configured the permissions based on the organizational hierarchy.

- Great knowledge of Agile methodology, working in team and individually, good in all levels of documentation, user stories and code review.
- HOE in designing Top Level, Low Level, Detail Level, Functional Design Doc, Technical Design Doc, Standard Operational Procedure, Scope Of Work, Data Design Specs, Architecture Doc, Security Specs, Business Process mapping etc documentations.

- Deep understanding over creating the Use Cases and Test Cases for the project.

- Crisp understanding about content management and creation.

- Good presentation skills, analytical skills and excellent communication for client interactions and communications.

Experience

Period	Organization	Designation
July 23 till Date	360 Degree Cloud Technologies Pvt Ltd	Senior Technical Architect
Feb'17 Till July 23	Dazeworks Technologies Pvt. Ltd.	Technical Architect
July'16 Till Feb'17	Iron systems India Pvt. Ltd.	Sr. Salesforce Developer
Apr'14 Till July'16	Icreon Communications Pvt. Ltd	Salesforce Developer
Jan'12 Till April'14	Teisa Technologies Pvt. Ltd.	Salesforce Developer

Education

Bachelor of Engineering from Laxmipati Institute of Science and Technology (R.G.P.V University), Bhopal (M.P)

Key Projects

Project #1 Nasdaq migration of Adenza

Client	**: Nasdaq**
Role	**: Senior Technical Architect (Salesforce Platform)**
Requirements	: Working on migrating Adenza Sales and Service teams to Nasdaq core
Duration	**: Nov'23 – Till Date**
Description	: Helping the client in migrating Adenza Sales and Service teams to Nasdaq core. Nasdaq acquired Adenza and both of the companies were using Sales and Service cloud capabilities of Salesforce and Nasdaq wants to have a unified Salesforce orgs to manage their sales and provide service to their customers

Responsibilities:
- Analysis, solutioning and design of MVP architecture
- Creating the technical design, functional design, requirement mapping

- Defining the migration processes, devops process, QA process and deployment
- Creating and grooming Jira tickets for the dev team
- Finalizing migration strategy, sequence and mappings with thorough discussions from stakeholders

Project #2 Paycor

Client   : **Paycor**
Role   : **Technical Architect (Salesforce Platform) & Project Manager**
Requirements   : Working on SOX implementation and remediation
Duration   : **April'22 – June'23**
Description   : Helping the client in implementing SOX remediation and identifying the gaps in
                          their existing implementation.

Responsibilities:
- Analysis, solutioning and design, documentation, SOX implementation and remediation
- Creating the technical design, functional design, requirement mapping
- Defining the processes, devops process, QA process and deployment
- Architect & Project Manager

Project #3 Feeding America

Client   : **Feeding America**
Role   : **Technical Architect/Data Architect**
Technology   : NGOC
Duration   : **May'21 – March'22**
Description   : The organization and key stakeholders reported the issues related to data that was
                          erroneous and incorrect, large duplicates and impacted integrations as a result of
                          bad data

Responsibilities:
- Analysis, solutioning and design, documentation, data deduplication, remediation and consolidation
- Identifying the integrations impacted and create processes to improve
- Technical & Data Architect
- Setting up kpi's
- Mapping the NGOC aspects to NPSP, design mapping, process mapping, addressing the blockers, managing the data archives
- Solutioning and design, code review, managing resources and data mapping
- Creating the technical design, functional design, requirement mapping
- Defining the processes, dev process, QA process and deployment
- Managing environment and repo
- Client Handling

Project #4 Able -Appexchange Product (Candidate Onboarding)

Client   : **AbleTeams**
Role   : **Technical Architect**
Appexchange Listing : sforce.co/3K1CiNR
Technology   : Worked on appexchange product development
Duration   : **May'20 – Till Date**
Description   : Appexchange product development capable of candidate onboarding, collecting
                          information from a third party app and syncing back information to it

Responsibilities:
- Solutioning and design, code review, managing resources and data mapping
- Creating the technical design, functional design, requirement mapping
- Defining the processes, dev process, QA process and deployment
- Managing environment and repo
- Client Handling

Project #5 NGOC to NPSP Migration (PFM)

Client	**: PFM (Prison Fellowship Ministries)**
Role	**: Data Architect**
Technology	: **NPSP Migration**
Duration	**: Feb'21 – March'22**
Description	: Working on NPSP migration project for a LDV Nonprofit Organization

Responsibilities:
- Mapping the NGOC aspects to NPSP, design mapping, process mapping, addressing the blockers, managing the data archives
- Solutioning and design, code review, managing resources and data mapping
- Creating the technical design, functional design, requirement mapping
- Defining the processes, dev process, QA process and deployment
- Managing environment and repo
- Client Handling

Project #6 NFM.

Client	**: NFM (National Family Mediation)**
Role	**: Sr. Tech Lead**
Technology	: Worked on Salesforce Sales Cloud, Service cloud & Features. Salesforce Canvas app integrations etc.
Duration	**: May'19 – Mar'20**
Description	: This application is developed for NFM which is a solicitor firm in UK. They provide mediation, solicitors to the families across the region.

Responsibilities:
- Creation of app specifically for providing Mediators to the families who are filing cases in the courts, booking sessions and Solicitors online.
- Designing Highly Interactive Dynamic App integrated with online Portal where information passes to and fro from Portal to Salesforce and Vice-Versa. Canvas app Integration with Restful web services and Callouts managing Api calls.
- Managing users as per the business requirement.
- Preparation of Requirement analysis report, Technical Design and Solution for the same. Also, Prepared and reviewed test cases and test classes.
- Also, worked on scheduled actions using Apex Scheduler, Restful Services, Real time integrations, Canvas App etc.

Project #7 Easyjet UK.

Client	**: Easyjet UK.**
Role	**: Sr. Tech Lead**

Technology   : Worked on Salesforce Sales Cloud, Service cloud & Features.
Duration   **: Feb'17 – May'17.**
Description   : This application is a perfect example of how airlines serve their customers capturing the entire lifecycle of customers.

Responsibilities:
- Creation of app specifically for managing online Sales and Support Service.
- Designing Highly Interactive Dynamic App integrated with online Web-Portal.

- Managing users as per the business requirement.
- Preparation of Requirement analysis report, Technical Design and Solution for the same. Also, Prepared and reviewed test cases and test classes.
- Also, worked on scheduled actions using Apex Scheduler, Restful Services etc.

Project #8 Univar

Client   **: Univar.**
Role   **: Sr. Salesforce Developer.**
Technology   : Worked on Salesforce Sales Cloud, Service cloud & Features.
Duration   **: Feb'17 – June'17.**
Description   : This application is to develop the Opportunity management/ Sales process/Sales cloud for the client based in UK..

Responsibilities:
- Creation of an app specifically for managing online Sales and Support Service.
- Designing Highly Interactive Dynamic App integrated with online Web-Portal.
- Managing users as per the business requirement.
- Preparation of Requirement analysis report, Technical Design and Solution for the same. Also, Prepared and reviewed test cases and test classes.
- Also, worked on scheduled actions using Apex Scheduler, Restful Services etc.
- Worked with configuration part handling automations as an action of Two-Way-Api's.

Project #8 Smile Train

Client   **: Smile Train**
Role   **: Developer.**
Technology   : Worked on Salesforce Sales Cloud & Features and NPSP (Non-Profit Starter Pack) package, built a very dynamic custom app for the Client SmileTrain to manage and track One-Time and Recurring Payments/donations from donors.
Duration   **:** Dec'15 –July'16.
Description   : NPSP is a Salesforce package which is launched specifically for Non-Profit organizations like NGO's and the ones which take donations for specific causes. This project was dedicated to Smile Train which is one of the best organizations working for children welfare and provides surgery for Cleft treatment and people from around the globe make huge donations for the cause.

Responsibilities:
- Creation of an app specifically for managing Donations and for tracking the details of all donors and records related to them.
- Designing Highly Interactive Dynamic App integrated with UI developed on PHP and Drupal.
- Managing users as per the business requirement.
- Preparation of Requirement analysis report, Technical Design and Solution for the same. Also, Prepared and reviewed test cases and test classes.

- Written scheduled actions using Apex Scheduler.

Demographics

Father's name: Mr. S. N. Mishra
Sex: Male
Marital status: Married
Nationality: Indian
Date of Birth: 09th June 1986

Date : Jan 09, 2025
Place: Bhopal   **(Akash Mishra)**