



CURRICULUM VITAE

Akash Mishra

Principal Architect

Former [SalesforceMVP](#) 2022-23-24

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 lead and deliver impactful technology solutions by building high-performing teams, driving delivery excellence, and continuously aligning with emerging technologies. I aim to enhance customer satisfaction through strategic leadership, operational efficiency, and a commitment to innovation and continuous improvement.

Professional Summary

- **14+ years of Salesforce experience**, delivering 50+ successful end-to-end implementations across industries.
- **Former Salesforce MVP (2022, 2023, 2024)**, recognized for technical leadership, community contributions, and platform expertise.
- Extensive experience in **7+ AppExchange product developments** using both **1st and 2nd generation managed packages**.
- Delivered **11+ Very Large Data Volume (VLDV) migrations**, handling millions of records with complex relationships.
- Proficient in **Agile (Scrum-based)** and **Waterfall methodologies**, with hands-on involvement throughout the **Software Development Life Cycle (SDLC)**.
- Strong **DevOps background**, including CI/CD, version control, automated testing, and deployment strategy.
- Expertise in Salesforce clouds: **Sales, Service, Nonprofit, Experience, CPQ, FSL, Marketing Cloud, and Pardot**.
- Hands-on technical skills in **Apex, LWC, Visualforce, Flows, Workflows, Process Builder**, and **complex sharing/security models**.
- In-depth knowledge of **system integration** using **REST/SOAP APIs**, middleware tools, and **ETL platforms** (e.g., Jitterbit, Talend, Boomi, Informatica).

- Proven ability to **analyze complex business problems** and architect scalable, secure, and performance-driven Salesforce solutions.
- Experienced in **creating technical design documents, architecture diagrams, SOWs, SOPs, and process maps** to support full-lifecycle delivery.
- Known for **strong leadership, team mentoring**, and ability to align technical solutions with strategic business goals.
- Skilled in **client communication, stakeholder engagement**, and driving consensus in complex project environments.
- Highly **adaptable**, a quick learner, and consistently delivers outcomes that drive **customer satisfaction and operational efficiency**.

Technical Summary

Accomplished Salesforce Principal Architect with extensive experience across the full Salesforce ecosystem, including Sales Cloud, Service Cloud, Nonprofit Cloud, Experience Cloud, CPQ, FSL, Marketing Cloud, Pardot, Education Cloud, and Commerce Cloud. Demonstrates deep technical proficiency in the Salesforce platform and ecosystem, with a proven track record of delivering scalable, secure, and innovative enterprise solutions.

As a core member of Agile Scrum teams, I lead solution design, architecture, and end-to-end delivery on complex Salesforce implementations. My responsibilities include authoring technical and functional design documents, solution blueprints, entity relationship diagrams (ERDs), scope of work (SOW), project estimation, SOPs, and architecture documentation.

Core Competencies and Expertise:

- **Platform Expertise:** Deep understanding of Salesforce architecture, including Apex (classes, triggers), Visualforce, Lightning Web Components (LWC), workflows, validation rules, approval processes, and advanced sharing/security models.
- **Integration Architecture:** Strong experience designing, developing, and maintaining complex integrations between Salesforce and external systems using REST/SOAP APIs, middleware, and ETL tools like Jitterbit Cloud Studio, Talend, Dell Boomi, and Dataloader.io.
- **Data Migration:** Expert in data migration strategies involving millions of records, object relationships, and transformation logic using CSV, Excel functions (VLOOKUP), and data tools.
- **Product Development:** Hands-on experience in creating managed packages, handling release management, AppExchange listings, and ISV/product development lifecycle.
- **Tooling & DevOps:** Skilled in using Force.com IDE, Developer Console, Salesforce Inspector, Workbench, Force.com Explorer, Change Sets, and Informatica. Familiar with CI/CD pipelines and release governance.
- **Community & Site Development:** Proficient in Experience Cloud activation, component configuration, portal/site customization, and secure external user access control.
- **Security & Governance:** Implemented complex security models, including profile-based access, permission sets, sharing rules, and data visibility models in compliance with enterprise governance.
- **Lifecycle Management:** Experienced in application development lifecycle (SDLC/ALM), requirement gathering, user stories, UAT, deployment strategies, and production support.
- **Documentation & Process:** Expertise in authoring technical documentation such as TLDs, LLDs, Functional and Technical Design Docs, SOPs, Security Specs, Architecture Blueprints, and Business Process Maps.
- **Client-Facing & Consulting:** Strong consulting background with client interaction, solution presentation,

business requirement analysis, and delivery ownership. Adept at stakeholder communication and project leadership.

- **Agile & Leadership:** Deep knowledge of Agile methodology, team collaboration, sprint planning, code reviews, retrospectives, and mentoring junior developers.

Known for delivering high-impact solutions that align with business goals, ensure system integrity, and enhance customer satisfaction. Committed to continuous learning, innovation, and leading delivery teams to excellence.

Experience

Period	Organization	Designation
Oct 24 till Date	Maantic Inc	Principal Architect
July 23 till Oct 24	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 Apr'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 – Sept'24
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](https://force.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:

- Sales Cloud, Service cloud implementation, specifically for managing online Sales and Support Service.
- Integrations with multiple platforms and portals.
- 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, 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 the 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 : June 21, 2025

Place: Bhopal

(Akash Mishra)