

PIYUSH MITTAL

Mobile: 8130671170

TECHNICAL EXPERTISE

Special Skills – SFDC

Customization and coding, Salesforce Lightning, LWC, Salesforce Field Service Lightning, Quick Learner, ability to work on multiple projects and flexible to adapt any conditions.

CRM

Salesforce.com

Cloud

Sales cloud, Service cloud, Macros, Process Builder

Data Migration

Tools

Apex Data Loader.

Migration Tools

SF chain sets, Eclipse, ANT

APIs

REST, SOAP, SF standard APIs

Operating System

MS-Windows

Programmi ng

Languages

Apex, SOQL

Development Tool

EclipseForce.com
IDE Force Explorer

Technologies

Force.com
Platform
Visualforce

Web

Career Objective

Overall **5 years** of total experience in Salesforce. My areas of expertise are development on Force.com platform using Visualforce, APEX, SOQL, Triggers, Salesforce Lightning, Wrapper Class, Batch Class, Scheduler Class, Integration and Force.com Sites. With CRM being my key focus, I would desire to work in challenging environment that can provide me with opportunities to learn, develop and enhance my technical and organizational skills, and continue to perform successfully and with distinction.

Career Brief:

- Salesforce.com **Certified Platform 1 Developer (PD1)**.
- Salesforce.com **Certified App builder**.
- Currently Working in Multiple Cloud Computing CRM (SalesForce CRM) projects.
- Salesforce Lightning Experience
- Strong technical skills in Apex.
- Depth knowledge of SFDC Customization, apex classes, triggers, visual force pages, Wrapper classes, Batch classes, Scheduler classes, API.

Education & Certifications:

- **B.Tech** from Sharda University, Greater Noida (2011-2015).
- Higher Senior Secondary Examination from CBSE in year (2010) with score of 84%.
- Senior Secondary Examination from CBSE in year (2008) with score of 90%.

Professional Synopsis:

Current Employer **UST GLOBAL (Client Amazon)** – Gurgaon, India.

Designation Senior Salesforce Developer

Technology Salesforce.com

Period JAN 2019 – Present

Project: Hub On-boarding for Lockers and

Counters Project Summary:

Onboarding flow helps the Business Development and operations team to onboard locations for installing Locker and Counter. It includes the complete process of getting a lead to making a location live all using the automation and flows build in Salesforce

Roles and Responsibilities:

- Interacted with various business team members to gather the requirements and documented the requirements.
- Research on various new requirements and if feasible, prepare a POC to show the demo to the technical team.
- Developed site.com page called "Mass Approvals" so as to host approvals for multiple locations at once. Used SOSL and SOQL queries during the Custom Development.
- Developed Lightning components to show live approval status.

- Used CPQ to configure bundles of products and writing price and discount rules for the same
- Integration with Amazon's internal system to maintain the consistency of data so as to make the external system as the source of truth.
- **Skills** : Apex, Triggers, Test Classes, Wrapper Classes, VF Pages, batch class, Integration, Lightning components.

Project: Amazon Locker and Counters (

Omni) Project Summary:

Amazon Locker and counter project is a global project. It aims at reducing the last mile delivery effort by delivering the orders to a nearby common location instead of customers doorstep. To install Lockers and counters we need locations that fit our algorithm. For the on boarding of these locations we are using Salesforce. The major challenge for this project was to migrate the users from to Salesforce and to make sure all the imperative steps in the location onboarding is getting covered.

Employer
Designation
Technology
Period

Paytm – Noida, India.
Salesforce Developer
Salesforce.com
NOV 2017 – JAN 2019

Roles and Responsibilities:

- Responsible for designing, coding, developing, integrating and implementing entire Salesforce customer support org with around 6500+ Salesforce licenses.
- Responsible for new development from scratch along with providing oversight of support for existing developed functionalities by supporting developers and admins.
- Responsible for requirement gathering, approach setting, Tech Doc preparations, Wireframes (UI) finalization and oversight for complete optimized implementation of the requirement following Apex best practices.
- Designed and implemented custom Case Round Robin process, better and advanced than Salesforce standard Omni Channel.
- Responsible for heavy configurations and implementations within service cloud and sales cloud responsibilities.
- Design and develop integrations between Salesforce.com (SFDC) and other applications/systems such as AWS, Paytm in-house custom applications.
- Responsible for reviewing and ensuring apex best practices at every level of code movement from Dev to QA to UAT to Production.
- Responsible for design and development of paytm own "In-App communication" chatter functionality for customers to allow to chat with the paytm salesforce customer agents for grievance redressal.
- Responsible for design and development of several REST API's to allow the salesforce to be integrated with the other applications.
- Responsible for end to end code optimization like segregating Apex trigger into multiple apex handles classes and all.
- **Skills:** Apex, Triggers, Test Classes, Wrapper Classes, VF Pages, batch class

Employer	P2P Systems – Noida, India.
Designation	SFDC Developer
Technology	Salesforce.com
Period	JULY 2015 – NOV 2017

- **Description of the project:** Transworld offers the professional services that successfully bring buyers and sellers together from business brokerage to mergers and acquisitions. The tworld site is a force.com site. The project is in support and enhancement phase.
- **Environment:** Salesforce.com
- **Technology used:** Sales force Customization, Integration, Apex, Apex Trigger, Visual force Pages, Test Class, Wrapper Class, Batch Class, etc.
- **Role:** Developer
- **Team Size:**3