PIYUSH MITTAL

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Overall **7 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 andForce.com Sites. With CRM being my key focus, I would desire to work in challenging environment that can provide me with opportunities to l earn, develop and enhance my technical and organizational skills, and continue to perform successfully and with distinction.

**Career Brief**:

• **Salesforce Certified Application Architect.**

**• Salesforce Certified Data Architecture and Management Designer.**

**• Salesforce Certified Sharing and Visibility Designer.**

**• Salesforce Certified Platform 1 Developer.**

**• Salesforce Certified App builder.**

**• Salesforce Certified CPQ Specialist.**

• Currently Working in Multiple Cloud Computing CRM

(SalesForce CRM) projects.

• Salesforce Lightning Experience

• Strong technical skills in Apex.

• Data Archival to Cloud storage from Salesforce

• Data Migration

• Depth knowledge of SFDC Customization, apex classes, triggers, visualforce pages, Wrapper classes, Batch classes, Scheduler classes, API, CPQ, Conga Composer

• **Field Service Lightning**

**Education & Certifications:**

• B.Tech from Sharda University, Greater Noida (2011- 2015).

• Higher Senior Secondary Examination from CBSE in year (2010) with score of84%.

• Senior Secondary Examination from CBSE in year (2008) with score of 90%.

**Professional Synopsis:**

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| **Employer** | Indsafri – South Africa |
| **Designation**  | Senior Salesforce Developer |
| **Period** | AUG 2021 – JUN 2022 |
| **Project** | Absa Bank - South Africa |

**Project Summary:**

 In the project we were using Salesforce Sales, Service cloud and experience cloud. We were leveraging Salesforce to onboard merchants, who wants to use Absa (Bank) products for accepting payments. As we get a request from the customer from the Absa website, we will internally verify for the details submitted by the customer and will create a login for the customer to login to the community and complete the process in the DIY (Do It yourself) mode. The customer can track the progress for its request and communicate with the agent who is working on the lead. The customers gets the option to submit all the documents and give all approvals through the same community page on which they are logged in. Customers can also make payment and request for product related details on the same UI.

**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
* Understand the business requirement and prepare a scalable solution.
* Development of the new enhancements and supporting the existing business.

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| **Employer** | UST GLOBAL ( Client Amazon ) – Gurgaon, India |
| **Designation**  | Senior Salesforce Developer |
| **Period** | JAN 2019 – DEC 2020 |
| **Project:** | Hub On-boarding for Lockers and Counters |

**Project Summary:**

Amazon Locker and counter project is a global project, that aims at reducing the last mile delivery effort by delivering the orders to a nearby common location instead of customers doorstep. We receive the leads for the customers who want to host an Amazon locker in their premise. We check the viability of the locker at that zipcode based on the other live lockers at the location and order density. As the business development team finds a location suitable, they will initiate the physical survey of the location that collects critical data like the dimensions of the locker that can be accommodated, electricity availability, reachability of the locker etc. If there any work needs to be done then based on the zipcode, amazon decides to contribute for the wok that needs to be done at the location. Then the locker is physically installed at the location, locker is activated and a test order is initiated to test the locker. As we test order is delivered the locker is made live for the customers to be user.

**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 product rules for the configuration.
* Integration with Amazon’s internal system to maintain the consistencyof 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

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| **Employer** | Paytm – Noida, India |
| **Designation**  | Salesforce Developer  |
| **Period** | NOV 2017 – JAN 2019 |
| **Project:** | Paytm KYC / Customer Support |

**Project Summary:**

I got the opportunity to work in all the 3 orgs at Paytm, For the first org, it was used for getting the KYC imlementation for the payments. we had an integration built that when ever the agent takes the fingure print for the customer for KYC th details will be saved in Salesforce and based on the guidelines of the RBI the QC team will verify the details and complete the KYC. Second org was the merchant onboarding org, where we were onboarding merchants for the Paytm Mall. Third was the Customer Support Ord where we agents were solving the tickets raised by Paytm Customers.

**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 then 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 everylevel 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 toallow 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

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| **Employer** | P2P Systems – Noida, India.  |
| **Designation**  | SFDC Developer |
| **Period** | JULY 2015 – NOV 2017 |
| **Project:** | Multiple projects |

**Project Summary:**

There were multiple short term projects that I was a part of. I started my Salesforce journey with these projects where I first learned the Admin skills and then move to customization part.