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| ProfileContact PHONE:  9415723904  Linkedin:  Website goes here  EMAIL:  Mishra.ankita3289@gmail.com certifications Platform developer 1  Platform developer 2  Vlcoity omni studio developer  Vlocity health insurance  Salesforce developer admin  Salesforce App bulder |  | **Ankita Mishra**  Technical Architect  **11Years of total IT experience** in Salesforce ecosystem encompassing a wide range of skill sets. I have worked on the multiple area of salesforce platform and currently working as Technical Architect with Cognizant Technology Solutions in salesforce domain   * Have the knowledge, skills, and capabilities to assess customer architecture; design secure, high-performance technical solutions on the Force.com platform. * Understanding and knowledge of Salesforce.com (SFDC) product, its features and capabilities and incorporated the same to develop products for CSRs and developed customer portal using communities * Experience in Administration, Development, and Configuration of Salesforce CRM & Salesforce applications.  EDUCATIONPranveer Singh Institute of Technology 2006 – 2010  I did B.Tech in computer science of engineering Huddard high school 2004-2006  I did my 10th and 12th from my science stream **SKILLS**  |  |  | | --- | --- | | Operating Systems | Windows family, Mac OS | | Languages | Apex | | Databases | SQL | | Salesforce Technologies | Sales Cloud, Service Cloud, Apex, Triggers, Visual force Pages/Components, Email Services, REST & SOAP APIs, Batch Apex, Schedule Apex, Workflows, Process Builder, Approval Process, Validations, Outlook to Salesforce Configuration, Page layouts & Record Types, Roles & Profiles, Reports & Dashboards, Security Model & Apex Data Loader (UI & Command Line) | | Web Related | HTML, Java Script, CSS, JQuery | | Tools & Utilities | Eclipse, Force.com Eclipse IDE Plug-in, Apex Data Loader | | Domain Knowledge | Health Care,Energy | |
|  |  | WORK EXPERIENCECognizant Technology Solutions Technical Architect Feb -2019-Till Date  Responsibilities:   1. External System Integration: Provided technical support and direction to utilize salesforce custom metadata and design one single framework using custom apex services to send elastic search queries to connect with EDL system to fetch Provider’s data in a health care project designed specifically for CSRs. 2. Salesforce Community Portal implementation on top of the salesforce service cloud built for customer service representative for the Members and providers for a health care client. 3. Used Vlocity manage package to create communities for all Members /Providers/brokers ,to create and launch self-guided workflows for creation and submission of Preauthorization and Referrals. 4. Worked with Softheon system to develop integration solutions using apex web services to fetch all claims related documents using 5. Developed LWC components for community portal. 6. Used JS and CSS for community pages customization and branding in vlocity omni scripts/flex cards etc. 7. Service cloud Implementation --,Design and develop screen to fetch data from EDL from indexes or orchestrated indexes created by ESB to show member related data on CSR screen. 8. Designed and developed the user migration process from legacy to new portal, created new governed flow for user to login in with their legacy creds in communities for first time and get a user created with same plans associated in legacy using contact records as the entity to save plan level information. 9. Designed solution using batch implementation to add bulk plan coming via ETl load to Service cloud to get associated to the correct user(using accountcontactreleation records to achieve one to many plans association for user). 10. Other architecture responsibilities include designing data model in salesforce and design solution go convert data in to new data model for community related features.  TechMahindraApril 2011-Jan 2019 I joined TechM as a fresher and my last officiating role was of a technical lead  **Project 1:**  Worked on SFDC system in which local complaints, inquiries are escalated which cannot be solved locally through standard case functionality provided by SFDC. In addition, all PRI/PSI cases and logistics claims are documented and handled.   * Worked on the designing of custom objects, custom fields, profile based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visual Force Pages, Dashboards and various other components as per the client and application requirements * Designed various custom pages in Visual Force for functional needs within Salesforce.   Designed and developed Apex Triggers for various functional needs in the application |
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