

# SUMIT KUMAR MISTRI

Salesforce Technical Lead at Sutherland Global Services-IN

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## PROFESSIONAL SUMMARY

Expert in architecture, systems analysis, design, implementation, testing, and development on Salesforce applications with nearly 6.8+ years of overall experience. Under minimal supervision I can analyze medium to moderately complex business needs to determine appropriate solutions and design appropriate technical solutions. My work experience in Onsite-offshore model being a leader of multiple resources demonstrated proficient understanding of Systems Analysis, Design concepts, Constructing/modifying code to meet business needs based on program specifications. I had great exposure across vertical i.e. NPSP, Manufacturing, FMCG, Force.Com, Sales, Service and Customer Support etc. I have been expert in Force.com technology stack: Apex, VisualForce, Force.com IDE, Force.com Migration Tool, Web Services/SOAP, Metadata APIs, SOQL, SOSL, Lightning Aura Component & Lightning Web Component with involvement in creating interface design documents.

## PROFESSIONAL ASSOCIATION

### MARCH 2021 – Current

Salesforce Technical Lead | **Sutherland Global Services** | Bangalore

### APRIL 2019 – MARCH 2021

Salesforce Technical Lead | **ET Marlabs Corporation** | Bangalore

### FEBRUARY 2017 – MARCH 2019

Salesforce Senior Developer | **ET Marlabs Corporation** | Bangalore

### DECEMBER 2015 – JANUARY 2017

Salesforce Developer | **ET Marlabs Corporation** | Bangalore

### JUNE 2015 – NOVEMBER 2015

Intern | **Iprimed Education Solutions Pvt Ltd** | Bangalore

## Experience Highlights

- **3x certifications** including Platform App Builder, Platform Developer I and Salesforce Administrator.
- Extensively worked on Salesforce Product like Sales Cloud, Service Cloud, Experience Cloud, **NPSP** and **Payment Gateway Integration** implementing best coding standards and best practices in the industry.
- Skilled at multiple aspects of software development including analysis and design, coding, and performance tuning.
- Understanding business requirements and mapping them into optimal **solution designs**
- Experience in handling complex design requirements for enterprise **Sales Cloud and Service Cloud** implementations, adhering to Salesforce and coding best practices

## SKILLS

### Salesforce.com Force.com

Salesforce to Salesforce  
Salesforce OOTB  
Lightning Experience  
Lightning Aura Component  
Lightning Web Component  
APEX  
Visual Force  
Chatter  
Experience Cloud  
Command Line  
Data Loader  
SLDS  
Reports & Dashboards  
Triggers and Flows  
Process Builder  
Approvals  
Security and Sharing  
Profiles  
Sites

### API's

REST API  
SOAP API  
Google API

### Deployment

Change-Set  
ANT Migration  
Eclipse Migration

### WEB & UI Technologies

HTML & CSS  
JavaScript  
Angular JS  
React JS  
jQuery  
Hybrid Mobile  
Bootstrap

### Version Control

GIT  
GitHub  
Bitbucket

### Mobile

Salesforce 1

- Expert in **Force.com** application development, Salesforce.com integration and extension, features, designing solutions, using the Force.com API, APEX, Visualforce, Lightning (Aura & LWC) and AppExchange applications.
- Extensive experience in handling exceptional **integration, data load/transfer** and custom requirements
- **Client interaction** and **technical workshop** conducting to chalk out technical requirements and architecture
- Adept at **technical documentation, presales, and effort estimation**
- **Planned** and **monitored production deployments**
- **Successfully mentored**, trained, and led a team of junior developer resources
- **Developed a reusable salesforce solution** using standard and custom features to support internal HR systems
- **Develop** and manage the technical delivery of custom development, integrations, and data migration elements of a **Salesforce.com** implementation

## KEY PROJECTS

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### LEAD-GEN CONTACT CENTER ON SALESFORCE

**Client:** ROC Capital (ROC360) [USA]  
**SFDC Layout:** Sales Cloud / Experience Cloud

#### Project Objective:

Roc Capital the highly fragmented private lending market for residential real estate investors by providing institutional capital through its Third-Party Originator program. We built a system to manage their Property (Lead) and Owner information (Contact) with a complex implementation of property evaluation and property offer and nurturing property into account with relevant Reports/Dashboards for better agent KPI and sales target.

#### Key Technical Challenges Resolved:

1. A lightning web component to show activity on timeline from related child and its parent record for junction model at one place with all standard timeline feature.

#### **Responsibilities:**

- Played the role of Salesforce Technical Lead analyzing business scenarios and architecting solutions and suggesting the right practices.
- Re-architected existing modules to inculcate Scalability and Efficiency.
- Developed Lightning Components and Community with mix of out-of-the-box and custom solutions.
- Designed and Developed various backend processes.
- Used the sandbox for testing and UAT testing and migrated the code to the production thereafter.

### CONTRACT SERVICE MANAGEMENT WITH FIELD SERVICE

**Client:** ATOS [France]  
**SFDC Layout:** Service Cloud, Field Service Lightning

#### Project Objective:

#### **Tools**

Salesforce CLI  
 Eclipse IDE  
 Data Loader  
 PMD  
 Beyond Compare  
 Visual Studio  
 Android Studio  
 Sublime Text  
 ANT Migration Tool  
 Workbench  
 Salesforce Extension

#### **Operating Systems**

Windows XP  
 Windows 7 / 8 / 10  
 Android  
 iOS

#### **Languages**

Apex  
 C  
 Core JAVA

#### **Other Processes**

Agile  
 Design Patterns  
 Process Compliance

Improved and efficient Contract Management System for customers and vendors by enabling multiple channels for customers to connect with a centralized place for all services requests and knowledge base. Streamlined Field Engineer Management and smoother workflow during onsite visits with relevant Reports/Dashboards for better decision making.

Key Technical Challenges Resolved:

2. Bulk XML Knowledge Migration from A-smile system
3. File Based integration of bulk accounts and contracts.

**Responsibilities:**

- Played the role of Salesforce.com Technical Lead / Salesforce Senior Developer managing end-to-end delivery.
- Analyzing business scenarios and architecting solutions and suggesting the right practices.
- Involved in gathering and documenting requirements.
- Developed Salesforce.com custom application using Custom Objects, Reports, Tabs, Components, Apex classes, Apex triggers and Visualforce pages.
- Used the sandbox for testing and migrated the code to the production thereafter.
- Designed and implemented REST based integration to interact and sync. with existing systems A-SMILE.

## **REFERRAL MANAGEMENT SYSTEM**

**Client: People's United Bank [USA]**

**SFDC Layout:** Sales Cloud, Shield

Project Objective:

Increase process efficacy and churn of referrals, across various product offerings for the bank, to maximize customer loyalty and revenue. A key focus on intuitive user interface and insights.

Key Technical Challenges Resolved:

1. Accessibility of records creation for restricted 10 object license using Batch and Integration.

**Responsibilities:**

- Played the role of Salesforce.com Technical Lead / Salesforce Senior Developer end-to-end delivery.
- Analyzing business scenarios and architecting solutions and suggesting the right practices.
- Developed Salesforce.com custom application using Custom Objects, Reports, Tabs, Components, Apex classes, Apex triggers and Visualforce pages.
- Created page layouts, validation rules, email templates, workflows, and approval processes as per the business requirements.
- Creating and managing profiles, roles settings.
- Designed and implemented entitlements and milestones.
- Used the sandbox for testing and migrated the code to the production thereafter.
- Performed user acceptance testing by conducting and leading surveys.
- Provide training and support to users on how to login, access and effectively use the System and has provided the on-ground support post-go live.

- Designed and implemented REST based integration to interact and sync. with existing systems.
- Designed and implemented asynchronous JSON Data Processing with a Scheduled Batch Job.
- Enhanced Salesforce's presence by addressing customer's business requirements and demonstrating successfully how Salesforce as a platform addresses the same and has been expanded to implement Sales Cloud as well.

## SALESFORCE LIGHTNING MIGRATION

**Clients:** Ooredoo Maldives / Wolters Kluwer

**SFDC Layout:** Sales Cloud, Service Cloud

### Project Objective:

Analyze impact, plan, document and migrate existing Salesforce customizations and modules from the legacy Classic theme to the new and improved Salesforce Lightning with enhanced UI/UX and upgraded performance, while ensuring the current processes, data and end user work flow is not hugely impacted.

### **Responsibilities:**

- Was responsible to build and demonstrate the difference in use of Standard Lightning components vs responsive UI with javascript remoting and to be able to best design alongside Salesforce limitations on aura field and View State Size.
- Built a responsive Lightning Aura page wizard to be opened on a button click on Lead, Account, Contact to showcase all the details of same record as well as related object records.
- Built a functionality to select existing attachments or to attach new ones from the local system and ability to preview the same.
- Built a Lightning aura page to able to see an email preview along with attachments.
- Developed the custom email solution using email services.
- Performed unit and regression testing.
- Responsible for migration to QA , UAT and Production.

## RETAILER'S SCHEMES MANAGEMENT SYSTEM

**Client:** Jaguar Land Rover Private Limited [India]

**SFDC Layout:** Sales Cloud

### Project Objective:

Replace legacy excel sheets and manual processes of scheme approval and credit note applicability with a Salesforce implementation, bringing onboard the complex scheme models, across various products/assets offerings from JLR to Retailers, with an end objective of maximizing sales.

### Key Technical Challenges Resolved:

1. Bulk Claim submission and approval processing using custom user experience with Salesforce Standard Approval Process.

### **Responsibilities:**

- Played the role of Salesforce.com Technical Lead / Salesforce Senior Developer managing end-to-end delivery.
- Analyzing business scenarios and architecting solutions and suggesting the right practices with latest lightning feature.

- Involved in gathering and documenting requirements about sales, claims products and schemes.
- Developed Salesforce.com custom application using Custom Objects, Reports, Tabs, Components, Apex classes, Apex triggers and lightning component.
- Developed lightning page for users for bulk claims submission and approval.
- Designed and Developed integration with existing system for Scheme Management File Management.
- Used the sandbox for testing and migrated the code to the production thereafter.
- Implemented data loading using data loader and was primarily responsible for cut over to production.

## SALES AND DISTRIBUTION USING HYBRID MOBILE APP

**Client: United Breweries Private Limited [India]**

**SFDC Layout:** Sales Cloud, Force.com

### Project Objective:

Build a hybrid mobile app to track retailer's product stocks and sales on a daily/weekly basis with offline access capability. In-app module to capture and address retailer issues and feedback, along with resolution status tracking. Key focus on field representative UI/UX with a snapshot summary of retailer visit and reports/dashboards.

### Key Technical Challenges Resolved:

2. Offline bulk data sync from Android Device to SFDC with continuous Apex and Integration
3. Batch Report to handle more than half a million of records in a single transaction for effective reporting

### **Responsibilities:**

- Primarily responsible to understand customer's business completely.
- Classified the requirements into Must Have and Good to Have Categories and was able to prioritize the requirements along with Customer well to plan the Delivery in sprints.
- Played a Key role in the Analyze, Design and Build Phase of the Project.
- Clearly Chalked out the parameters that define the success of the project with key stake holders from Business.
- Was responsible for any technical and functional discussions during requirement phase.
- Designed and Developed Visit Planning Module.
- Implemented the security and Sharing rules at object, field, and record level for different users at different levels of organization.
- Created various profiles and configured the permissions based on the organizational hierarchy.
- Developed various Custom Objects, Tabs, Components and Visualforce Pages.
- Developed Apex Controllers, Triggers, Batch Apex.
- Was responsible for Dry-Run's of the Module built.

## SUPPORT PROJECTS

**Clients: Amnesty International India [India]**

**SFDC Layout:** Sales Cloud [NPSP]

Project Objective:

Centralized system to manage donor and donations for a non-profit, including generation of 80G tax receipts, online verification of ECS form, bank details and recurring payment gateway for monthly/weekly/yearly donations.

Key Technical Challenges Resolved:

1. Implemented an **integration** with **Razor Pay payment gateway** for recurring donation payment for customer.

**Responsibilities:**

- Interacted with various business user groups for gathering the requirements for Salesforce implementation.
- Designed and deployed the standard and custom objects, custom tabs, entity-relationship data model, validation rules, workflow rules, page layouts to suit to the needs of the application.
- Setup the Account Contact and Opportunity settings to manage the donation lifecycle.
- Configured email templates with support for various languages to send email notifications on various business scenarios i.e. 80G Certificate.
- Defined assignment rules based on custom defined criteria.
- Setup Auto-Response Rules.
- Setup email to case.
- Customized case sharing model.
- Implemented case team functionality for enhanced access and to resolve case with high efficiency.
- Reports and dashboards relevant to various stake holders.

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**Client: Bosch [India]**

**SFDC Layout:** Sales Cloud

**Project Objective:**

An inventory management system tracking goods procurement, warehousing, outflow of the raw material/stock to manufacturing units/markets.

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**Client: Brigade [India]**

**SFDC Layout:** Sales Cloud, Community

**Project Objective:**

Lead management system tracking model-house visitors and other leads, including booking process, site visits, types of projects, billing, and invoice. Customer feedback and service via a community portal.

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**Client: Cleartrip [India]**

**SFDC Layout:** Service Cloud

**Project Objective:**

Complete end-to-end Customer Service platform for ticket cancelation, refund, and other ticketing/booking issues, with CTI integration.

**Responsibilities:**

- Interacted with various business user groups for gathering the requirements for Salesforce implementation.
- Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com.
- Setup the case and support settings to manage the case lifecycle.
- Setup Auto-Response Rules.
- Setup Case Escalation rules to escalate cases automatically if they are not resolved within a certain period of time.
- Setup email to case.
- Customized case sharing model.
- Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
- Worked on various salesforce.com standard objects like accounts, contacts, cases, reports, and dashboards to implement the complete sales cycle.
- Designed, and deployed the custom objects, entity-relationship data model, validation rules, page layouts, custom tabs to suit to the needs of the application.
- Performed day to day user management on SFDC org by configuring sharing rules, permission sets, roles and profiles.
- Developed and configured various reports and report folders for different user profiles based on the need in the organization.

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**Client: ET Marlabs [internal project]**

**SFDC Layout:** Sales Cloud

**Project Objective:**

Employee leave management system: Application, status, approval, tracking and reporting of leaves; including individual/team-wise reporting and configurable back-end holiday/annual leaves structure. Performance Evaluation Management system: Quarterly/semi-annual/annual performance evaluation management system with configurable goals, metrics, weightages, secure/anonymous feedback system, rating and grading, individual/team-wise reporting, status tracking. Multi-level emails and approvals.

**Responsibilities:**

- Analyzed and understood the requirement and solution along with the project team.
- Was primarily responsible for the overall development which included configuration, VisualForce pages, apex controllers and apex triggers and to seek any clarifications when required.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Developed a VF page to select and enter data from various rate cards. This was supported and backed up by apex controller and to be change-proof. This was developed with schema methods to dynamically fetch the metadata on VFpage, when changed/added using point and click.
- Developed Apex classes & triggers to implement the business logic as per the requirements.
- Worked on standard rollup summaries as well as custom built roll-up summaries using aggregate functions.
- Debug apex using debug logs and log levels.
- Responsible for doing self and peer review of code.
- Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using eclipse.
- Responsible for deployment to production.

- Used custom settings to cache as well as to keep the code changes configurable and not to alter the code.

## Certifications and Awards

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Salesforce Certified Platform App Builder  
Salesforce Certified Platform Developer I  
Salesforce Administrator  
Marlabs GEM Award – 2019  
Marlabs MVP Award – Q1 2019  
Marlabs MVP Award – Q2 2018

## Education

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### 2014 | Bachelor of Engineering (B.E.): Electronics and Communication Engg.

Jagannath Institute for Technology and Management, Paralakhemundi, Odisha.

### 2010 | Higher Secondary Certificate

Fakir Mohan Junior College, Balasore.

### 2008 | Secondary School Certificate

Town High School, Balasore.

## Personal Detail

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<b>Date of Birth</b>	11 <sup>th</sup> September 1992
<b>Current City</b>	Bangalore
<b>Permanent Address</b>	Om Sai Ram PG for Gents, #30, Roopena Agrahara, opp of Kotak ATM, NGR Layout, Bangalore, Karnataka. Pin: 560068
<b>Nationality</b>	Indian

I hereby declare that information given above is true to the best of my knowledge and belief. I hold responsibility for its authenticity.

Place:

Date: Bangalore

(SUMIT KUMAR MISTRI)