

# KISHOR MISAL

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Sr. Salesforce Developer.

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## Objective

I am passionate about working in Salesforce as a technology expert. I am an integration expert and **LWC**, and I have done many integrations with Salesforce, like **AllScripts**, **Twilio**, **AWS**, **PayPal**, **Stripe**, **GivingFuel**, **MailChimp**, etc.

Experience Total: 6.5 years, and in Salesforce, 3.11 years.

May 2019 – Current Date

**Sr. Salesforce Developer at Bolt.Today**

- I have done the integration with **AllScripts** to fetch patient data and designed the location to save that data in Salesforce. I have done most of the integration with Salesforce and other systems. I have integration with **Twilio** for sending and receiving messages and fetching call transcripts and recordings in Salesforce. I have done **Stripe** integration for the payment gateway to do the payment from Stripe by using Salesforce and fetching data from Stripe to Salesforce. I have done integration with **Givingfuel**, **PayPal**, **Zoom**, **AWS**, and **Mailchimp**.
- I have worked with Apex programming, Apex triggers, Apex test classes, Batch Apex, Asynchronous Apex, Lightning Component with AURA, Lightning Web Component, Web-to-Lead, Visualforce page, Visualforce component, SOQL, SOQL, and Web-to-Case.
- I have worked with standard objects, custom objects, custom fields, workflows, flows, email alerts, person accounts, sandbox creation, change set deployments, profiles, and permission settings.
- I am doing development and deployment by using VS Code, the SFDX Package.xml generator, and Workbench. I am always following the Agile model. I am working on the managed package, so I have to follow all Salesforce security rules for launching products on the app launcher.



## SKILLS

- Salesforce CRM, CPQ, Service Cloud, Sales Cloud, Health Cloud, Salesforce Commerce Cloud, NPSP, AWS.
- APEX, AURA, LWC, Visual force page.
- REST API, SOAP API, Triggers.
- SOQL, SOSL.
- HTML5, CSS3, Bootstrap5, JavaScript, JAVA.
- Salesforce Administers.
- Workflows, Process Builder, Flows.
- Email template, Alerts
- Visual studio code, Salesforce injection, Salesforce inspector.
- Workbench.

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JAN 2018 – APRIL 2019

**Software Engineer at Jeevan Prabodhini, Vita Sanchalit Jeevan Prabodhini MCA College**

- I was working in Android development. I was a software developer. I was making a Web app that will work on all mobile devices and desktops. I was working as a college site maintenance engineer.

JUNE 2015 – JAN 2016

**Software Developer at WIPRO TECHNOLOGIES (SPS CONSULTING), PUNE**

- I have worked as a software developer. I worked on Meteor, Java, Android, and iOS development.

DEC 2012 – OCT 2013

**ANDROID TRAINEE at REDBYTES TECHNOLOGIES, PUNE**

- I started my career as a software engineer and Android developer. I made an Android application for EYFS (Early Year Foundation Stage).

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## Certifications

Sr. No.	Certification Name	Year
1	Salesforce Certified CPQ Specialist	DEC 2022
2	Salesforce Certified Administrator	OCT 2022
3	Salesforce Certified PLATFORM DEVELOPER II, (WI22)	FEB 2022
4	Salesforce Certified PLATFORM DEVELOPER I, (SU20)	OCT 2020
5	Salesforce Certified PLATFORM APP BUILDER, (SP19)	JULY 2019
6	OCJP ORACLE CERTIFIED JAVA PROGRAMMING	MARCH 2010

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## Integrations

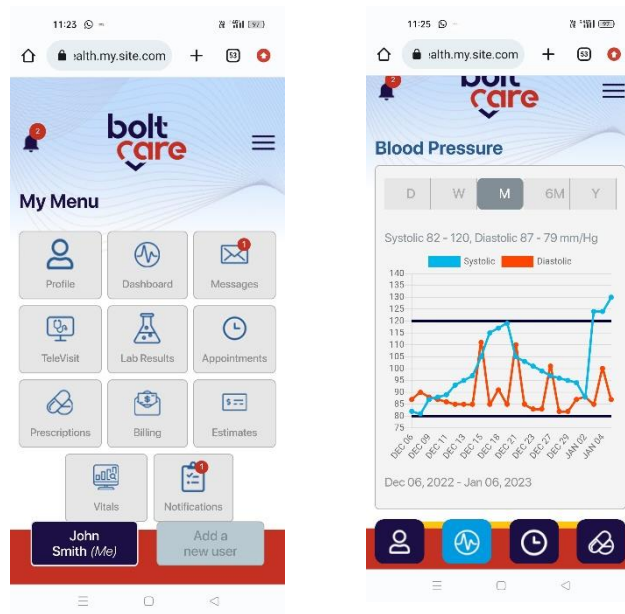
Sr. No.	Third-Party Name	Description
1	AllScripts	AllScripts is a technology platform where patient data is saved for all US providers, according to the US government. I did the integration with AllScripts and fetched the patient data in Salesforce, like vitals, problems, medical history, patient demographics, allergies, lab reports, etc. Also, I did the POST operation to save patient data in AllScripts.
2	Stripe	Stripe is the payment gateway from Stripe. I have developed the Stripe card component in the VF page as per the client's requirements, so the customer can do the payment through Stripe, and from Stripe, we are getting a response in Salesforce as per the

		Stripe response, and we are saving Stripe payment information on opportunities, contacts, and accounts. We are getting responses from Stripe by using Webhook listeners.
3	Twilio	Twilio is a customer engagement platform. I have built the messaging and calling functionality by using Twilio in Salesforce.
4	AWS	We have built the customer care service center on Salesforce using AWS, including IVR and inbound and outbound calling. Worked in AWS for creating IAM users, roles, S3 buckets, Salesforce configuration in AWS, and developing lambda functions.
5	PayPal	I have done PayPal integration for doing payments. After completing the payments in PayPal, we are fetching transactions from PayPal to Salesforce.
6	GiviningFuel	I have done the GiviningFuel integration for doing payments. After completing the payments in GiviningFuel we are fetching transactions from GiviningFuel to Salesforce by using Webhook listeners.
7	MailChimp	I have completed the MailChimp integration to fetch audiences as contacts or leads in Salesforce. And we are sending contacts to MailChimp if the contact is available there; if it is available, we are updating the address if it is blank; if it is not available in MailChimp, we are creating a new contact in MailChimp.

## Project Summary

Sr. No.	Description
1	<p><b>BoltCare and VPC (Virtual Patient Check-up) – 2021 to Current Date</b></p> <p><b>About BoltCare and VPC (Virtual Patient Check-up):</b></p> <ul style="list-style-type: none"> <li>Boltcare's engagement platform powers your business across the healthcare journey by easily integrating with your EHR or PM systems to optimize the patient journey throughout. Data and analytics are foundational for an ever-expanding suite of patient experience solutions that simplify everything—improve operations, patient engagement, care delivery, and clinical outcomes.</li> <li>We are using the Salesforce health cloud. We have designed a mobile-friendly patient health information application. In this, we have added patient booking appointment flows, like telephone visits, office visits, and annual check-ups.</li> <li>We have added a signed consent form, which will attach to the patient's records.</li> <li>I have created a signature pad component that allows you to draw the signature on a mobile device, and that signature will attach to the patient records.</li> </ul> <p><b>Roles and responsibilities:</b></p> <ul style="list-style-type: none"> <li>I have worked as a senior Salesforce developer.</li> <li>We built the patient app and the provider app in LWC and AURA.</li> <li>Fetches the patient's EHR data from <b>AllScripts</b>. For this, I did the AllScripts integration; for sending notifications or alerts to patients regarding appointments, we have integrated with <b>Twilio SMS</b>.</li> <li>We have used Salesforce Health Cloud, and now we are thinking about doing these custom things in OEM and Force.com Salesforce environments.</li> </ul>

- We have built a management package for VPC and BoltCare; these are in staging mode.
- I have used backend logic Apex, Apex triggers, batch Apex, and Flow.



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## AKP(AKSHAYA PATRA), MAGIC BUS, JUPITER 360, – 2021 to Current Date

### About AKP:

The Akshaya Patra Foundation is **non-profit organization headquartered in Bengaluru, India**. The Foundation strives to eliminate classroom hunger by implementing the Mid-Day Meal Programme. It provides nutritious meals to children studying in government schools and government-aided schools.

### Roles and responsibilities:

- I have learned about **NPSP**. We have resolved the complex duplication of management of contacts, accounts, and opportunities. We have written a complex batch apex.
- I have written fuzzy logic to find duplicate contacts and accounts in ORG.
- We have solved the complex household, matching donation, soft credit, and volunteer problems.
- I have written complex apex merge logic to merge contacts, accounts, and opportunities. Created roles and profiles. I've created a lead trigger that will determine the source of the lead. Is it from the web to the lead, or from the lead to LinkedIn?
- We also added logic for contacts who don't have an email address. Then a single PFD receipt will be generated and attached to the contact.
- Complex logic has been written to find chapters based on zip codes from the mailing postal code.
- I have done **GivingFuel, MailChimp, and PayPal integrations**. As per PayPal's response, I have added donations with respect to the contact and account.
- Created Visualforce pages for creating PDF files and attaching them to donation receipts.
- Visualforce component for sending a PDF email template with an attachment as per the donation ID.

3	<p><b>Betterworks, USA client, – 2021 to 2022</b></p> <p><b>Roles and responsibilities:</b></p> <ul style="list-style-type: none"> <li>• For Betterworks, we have created different sites for their customers to purchase different courses. Like OKR, PEC, team edition, and Engage team edition. We are retrieving the Stripe token and API from those custom settings in order to connect with Stripe.</li> <li>• Developed Visualforce pages, Visualforce component, Apex triggers, and batch Apex.</li> <li>• We have created a webhook listener and set it up in the Stripe account. We are using the Stripe payment card component on the Visualforce page to make payments using credit cards.</li> <li>• After completing the Stripe payment, we will send an email to the customer. The auto-renewal process is added to this if the customer purchases the team edition. Renewal depends on three months, six months, or a year. Many workflows, flows, and validation rules are developed within the organization. Every customer has a redeemable coupon.</li> </ul>
4	<p><b>zPaper, USA client, – 2020 to 2021</b></p> <p><b>Roles and responsibilities:</b></p> <ul style="list-style-type: none"> <li>• We have done complex <b>messaging and calling integration by using Twilio</b>. Most of the work I have completed is in a Twilio environment. to identify missed, inbound, and outbound calls. I have written Node JS code for Twilio.</li> <li>• For voicemail functionality, I have written Twilio code. We have used Salesforce Platform Events to create connections between Twilio and Salesforce. From callback methods in Twilio by using those methods and TwiML classes by using the Twilio function connected to Salesforce and sending data from Twilio to Salesforce.</li> <li>• Fetching call recording into Salesforce and also a transcript if a call is inbound, outbound, or voicemail In Salesforce, I wrote the logic to determine the call type. Whoever called the Twilio number receives call notifications in the desktop and SF1 apps.</li> <li>• In the messaging utility, we have added a tab for call history. We have written code to handle orphan contacts and provided it to the user to create a contact or lead. I have written a single AURA component to handle utility UI in both SF1 and Desktop.</li> <li>• The same AURA component was converted to a VF component and used in Salesforce Classic mode.</li> <li>• We have built <b>the AWS call center</b> to service cloud users and added IVR, inbound calls, outbound calls, and voice mail functionality by using AWS.</li> </ul>
5	<p><b>CONFEGIRO (DMS TO BRR, AGAMERICA, MÖLNLYCKE), USA client, – 2019 to 2020</b></p> <p><b>Roles and responsibilities:</b></p> <ul style="list-style-type: none"> <li>• DMS (Digital Management System) to BRR (Best Rate Referrals). In this project, I mostly worked on creating custom fields, custom objects, validation rules, and migrating workflow rules from one BRR organization to another DMS</li> </ul>

	<p>organization. I had done some insert and update operations in bulk by using Data Loader.</p> <ul style="list-style-type: none"> <li>• In Ag America, I created one aura component that showed dynamic stage changes and added more functionality to the opportunity object and order object. Most of the work was writing the test classes, and I did some data import and export by using a data loader.</li> <li>• In Monlkyne, I have created a signature pad by using the Aura component, generating a pdf file dynamically, and attaching it to records. I have created one AURA component from which the admin can easily identify their task.</li> </ul>
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## Education

Course	Class
M.C.S. (MASTER IN COMPUTER SCIENCE), PUNE UNIVERSITY, 2013	First Class
B.C.S (BACHELOR IN COMPUTER SCIENCE), PUNE UNIVERSITY, 2010	First Class
H.S.C, MAHARASHTRA BOARD OF PUNE, 2007	First Class

I do hereby solemnly affirm that the details furnished above are true to the best of my Knowledge.

Place: -

Date: -

Signature,