

Aman Mishra

- **Phone:** +91 97992 49009
- **Email:** mishraaman1207@gmail.com
- **LinkedIn:** <https://www.linkedin.com/in/aman-mishra07/>

Career Summary

Current Employer: Infosys Limited (Duration: Feb 2016 – Till)

- 4 years of experience on Salesforce Platform (Service Cloud, Community Cloud)
- Worked as a Techno/functional Lead with Infosys Ltd. for adidas AG, Herzogenaurach, Germany at Onshore from October 2018- July 2020
- Responsible for translating business requirements into feasible functionalities in Salesforce Service cloud, understanding the business functionality and improving the requirements for optimizing the solutions and enhancing the Business process to be more streamlined and globally compliant, responsible for establishing co-ordination among the vendors and external systems
- Have good experience in Einstein Bot and its implementation with Chat, Snap-ins, Live Agent Chat, Wave Analytics, Security Settings, sharing settings, Process Builder, Workflow rules, Triggers, Integrations using REST API, Apex, Visualforce, Omni channel setup, Case management, Entitlements, Data Loader and deployments using ANT and Change sets
- Worked as an Offshore Lead with a team of 5 people for adidas AG since July 2017. Responsible for managing and ensuring the delivery of enhancements and support for improved Consumer Engagement and Services systems
- Worked as a Salesforce developer for adidas AG since October 2016 responsible for working on client requirements in Salesforce Service Cloud including development of new solutions and enhancement of existing functionalities while working on agile methodology
- Good domain knowledge of CRM and well versed with agile methodology
- Experience of handling/ mentoring team and delivering in agile model
- Basic knowledge of Lightning development (Aura and Lightning Web Components)
- Good hands on knowledge of Bit Bucket repository tool
- Knowledge of deployment through Jenkins

Certifications

- Salesforce Certified Einstein Analytics and Discovery Consultant (21299374)
- Salesforce Sales Cloud Consultant (21122812)
- Salesforce Service Cloud Consultant (19809575)
- Salesforce Platform Developer 1 (17085071)
- Salesforce Certified Advanced Administrator (21333520)
- Salesforce Administrator (18547403)

Skills

- **Technology:** Salesforce
- **Programming Language:** Apex, SQL, Python, Javascript
- **Web Technologies:** Visualforce, Salesforce Lightning, Salesforce Lightning Web Components HTML
- **Tools & Utilities:** Salesforce DX with Visual Studio Code, Eclipse, Postman, Developer console of Force.com, Data Loader, Jira, Bit Bucket, EazyBI, Kibana, OpsGenie
- **DevOps:** Jenkins

Work Experience

1. Onshore Lead, Technology Analyst (Oct 2018 – July 2020)

Client: adidas AG, Germany

Domain: Salesforce

- On-Shore lead for a team of 5 which was responsible for enhancing existing functionalities and gather various requirements from stakeholders
- Worked Extensively on Salesforce Service Cloud including configurations and customizations
- Implemented Einstein bot with Chat in Salesforce
- Worked on various OOTB functionalities like implementation of Snap-ins Chat, Einstein Bot and Case routing through Omni-Channel
- Have good experience of working on Workflow rules, Process Builders, validation rules
- Responsible for analyzing the data in Wave Analytics with different markets to focus on day to day operations of agents and reduce the time agent spends on case resolution to minimum and thus improve the NPS score
- Participated in technical and requirements discussions with clients to define on the application. Could provide technical solution and Support to Clients for Salesforce Service Cloud
- Streamlined the process in track to avoid any confusion within the team and also enhance the customer satisfaction
- Involved in various discussions with client for Lightning rollouts to various markets and implementation of Global Template, it is an offering by IT team to business to make all the markets uniform for various offerings and solutions and to make the system as configurable as possible
- Involved in Migration from Salesforce Classic version to Salesforce Lightning version for all 6 markets without interrupting the existing workflows

2. Off-Shore Lead, Senior System Engineer (Jun 2017 - Sep 2018)

Client: adidas AG, Germany

Domain: Salesforce

- Off shore lead for a team of 5 which was involved in enhancement of existing functionalities and work on new ones based on client's requirement
- Communicate with client to gather requirement and forge them into statements for implementation
- Communicate with various stakeholders in case of integrations with the system so that all systems are working properly
- Manage resources within team and train new recruits
- Roll out of various functionalities to different markets as per their needs and requirements
- Worked on repositories like Bit Bucket and deployment using ANT

3. Salesforce developer, System Engineer (Oct 2016 - May 2017)

Client: adidas AG, Germany

Domain: Salesforce

- Developed various functionalities based on client's requirement using Apex and Visualforce
- Involved in requirement gathering with client and various other stakeholders
- Integrating Client's legacy system with Salesforce Service Cloud to display data in Salesforce Console
- Automating daily tasks for end users using Workflows, Process Builders and various other OOTB available customizations options of Salesforce
- Unit Testing

Education

S.No.	Standard	School/College	Board/University	Year	Percentage
1.	B.Tech. (Hons)	PCE	RTU	2015	72.3
2.	Higher Secondary School-12 th	TPS	CBSE	2011	76.8
3.	Secondary School-10 th	TPS	CBSE	2009	80.8

Honors & Awards

- “Certificate of Excellence” is Infosys highly recognized award which was awarded to me for excellence in performance and creating Customer Delight
- 1st Runner Ups in Intra Corporate Basketball Tournament while representing Infosys, hosted by TCS, Kolkata

Extra-Curricular Activities

- Basketball
- Snookers
- Reading
- Travelling

Personal Details

1. Date of Birth: December 7,1993
2. Address: 962, Ram Nagar, Shastri Nagar, Jaipur, Rajasthan