Sushma Mishra

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An Innovative, Process-driven and Tech enthusiast software professional with experience of

12+years. Managing, Consulting and Implementing enterprise solutions **in Salesforce.com** platform Ecosystem with **complete ownership of development, quality** and **deliverable.**

Looking forward for a responsible role to Managing the NextGen, customer required CRM and digital transformation.



**Professional Summary:**



* Overseeing end-to-end project management from conceptualization and visualization to technology mapping, budgeting, resource & task scheduling and final execution of projects.
* Good Business interfacing and collaboration skills with **Consulting Solutions** on Salesforce Ecosystem Technologies.
* Experience **Consulting**, approach/product evaluation, Demo and presentation to Business, Scoping and **Delivery management** and setting up governance models.
* Experience of leading teams for implementation of end-to-end CRM rollouts with different business models on sales cloud, service cloud, Community Cloud, Marketing cloud etc. with heavy integrations and best practices implementation
* Experience on Requirement analysis, Gap analysis, translating business needs to Solution design, Minimum Viable Product Formulation, Technical design Documentation, POC/ rapid prototyping, UX Validations, Acceptance/BDD testing, User Training and Manual preparation.
* Worked business stake holders in decision making, long/short term strategy road map, preparing End state and transition plans and suggesting best industry standards
* Hands **on** experience on Declarative functionalities, Administration and variety of customdevelopment in **SFDC with Lightning (Aura component/Knowledge on LWC) and Classic experience**.
* Integration experiencein salesforce.
* Experience Managing day to day operational aspects, Communication Management, Process and Quality management, status reporting and engagement reviews, client escalation, communication.
* Experience in test strategy preparation, unit testing and functional testing.
* Experience service delivery and consulting (5+year).

* Directing and motivating teams, Settling Goals and Evaluating Annual Performance.
* Mentoring and educating them on best practices with respect to sfdc across organization.

**Summary of Salesforce Skills:**



* + Sales cloud, Service cloud, Communities Cloud, Knowledge on Marketing cloud, Distributed Marketing, salesforce CPQ
  + Experience in lightning Aura component(2+year) and knowledge in web component.
  + External object, Platform events, Big objects, SOQL, SAQL, SOSL, Salesforce Lightning design system, Integrations, Release Management.

**Other TECHNICAL SKILLS**

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| --- | --- | --- | --- | --- |
|  | CRM | SALESFORCE Technologies. |  |  |
|  | Version Control tool | Visual Source Safe (VSS), Subversion (SVN), GIT (GIT Hub) |  |  |
|  | Other Tools | Postman,SOAPUI,Bit Bucket,Different IDEs(VS/Sublime),Project management(N2K),PMD(source code analyzer) |  |  |
|  | Domain | Telecom, Automobiles, Manufacture, Hospitals |  |  |



**EDUCATIONAL QULIFICATIONS**



* B. TECH in Electronics & Telecommunication from BPUT, Odisha
* Continuing MBA from Symbiosis Pune

**COMPANY WORKED for**



* Capgemini India Pvt Ltd. (Manager-Aug 2011 to till now)-Bangalore
* L and T Infotech Pvt. Ltd. (SSE-Oct 2010 to Aug 2011) -Bangalore
* Accenture India Pvt Ltd. (SSE-Nov 2009 to Oct 2010)-Bangalore
* BOB tech Solution. (SE-July 2006 Nov 2009) -Bangalore

**Salesforce Certification:**



* + Salesforce Certified Platform Developer II
  + Salesforce Certified Platform Developer I
  + Salesforce Certified
  + Salesforce Certified Sales Cloud
  + Salesforce Certified Service Cloud
  + Salesforce Certified Advanced Admin
  + Salesforce Certified Admin
  + Salesforce Certified App Builder
  + Vlcity Admin
  + **Salesforce Certified**

**Accomplishments and Project highlights:**



**Project name:**

**1. Customer1st (PSA-Spain)**

Groupe PSA is a French multinational manufacturer of automobiles and motorcycles sold under the Peugeot,Citroën, DS, Opel and Vauxhall brands. Peugeot is the largest PSA brand. **Customer1st** is first salesforce solution to provide the various automobile customer using community.

Roles & Responsibility:

* Working as Architect and Service delivery manager for this project.
* Understanding of requirements of project and delivering the solution within deadline.
* Helping the Team with Technical queries/issues part of Integration module.
* Managing team and giving the solution for different issue. Involved in Deployment activities.
* Involved in KPI, team management financial for the team.

**2.TSIC (Telia International Carrier-Sweden)**

TSIC uses TOM for order entry and TWD for order delivery. Requests and orders are created in TOM and submitted to TWD for feasibility validation and order delivery respectively. Both applications integrate through Simbase with other systems, internally and externally. The customer service portal CSP and task/trouble ticketing system TTT are also based upon Simbase. SFDC is used today at TSIC, but in general only for lead/opportunity management

Roles & Responsibility:

* Understanding of requirements of project and be a part of brain storming sessions for providing solution
* Managing the onshore team with deliverability (Delivery manager).
* Helping the Team with Technical queries/issues part of Integration module during AD.
* Involved in the Development of Apex Classes, Triggers and Visualforce Pages
* Writing Apex Triggers and Controller classes by keeping in mind SFDC governor limits. Preparation of Unit Testcases
* Managing team and giving the solution for different issue. Involved in Deployment activities.

**3. Voestalpine (Voestalpine -Germany)**

To maintain the Accounts and related data which are like contacts, opportunity, Quote, Quote line Items, Visits and call Planning, Orders and Order Line Items in a hassle-free way. To give the smart approach to sales reps from Voestalpine to track their respective customers which in turn increases the productivity of company

Roles & Responsibility:

* Providing solution for different issue.
* Helping the Team with Technical queries/issues part
* Managing team and giving the solution for different issue.
* Managing the onshore team with deliverability (Delivery Coordinator).

**4. Cannon (Cannon-Netherland)**

The One Pipeline programmed will need to implement a coherent technology platform to support sales and marketing processes and opportunity & account management methodologies and will provide the KPI’s and Metrics to analyze and manage sales opportunities through the sales pipelines, resulting in predictable sales order forecasting.

* A Unified approach to qualifying opportunities; not only as individuals, but collectively as an organization, which will result in increased forecasting accuracy
* A consistent approach and tool to manage selling activities which will help Canon assess the effectiveness of marketing campaigns and the average sales cycle across different channels, thereby improving sales processes and competences

A Means to diagnose performance gaps and proactively support team members with any development opportunities.

Roles & Responsibility:

* Managing SR & CR and simultaneously providing the solution to users to their request.
* Handling Admin configuration, Territory management, Role Hierarchy, Sharing Rules, providing access to reports & Dashboard.
* Using Apex Data Loader for any kind updates / insert into the SFDC database Providing solution to Desktop Client Applications (Lotus Notes & Outlook sync, Black Berry)



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| --- | --- | --- |
| Nationality | : | Indian |
| Address | : | Bangalore, India |
| **DECLARATION** | |  |
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I do hereby declare that the above statements are correct and true to the best of my knowledge.

Place: Bangalore **Sushma Mishra**