**Subrata Mishra**

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**Experience Summary**

* Over13years of IT experience. this includes **8** years of experience in **Salesforce** & **5** years of experience into **Java and EAI**

# Salesforce Certified Administrator (201)

# Salesforce Certified Platform Developer I.

* Solution oriented professional with excellent knowledge of SalesForce.com application, features, architecture and technical capabilities.
* Skilled in **Salesforce Lightning**.
* Very good knowledge in **Salesforce Administration.**
* Expertise in **Visual Force, Apex and Triggers, batch class**
* Good knowledge in **Web Services** (**REST**, **SOAP**)
* Proficient in EAI Tools**: Sun See Beyond JCAPS 5.1.3, JCAPS 6.3 and File Transfer Tool: Secure Transport axway.**
* Experience with databases like **Oracle 10g.**
* Experience with Java Enterprise **Web Server** such as **Tomcat**.
* Very good knowledge of **OOPS** concepts.
* Knowledge in version controlling tool like **Bit Bucket, SVN, Team room, Serena Dimensions.**
* Knowledge in **Quality center**, **IBM Maximo, BMC Remedy, Servicenow, ALM**
* Knowledge on Dev ops tools like **Jenkins, Auto Rabbit**.

**Educational Summary**

* MCA From KIIT University, Bhubaneswar (Odisha) – 2009
* BSC (Computer Science) From Fakir Mohan Auto college (Balasore) – 2006

**Work Experience**

* Working as a Specialist in Baxter India, Bangalore from Dec-2020 till date
* Worked as Package Solution consultant with **IBM India Pvt** Ltd, Bangalore from Aug 16 to Dec 2020.
* Working as **Consultant** with **Cap Gemini India Pvt Ltd, Hyderabad** from Jan-12 to Aug 16.
* Worked as **Project Engineer** with **WIPRO Technologies**, Hyderabad from Feb-2010 to Jan-2012.

**Application Systems**

**Skill Set:**

* Operating Systems : Windows, Linux.
* Programming Languages : C/C++, Java, and Apex, Unix scripting.
* Web Technologies : Visual Force, JavaScript, JQuery, HTML5.
* RDBMS : Oracle 10g.
* Other Technologies : Web Services, Secure transport, lwc, lightning
* Versioning Tool : Bit Bucket, SVN, Team room, Serena Dimensions

# Tools:

* IDE: **VS Code**, **Eclipse**, **Net Beans**, **JCAPS IDE**, **Apex Data Loader, Jenkins, Auto Rabbit**

**Projects Involved**

**GCE (Global Customer Experience)**

**Description**

CIT Service platform is a strategic development of a Customer Relationship Management (CRM) platform upon which various business applications can be implemented. This initial release of CIT Service platform is intended to transform the business of Global Customer Service (GCS), Homecare service and Medical Information through the implementation of common ways of working using best practices and the harnessing of information on Salesforce.com (SFDC). SFDC platform will be delivered through a combination of Software as a Service (SaaS) and Platform as a Service (PaaS) architecture for which the application is provided, customized, hosted and managed in the Salesforce.com service provider’s datacenter and accessed via a browser and/or mobile app over the Internet.

Technologies:

 • Salesforce.com CRM • Pardot (app exchange) • Qualtrics (app Exchange )

**Key Responsibilities:**

* Working as an Architect for more than a year.
* Responsible for Salesforce.com development and Admin activities in the organization.
* Worked on various LWC components.
* Worked on integration with JD Edwards.
* Developing various Apex classes, Controller classes and Batch classes, Visual Force and Apex Triggers, and Web services for various functional needs in the application.
* Implemented Territory Management to access records.
* Deployment and Production movements using Eclipse, Change set and GIT / Autorabbit tool.

**Role:**

 Salesforce Architect cum Master Developer

 **USCRM**

**Description**

This is a CRM tool designed to help users to manage Facility accounts, Nephrologists, contacts, opportunities, Training Requests, Install Base, Install Base Installations, Install Base Decrements, Demographics, Activities, Funnel Analysis, Clinical Worksheet and Clinical Worksheet Contact. It also enables the users to access reports and dashboards.

Technologies:

 • Salesforce.com CRM • Pardot (app exchange) • Qualtrics (app Exchange )

**Key Responsibilities:**

* Responsible for Salesforce.com development and Admin activities in the organization.
* Preparing Technical Design based on the Requirements.
* Developing various Apex classes, Controller classes and Batch classes, Visual Force and Apex Triggers, and Web services for various functional needs in the application.
* Involved in Qualtrics integration.
* Implemented Territory Management to access records.
* Deployment and Production movements using Eclipse, Change set and GIT / Jenkins tools.

**Role:**

 Salesforce Developer



 **Suntrust Bank**

 **Suntrust Bank**

**Description**

 The project is all about the process and in and out in Suntrust Bank. This involves various applications like WMS, Advisor desktop, RIVA, RJ etc. Worked on various incidents, work order, problem tickets and changes etc.

**Role:**

 Salesforce PSO

**Projects Involved**



**Re-enrolment**

 **Sunlife Assurance Company of Canada**

**Description**

 The purpose of this project is to create a re-enrolment process which allows Group Retirement Services (GRS) plan members to revisit decisions they made with respect to plan enrolment including payroll deduction, investment allocation and beneficiary designation.

**Role:** Technical Designer and Developer



**Jaguar**

 **Sunlife Assurance Company of Canada**

**Description**

This project mostly involves enhancement like adding new user interface for the customer or modifying the existing user interfaces. This includes underwriting application for different types of users like sales user/underwriter/senior underwriter/Administrator

**Role:** Technical Developer

opportunity, owner, role or products.

**Role:** Technical Consultant



**DCC Migration**

 **Ally Financials**

**Description**

The Objective of DCC Migration is to migrate all applications running in Old IBM data center to new COLO Data center. It also involves migration of JavaCAPS5.1.3 to JCAPS 6.3. It Involves in setting the environments by creating domains in new Datacenter.

**Role**: Technical Developer



 **GMAC CPS**

 **GMAC**

**Description**

 The objective of this project is to replace the legacy applications used by the Dealer Products & Services, SM&P Canada and Car Care Plan business units for the administration of vehicle service contracts and F&I related products. The applications supporting the business units are Mechanical, Canadian Mechanical and Warranty Administration System (CCP). A COTS package has been selected for use in replacing these systems -- iWarranty from 4CS in Moline IL. The iWarranty package will be used to support both MIC (North America) and CCP (United Kingdom).

**Role:** Technical Developer

**Achievements**

* Multiple awards from Baxter(Customer excellence, Spot Award, Innovation award)
* Awarded BRAVO award in the year 2015 (CapGemini)
* Awarded Star Performer award in the year 2012(CapGemini)
* Awarded FIMC (Feather In My Cap) in 2011 (Wipro)
* Awarded FIMC (Feather In My Cap) in 2010 (Wipro)

**Personal Details**

DOB 23/04/1985

 Nationality Indian

 Father’s name Gananidhi Mishra

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 MVS Residency

 Mahadevpura

Choice Bakery Lane

 Bangalore.