**NITISH MISHRA**

**Mobile :** +91 7750051513 **E-mail :** mishra.nitish8@gmail.com

**Seeking assignments in Salesforce Development with leading organizations in the IT sector.**

**SUMMARY**

* Quick learner & self-directed, consistently updating myself with the emerging trends in the industry.
* In-depth knowledge in CRM concepts such as Sales, Service and Marketing processes.
* Extensive experience in analysing business requirements, entity relationships and converting to Salesforce custom objects, lookup relationships, junction objects, master-detail relationships.
* Experience in Lightning component framework.
* Experience in supporting SFDC Integration.
* Experience in SFDC development using Apex classes and Triggers, Force.com IDE, SOQL, SOSL, Visualforce pages and data loader.
* Domain knowledge in Banking vertical.

**PROFESSIONAL EXPERIENCE**

* **Senior Salesforce Developer** in Huawei, Bangalore (Karnataka). – **1 year 10 Months**
* **Salesforce Developer** in Capgemini, Bangalore (Karnataka). – **3 year 2 Months**

**TECHNICAL SKILLS**

|  |  |  |
| --- | --- | --- |
| CRM Package | : Salesforce.com | |
| Platform | : Oracle 11g, Windows | |
| Tools | : | Oracle Data Integrator 11 |
| Programming Languages | : SQL, Apex, Java | |
| IDE | : | Force.com IDE |

Web Technologies : HTML, JavaScript, CSS.

**ACADEMIA**

2013 **B.Tech** from Eastern Academy of Science and Technology, Bhubaneshwar affiliated to BPUT, Odisha with 6.5 CGPA

2008 **Diploma Engineering** from Nilachal Polytechnic, Bhubaneswar affiliated to SCTE&VT, Odisha with 56% marks

2004 **S.S.C.** from R.C High School, Odisha with 65%marks

**PROJECT UNDERTAKEN**

**PROJECT-1**

* Project : **National Australia Bank (Sales and Service Cloud)**
* Organization : Capgemini
* Role : Salesforce Developer
* Duration : 3 year 2 Months

**PROJECT-3**

* Project : **GE Aviation (Service Cloud)**
* Organization : Huawei
* Role : Senior Salesforce Developer
* Duration : 1 year 10 Months

**Role in Projects:**

* Offshore CRM Analyst, responsible for SFDC related delivery.
* Developing and testing the new functionalities in sandbox environment and migrating it to production.
* Troubleshooting the existing issues and implementing fixes for the issues.
* Implementing enhancements on a weekly basis and organizing weekly meetings with business and stakeholders

to explain the fixes.

* Used Batch Apex for processing huge amount of data.
* Used Data Loader to load the daily delta from legacy to SFDC.
* Used Apex as a workaround to implement complex business logics that are not supported out of the box.
* Approval processes to approve loan applications submitted by end users from banking portal.
* Different Sales and Service cloud management.
* Organized daily hand-over calls with onshore team.
* Supported multiple instances of SFDC.
* Experience in ticket management tools like BMC Remedy, HPSM and Service Now.
* Experience in lightning components, lightning events.
* Experience in supporting SFDC Integration with other source systems by using Informatica.
* SFDC Integration with SQL Server by using ODBC driver.
* SFDC integration with YouTube by using Google API.
* Experience in SFDC integration by using SOAP API, REST API and HTTP callouts.

**CERTIFICATION & RECOGNITION**

* Got the most valuable award (ACE Award) at Capgemini for adding value to the project.

**PERSONAL DOSSIER**

Date of Birth : 12th September 1989

Address : At- Trinath Chhak, P.O. - Khandapada, Nayagarh, Odisha, 752077.

Linguistic Abilities : English, Hindi, Odia

**Date: 08-05-2021 (Nitish Mishra)**