



Rajan Kumar Mishra

Salesforce Lead



Salesforce Certified Professional with around Seven years of experience in Salesforce Domain. Involved in various Administration, Development and Data Migration tasks and providing solution approach to implement the business scenarios.

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Skills



Achievements

- Trailhead Ranger
- 3X Super batches Completed
- Best Team Award.

Certifications



Organizations

- Dizaart Systems(opc) Pvt Ltd
July 2019 to Till Date
- Fiserv India Pvt. Ltd.
May 2018 to Jun 2019
- Absolutdata Research and Analytics Solutions Pvt. Ltd
Mar 2017 to May 2018
- Talent Pace Pvt. Ltd
Jan 2014 to Nov 2016

Professional Summary

- Around **7.5+ Years** of experience in IT industry and worked on **Salesforce.com CRM Platform**.
- Having experience in **Sales Cloud, Service Cloud (Case Management)** and proficient in **Einstein Case Classification**.
- Excellent Leadership and Interpersonal skills, Team player with ability to work effectively with all Levels of organization and individually as well.
- Leveraged clients existing IT framework/CRM system for better data visibility and system integration.
- Assisted in developing Project Scope, Business Requirements and Functional Requirements with internal team and clients.
- Do peer Code Reviews as per the salesforce standards.
- Active trailblazer community contributor.

Work Experience

➡ Company : Dizaart Systems(opc) Pvt. Ltd. July 2019 – Till Date
 Role : Salesforce Lead
 Project : E&I Service Cloud
Responsibilities:

- This project is based on Service Cloud for North America, Latin America, EMEA and Asia Pacific region where we have used all features of Service Cloud and working on enhancement of some other features.
- Created Visualforce pages, Lightning Components and written Apex classes, Batch Class, Triggers etc. as per the business scenarios expected by the client.
- Implemented Email-To-Case for creating case from email received and assigned to respective Queues as per region.
- Implemented **Einstein Case Classification** for implementing **Artificial Intelligence** on Project for providing data to CSR on the basis of past closed cases.
- Implemented Chat features for CSRs for handling customer's requirements and services.
- Used Entitlements and Milestones for tracking CSR activities on cases and sending alerts for cases so that they can close the case under defined timeframe and if he/she will not close the case within timeframe then an escalation mail will go to supervisor.
- Created Workflow rule, Process builder, Escalation rule, Permission set, Profile, Page layouts, Flows for automating actions in salesforce.
- Responsible for creating, managing, and delivering of required documents for application.
- Serve as liaison between customers and team developers to overcome applications issues and maintain established business relationships.
- Prepare training material and provide in person training, and also training via web conferencing to fellow associates.

➡ Company : Fiserv India Pvt Ltd May 2018 to Jun 2019
 Role : Sr. Salesforce Developer
 Project : CSR US

Application Overview:

The Warranty Group uses CSR application for handling claims. Salesforce acts as the front end for the claim adjustors and the payment processing is done in MR. The external users or the dealers uses Customer Community to create a claim. The claim goes through the entire cycle of processing and adjudication. CSR is a complex application which involves integration between Salesforce, Informatica and MR. There are multiple clients of TWG like AutoNation and CarMax whose claims are processed in Salesforce. These claims are paid out in MR. We are handling the claims against the auto mobiles.

Responsibilities:

- Design, development, unit testing, and review of Salesforce code.
- Involvement in client interaction and implementation of strategic discussions.
- Initial root cause issue analysis.
- Created Visualforce Pages, Apex classes, Batch Class, Trigger and test class for fulfilling the requirements.
- Email-to-Case Implementation and case routing to respective Queues.
- Workflow rule, Process builder, Escalation rule, Permission Set, Profile, Page Layouts, Flows
- Performing data migration in production environment, and supporting post-production issues.
- Maintaining JIRA for the reported issues
- Participate in various Scrum ceremonies including planning, retrospective and daily scrum meetings.
- Making test cases for the modules developed.
- Worked on critical defects, Data Change Requests and enhancements involving complex business functionalities in the product.
- Participate in the knowledge sharing sessions where team shares ideas and new features of Salesforce
- Created controller class, wrapper class and Visualforce page and adding new methods for new functionality.



Company : Absolutdata Research & Analytics Solutions Pvt Ltd.
Role : Programmer
Project : NAVIK SalesAI

Mar 2017 to May 2018

Application Overview:

Absolutdata is a product based company and NAVIK SalesAI is one of their product and we are designing Salesforce version application for their product. This product is basically for Sales person where we are giving Recommendations through AI engine. This product is based on Artificial Intelligence system and it is creating Recommendations on the basis of Accounts, Contacts and Opportunities records. After creating recommendation through AI Engine, we are fetching that data in salesforce database using batch class and then assigning to respective SalesRep and then salesRep will work on the basis of Rationale and cheatsheet data. We have given flexibility to salesRep for modify recommendation, mark invalid, clone, Convert to Opportunity, set Reminder, sendToInbox etc.

Responsibilities:

- Integration (REST) with web version of the product and updating records in both DB.
- Creating objects, fields, tabs, Profiles, User, Security Access, Workflow Rules, Page layouts, search Layouts, Configuring Data Validation, data Import and export as per requirement.
- Lightning based configuration changes.
- Created batch class and scheduling on the basis of requirement.
- Created controller class, wrapper class and Visualforce page and adding new methods for new functionality.
- Creating Apex Classes, Triggers, Approval Process and Visualforce Page.
- Added functionalities like Invalid, Modify recommendation, setReminder, convert to opportunity, Clone recommendation, SendToInbox etc.
- Writing Test classes so that we can achieve required test coverage for deployment.
- Used HTML and CSS for reducing the size of Visualforce page and for designing the page as per requirement.



Company : Talent Pace Pvt. Ltd.
Role : Salesforce Developer
Project : Green Shapes

Jan 2016 to Nov 2016

Application Overview:

This project was for Indian based client which provide real estate service in Bangalore and Dubai and they want to expand service across India. We had designed this project for managing their properties booking service like managing their site visit, giving more property options to the customers online and offline, booking the property and providing them financial service. They provide Apartments, Luxury Villas, individual houses in different stages like under construction, launch, pre-launch or ready to move in to their customers.

Responsibilities:

- Customizing and developing the applications as per requirements.
- Lightning based configuration changes.
- Creating objects, fields, tabs, Profiles, Security Access, Workflow Rules, Configuring Data Validation, Pulling Reports and Creating Dashboards on regular basis.
- Customized different page layouts and search layouts and assigned them for different profile users.
- Used HTML and CSS for reducing the size of Visualforce page and for designing the page as per requirement.
- Creating Apex Classes, Triggers, Approval Process, Visualforce Page and test classes.
- Data migration using Data Loader and Import/Export wizard.

➡ Company : Talent Pace Pvt. Ltd.
Role : Salesforce Admin
Project : Institute Management System

Apr 2015 to Dec 2015

Application Overview:

This project was for Indian based client which provide technical training and outsourcing services. We had designed this project to manage their Demo class scheduling for different languages, Registration process, payment control, Outsourcing process control with different companies for trained candidates and scheduling the interviews with companies and updating the status to candidates and companies for their selection.

Responsibilities:

- Creating objects, fields, tabs, Profiles, Security Access, Workflow Rules, validation rules, Pulling Reports and Creating Dashboards on regular basis.
- Customized different page layouts and search layouts and assigned them for different profile users.
- Created record types for different skills and companies as per requirement.
- Designed email template for different requirements.
- Created user, roles and managed role hierarchy.
- Managed dependent picklist and provided different level of record access for different user.
- Data migration using Data Loader and Import/Export wizard.
- Attended meetings to better understand the application and interacted with business Analysts in resolving the problems. Responsible for daily client calls, status reports.

➡ Company : Talent Pace Pvt. Ltd.
Role : Salesforce Admin
Project : CRM for Manufacturing Industry Application

Jan 2014 to Mar 2015

Application Overview:

This project was for Indian based client which manufacture electronics items like wire. We had designed this project to manage their quote and sell and sending details about products to the customer. We had implemented their old technology to salesforce to provide easy and better sell management.

Responsibilities:

- Customizing and developing the applications as per requirements.
- Creating objects, fields, tabs, Profiles, Security Access, Workflow Rules, Configuring Data Validation, Pulling Reports and Creating Dashboards on regular basis.
- Designed email template for different requirements.
- Created user, roles and managed role hierarchy.
- Created record types for managing different types of business.
- Managed dependent picklist and provided different level of record access for different user.
- Customized different page layouts and search layouts and assigned them for different profile users.
- Data migration using Data Loader and Import/Export wizard.

Education

EDUCATION	SPECIALIZATION	YEAR OF GRADUATION	UNIVERSITY/INSTITUTE
B.Tech	Electronics and Communication Engineering	Aug 2009 - July 2013	Lovely Professional University, Jalandhar, Punjab

Declaration

I hereby, declare that the details mentioned above are true to the best of my knowledge and belief and promise to present the testimonials whenever required.

Date :

Place : Noida (India)

(Rajan Kumar Mishra)