**Ayush Mishra | Project Manager | SAFE 5 Scrum Master**

Email: Ayushmshr12@gmail.com • Ph: (+91)-8056001086 • [LinkedIn](https://www.linkedin.com/in/ayushmishra04/) | Driving Digital Transformation, Salesforce

**Profile Summary**

* Tech-savvy innovator with10+ years of combined multi-disciplinary experience (IT Services Delivery, Product Management, Scrum Master, and Team Management) for multiple projects across software implementation and application development for client across geographies.
* Product Management Expert with a distinction of aligning Product Vision, Problem-Solving, Adaptability, Negotiation, Product Backlog Management and Customer's expectations that led to cross-selling, upselling and upscaling.
* As a Product Owner responsible for backlog management in line with the product vision for global implementation of Sales and Service, FSC, community cloud.
* Closely worked with senior program architects from Salesforce professional services in defining the approach and launch for the new capabilities.
* Gathered requirements from business users to translate business needs into design and technical requirements.
* Exceptional cross functional team player. Driving the business demo sessions after each monthly release and acted as a bridge between the business users and technical teams.
* Proactive in problem solving with the ability to quickly understand technical subjects, learn new technologies with relevance to Banking, Insurance, Finance Operations, and a process before tools approach.
* High level of confidence and comfort in working autonomously without constant supervision (self-starter, strong initiative, fast learner).
* Declarative approach mentality using standard, no-code, or low-code Salesforce capabilities first. Command in process automation using Salesforce Flow, Process Builder, and workflow rules. Created User stories and conducted story card grooming meetings with fellow developers and test team.
* Experience on out of the box and custom reports and Dashboards and knowledge on CRM Analytics. Competent in analyzing and creating narrative Use Cases, Use Case Diagrams, Activity diagrams, class diagrams, Data/Flow/Navigational flow Diagram using UML Tools like MS Visio and Lucid Chart.
* Proficient with source control tools Git, Bit bucket, DevOps. Expertise in Business Analysis methodologies and iterative Software Development Life Cycle (SDLC).
* Extensive experience in Usability testing, End-to-End testing, System testing, Regression testing and User Acceptance testing (UAT). Proficient in building strong, lasting relationships, at all levels. Good communicator with aptitude for collaborating with internal & external executives, directors, and key stakeholders to identify business needs and to develop winning solutions.
* Domain exposure - Energy, Telecommunication, Banking, Insurance.

**Projects Experience:**

**Project Manager | March 2024-Till Date | AT&T**

**Responsibilities:**

* Managed three cross-functional teams with over 40+ FTE to deliver product updates that met business needs and deadlines.
* Collaborated with engineering teams on technical feasibility assessments, resulting in realistic scope definition for projects.
* Drove SOX compliance (Sarbanes Oxley) for AT&T’s Salesforce system by reviewing processes, identifying gaps, and strengthening IT and business controls.
* Facilitated communication between development teams and stakeholders, ensuring clear understanding of requirements and expectations.
* Led product launches, collaborating with marketing teams to create successful go-to-market strategies.

**Salesforce Project Manager – Offshore Delivery | IBM | Oct 2023 – March 2024**

**(Customer name: BRI – Bank Rakyat Indonesia) | Banking Sector Application**

Bank Rakyat Indonesia (BRI) is one of the largest state-owned banks in Indonesia.

BRI wants to implement Salesforce Financial Services Cloud as a centrally integrated CRM solution to improve customer experience and to integrate the CRM solution with surrounding systems, including customer and transaction databases, product data, and other related systems to support the end-to-end customer handling process.

**Responsibilities:**

* Develop and maintain detailed project work plans (work breakdown structures) for offshore team activities
* Work with project stakeholders and team members to identify release objectives and goals.
* Sprint Planning and Delivery along with managing risk / issues and mitigate them
* Help manage release scope and product backlog.
* Conduct daily business-line project team meetings both onshore and offshore for the project updates.
* Prepare the WSR, Project Narratives and Matrix weekly for leadership update.

**Salesforce Project Manager | IBM (Aug 2021 – Oct 2023)**

**(Customer name: Shell – Oil & Gas) | Energy Sector Application**

FIT4 is a general application for Shell, i.e. Upstream, downstream, IG. This application provides central view of opportunity funnel and serve for the entire hierarchy for all businesses and serves as a backbone for funnel management & tracking across RDS (Royal Dutch Shell).

**Responsibilities:**

* End-to-end project plans to track milestones / quality toll gates & delivery timelines to further track and escalate project risks, issues, dependencies, control gaps, and minutes the action items.
* Articulate risk, issues, budgeting challenges and upcoming project planning summary in a clear and concise manner via weekly, bi-weekly and/or monthly reports to stakeholders / executives at all levels
* Spring Planning and Delivery. Managed the portfolios of internal shell clients including initiatives, workstreams, and asset hierarchies within FIT4, monitored the progress of their initiative funnels. Additionally, involved in the continuous development of a customized application (FIT4), managing a user base of over 20K across US & EMEA.
* Effectively managed scope creep by establishing clear boundaries on requested changes while keeping projects aligned with original objectives and budgets.
* Optimized resource utilization by accurately forecasting staffing needs and proactively addressing potential bottlenecks in the project pipeline.
* Reduced project costs with diligent budget management and resource allocation strategies, enabling the completion of projects under budget.
* Facilitate Working Group meetings with key stakeholders and be a lead spoke person in status meetings with senior management.

**Senior Salesforce Consultant | Salesforce | Oct 2020- Aug21**

**Responsibilities:**

* Worked majorly on digital transformation & continuous improvement projects and showcased expertise in implementation support on Vlocity implemented projects/issues
* Successfully resolved issues on Vlocity implemented products/applications for different customers within SLA

**Senior Software Developer | Cognizant | Nov 2018- Oct 2020**

**(Customer name: Manulife Financial Corporation) – Insurance Sector Application**

**Responsibilities:**

* Successfully integrated external APIs into the app (Retirement redefined), expanding its functionality and capabilities through extended features.
* This included developing lighting web components, lightning pages and provided support to end users. Investigated, analyzed, and resolved application-related issues in a timely manner.

**Software Engineer: HCL | Feb 2015: Oct 2018**

**(Customer name: Lloyd’s Bank, Sydney Trains, BBC)**

**Responsibilities:**

* Contributed to Salesforce development projects for multinational organizations that included salesforce application customizations for major entities.
* Customized Salesforce.com features including fields, layouts, rules, reports, and dashboards & resolved technical issues through debugging and research.

**Skills:**

* Agile Project Management | Stakeholder Management | Pre-Sales | Customer Relationship
* Delivery Ownership | MSA | RFP | SOW | Change Management | Team Building & Leadership
* Resource Management | Interviewing | Mentoring & Coaching | Scrum

**Certifications:**

* Certified SAFe® 5 Scrum Master from Scaled Agile, Inc.
* Safe5 Agilist from Scaled Agile, Inc.
* Salesforce certified business analyst
* Salesforce Certified Administrator (SCA)
* Salesforce Certified Associate
* Salesforce Certified AI Associate
* Salesforce Certified Platform Developer I
* Salesforce Certified Platform Developer II
* Salesforce Certified Platform App Builder Certification
* Salesforce Certified sharing and visibility architect

**Education:**

B.Tech. Computer Science | Rajasthan Technical University - (2010-2014)