



Shakti Mishra

Objective

Motivated and adaptable professional with hands-on experience in Zoho CRM, Zoho Creator, sales, software testing, cloud computing, and operations. Seeking opportunities in CRM, IT support, back-office, or sales roles where I can contribute and grow in a dynamic environment.

Work Experience

12/2020
Nowadays

uTest
Freelance Software Tester

- ◆ Performing functional, usability, and exploratory testing on web & mobile applications.
- ◆ Identifying and reporting bugs, ensuring quality assurance for global clients.
- ◆ Conducting test cases for various platforms, including Windows, Android, and iOS.
- ◆ Testing new features, UI/UX, and overall performance of applications.
- ◆ Collaborating with a community of testers to improve product quality.

07/2025
07/2025

Exlearn Technologies
Cloud Intern

- Completed virtual internship in Cloud Computing & DevOps fundamentals.
- Gained hands-on experience with AWS (EC2, S3), Linux commands, Git, and Docker.
- Completed project and received Training & Internship Certificate.
- Explored basic CI/CD concepts and real-time cloud tasks.

05/2025
05/2025

Muskurahat Foundation
Fundraising Intern

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122001

Nationality: indian

Birthday: 22/12/1998

Website:
<https://www.linkedin.com/in/shakti-mishra49>

Marital Status: Single

Religion: Hindu

Skill

Zoho CRM Customization (Modules, Workflows, Blueprints) ■ ■ ■ ■ ■

E-commerce (Amazon, Shopify, Flipkart etc.) ■ ■ ■ ■ ■

Software Testing ■ ■ ■ ■ ■

Technical Skills: ■ ■ ■ ■ ■

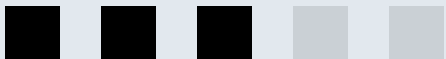
HTML, CSS,
Windows OS

Inventory and
Barcode
Management

Cloud
computing

Zoho Creator

Ms Excel,
Google Sheets



Interest

- Tech Enthusiast
- Lifelong Learner
- Internet & Cloud Research
- Good Communicator & Quick Learner

12/2022
04/2023

- Successfully completed a 30-day internship as a Fundraising Intern at Muskurahat Foundation.
- Developed communication, persuasion, and project coordination skills.
- Collaborated with a remote team to design impactful fundraising strategies and improve donor engagement.

Paisa bazaar
Senior Associate Sales Consultant

Assisted clients in securing business loans, consistently achieving sales targets. Built and maintained strong client relationships, ensuring high satisfaction rates.

02/2020
12/2022

Night Angles by PC
Senior Operations & Multifunctional Executive

Delivered excellent customer support and managed administrative functions. Handled billing, barcoding, Payroll, production and inventory to streamline operations.

Project

07/2025
07/2025

These projects were self-initiated to build real-world experience in Zoho Creator and CRM workflows.

Zoho Creator CRM Integration App
Zoho Creator to Zoho CRM Lead Sync

Developed a Zoho Creator app to sync form submissions to Zoho CRM's Lead module. Used Deluge scripting to check if a lead with the same email already exists – if found, it updates the record, else it creates a new one. Hands-on experience with Creator workflows, CRM integration, and conditional logic in scripting.

07/2025
07/2025

CRM Contact & Account Auto-Sync
Smart Contact Management in Zoho Creator

Built logic in Zoho Creator to sync contact

form data with Zoho CRM's Contact and Account modules. Checks if a contact email already exists in CRM, updates it if found, or creates a new contact. Also links the record with the associated Account in CRM. Implemented using Deluge and dynamic record lookups.

07/2025
07/2025

Personal Project / Learning Project

Expense Tracker

Low-code App Development using Zoho Creator

Designed and developed a fully functional Expense Tracker App using Zoho Creator. Created custom forms with validation, built dynamic reports with sorting and filters, and visualized data using charts (category-wise expenses). Developed an interactive dashboard combining multiple components. Applied Deluge scripting for input validation and automation logic.

Education

10/2020
11/2023

Bachelor of Science

Swami Vivekanand subharti university (SVSV)

70%