Prafulla Prashant Mishra

Cell: +91 9916035902 Email: ppmishra89@gmail.com

Professional Summary

- Building a career in an organization that will utilize my knowledge and skills in the field of information and technology. To do the given job to the best of my abilities through the process of learning.
- Highly Seasoned and accomplished Salesforce Developer with a strong record of client satisfaction. Adept at explaining highly complex data systems to a wide variety of audiences. Proven multitasker independent worker and team player.

Core Qualifications

- Have 7.5 Years of total experience in Salesforce Development, Testing, and Implementation. This involved hands-on design and development using Force.com Platform and ServiceMax.
- Strong Knowledge of SFDC standard Data structures and familiarity with designing Custom Objects and Force.com platform
- Experience in analyzing, designing, development, administration, configuration, Implementation, and Support of sales force CRM, and Salesforce applications based on Apex Language and leveraging Force.com Platform
- Extensive experience using Sales force Administration (SFA), Profiles, Creating Roles, Page Layouts, Org-Wide default, Sharing rules, Workflows, Approval Workflow, Reports/Graphs and Dashboards.
- Strong Implementation and Integration experience using Custom objects, Triggers, workflows/ workflow rules, approvals, Visual Force Pages, and Apex classes.
- Proficient in using meta-data migration tools like Salesforce Apex Data Loader and workbench.
- Have hands on experience in lightening as well.
- Trained in Salesforce Marketing Cloud and working on Journeys and Email Studio.

Experience Detail

- Working as a Lead Salesforce Consultant for Gyansys Infotech Ltd from July 2018
- Worked as a freelance Engineer for Indecomm Global from November 2017 to June 2018.
- Worked as a Sr. Software Engineer for Wipro Technologies from April 2013 to November 2017.

Education:

- MCA in 2013 from Birla Institute of Technology Mesra, Ranchi.
- Bachelor of Computer Applications in 2009 from Magadh University.

Travel and Visa details:

- Travelled to Switzerland to attend business meetings, understand client's business, and have idea about the existing legacy application.
- Travelled to Australia to accomplish project Go Live, Deployment and Hypercare activities.

Project Experience:

Client: XPO Logistics: Salesforce Marketing/Pardot/Lightning developer
Responsibilities:

- Implemented Salesforce Marketing Cloud Apps: Email Studio, Mobile Studio, Journey Builder.
- Analytics Builder, Integration Studio, Cloud Pages, AD Studio, Audience Builder.
- Supporting the full module of marketing cloud.
- Experience with online e-commerce and interactive marketing initiatives (Paid Search, PPC, SEO, SMM, Affiliate marketing, CSE, Email).
- Extensive Knowledge of Salesforce Marketing Cloud platform and It's applications.
- Worked on Email Studio, Journey Builder, Mobile Studio, Social Studio, and other marketing modules.
- Worked on Pardot, Loopio, Conga Grid and several other survey tools.

Client: XPO Logistics: Salesforce Lightning developer
Responsibilities:

- Being a lightning developer, I have to develop custom components as per requirements.
- Understanding the existing functionalities of application and suggest/implement custom solutions.
- Attend team meetings and SyncUP calls for requirement discussions.
- Giving demo for any new functionality which is going to be implemented.
- Handling deployment activities using Metazoa tool.
- Assignment of user stories to team members based on their understanding of platform.
- Working extended hours to provide support for different SMAX support projects.

Client: Dormakaba Holding AG: Servicemax/Salesforce Consultant
Responsibilities:

- Implementation of Servicemax has been handed over from Servicemax.
- Setup of Servicemax mobile application (i.e., Setup of Mobile Configuration, SFM Mobile Processes, SFM Search, download criteria).
- Setup of Servicemax Checklists and Creation of SFMs, SFM Wizards, SFM Search.
- Setup of Servicemax Timesheets.
- Provide Technical solutions of various Business requirements
- Setting up of roles to define the data accessibility to users across the globe
- Creation of Approval process for Work Order and Timesheet object
- Fixing Bugs in legacy orgs and attending rollout meetings.
- Writing business processes using Visio.
- Designing lightening components and Controllers as required.

Client: GE Grid Solutions: ServiceMax/Salesforce Developer
Responsibilities:

- Fresh implementation of ServiceMax from scratch
- Used catalyst an accelerator provided by ServiceMax to speed up the development
- Setup of ServiceMax mobile application (i.e., Setup of Mobile Configuration, SFM Mobile Processes, SFM Search)
- Setup of ServiceMax Checklists and creation of SFMs, SFM Wizards, SFM Search
- Setup of ServiceMax Timesheets
- Built custom functionality to add attachments to Work Order from an inbound email to ServiceMax
- Provide Technical solutions of various Business requirements
- Setting up of roles to define the data accessibility to users across the globe
- Creation of Approval process for Work Order and Timesheet object
- Creation of SFMs, SFM Wizards, SFM Search and setting up of Dispatch Console rules
- Deployment of ServiceMax components to other environments using the migration tool

---

Client: Advanced Health Media (AHM): Salesforce Developer
Responsibilities:

- Analyzed complex issues and provided estimation to client.
- Created weekly reports and sent to higher management.
- Learnt business flow and provided solution of small issues.
- Attended customer calls and taken part in requirement gathering.
- Provide Technical solutions of various Business requirements
- Working independently on the issues raised by various clients.
- Written triggers and apex classes to achieve some complex requirements.
- Learnt and implemented SLDS for the client
- Deploying components using Metazoa and Ant tool.

Client: Shell IT Technology: Salesforce Administrator/Functional Consultant
Responsibilities:

- Worked with the user group for requirement gathering throughout the planning and implementation.
- Created new User Accounts and assigned Profiles as per their role in role hierarchy.
- Defined Org wide default to restrict access from users.
- Customized Page layouts for Standard/Custom objects and assigned Record Types.
- Created Data Validation rules and Formulas as per business requirement.
- Worked with various Salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards.
- Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions, and Outbound API Messages.

- Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com, workbench for checking for the correctness of the data.
- Used the sandbox for testing and migrated the code to the deployment instance after testing.

Environment: Salesforce Enterprise Edition, Salesforce.com Custom/ Standard Objects, Custom Tabs, Page Layouts, Workflow & Approvals, Reports, SalesForce.com Sandbox.

Client: Pitney Bowes: Salesforce Developer
Responsibilities:

- Implemented ServiceMax managed package application from the Salesforce App Exchange to enhance the overall experience of Field Service Representatives on the field.
- Involved with ServiceMax Support and handled the support cases with the help of ServiceMax support
- Worked as a SFDC developer and Admin for multiple Business applications communicating with internal clients and 3rd party software's for external clients.
- Performing the role of support engineer for the internal users and helped them in getting used to the Application, generated reports, and saved them for further access to the users.
- Closely worked with SalesForce.com consultants while implementing the solutions for the requirements.
- Worked with SOQL and SOSL queries for larger database DML operations.
- Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
- Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
- Designed, Implemented, and deployed the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
- Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish many-to-many relationship among objects.
- Used the sandbox for testing and migrated the code to the deployment instance after testing.
- Involved with Salesforce.com Premier Support and handled the support cases with the help of salesforce.com support.

Environments: Force.com Platform, Salesforce Enterprise Edition, Salesforce.com Custom/ Standard Objects, Custom Tabs, Page Layouts, SOQL/SOSL Queries, Workflow & Approvals, Reports, SalesForce.com Sandbox.

Client: Moon and Marsh (Mercer)

Salesforce Developer
Responsibilities:

- Closely worked with Clients to understand new requirements and provided the required level of effort estimation

- Built custom functionality to send email from Apex code
- Worked closely with ServiceMax support to get resolutions on ServiceMax defects
- Deployment of Salesforce components using Changeset to Production
- Worked on Apex Triggers to get rid of hardcoded ids in the code and fetch these ids dynamically by implementing custom settings and custom metadata.

Certifications:

Salesforce Certified Administrator
Salesforce Certified Advanced Administration
Salesforce.com Certified Platform App Builder
Salesforce.com Certified Sales Cloud Consultant
Salesforce.com Certified Service Cloud Consultant
Salesforce.com Certified Platform developer 1
Salesforce Certified Field Service Lightening Consultant
Salesforce Certified Marketing Cloud Email Specialist
Salesforce Certifies Pardot Specialist
Salesforce Certified Marketing Cloud Administrator
Salesforce Certified Development Life Cycle and Deployment Designer
Salesforce Certifies Data Architecture Management Designer