mbhilash04fb@gmail.com

ABHILASH MISHRA

What's up?

Trying to skill up in **Salesforce Industries CPQ** and **ncino implementations**, recently cleared **ncino 201 commercial Banking certification**, now eye is on the **Omni studio consultant** and **Industries CPQ developer certification**.

Career Summary

8 years of experience in salesforce development. **3 years of onsite (Tokyo, Japan) experience as a technical lead**. specializing in Sales cloud and community cloud CPQ and vlocity. Well-versed in Apex Visualforce, lightning and LWC. additionally have sound knowledge of front-end development with HTML CSS, JavaScript including angular and knockout JS. Deep functional understanding of retail and Staffing domain. Thoroughly aware of each stage of development and release process in SFDC projects, also a certified release manager.

Skill Highlights

- SFDC Sales Cloud and Community Cloud
- SFDC CPQ and Vlocity
- nCino Banking solution
- Apex, Lightning and LWC
- HTML, CSS, Angular and knockout JS
- Git Bitbucket, Jenkins
- CI/CD using Copa.do

- Deep understanding of retail and Staffing Domain
- Problem Solver
- Decision Maker

Certifications

- Salesforce Certified Administrator
- Salesforce Certified Advanced Administrator
- Salesforce Certified Platform App builder
- Salesforce Certified Platform Developer I
- Salesforce Certified Platform Developer II
- Salesforce Certified Sales Cloud Consultant
- Copado Certified Release Manager
- 201 ncino Commercial Banking certification

Experience

Technical Lead – 03/2018 to 02/2023
Tata Consultancy Services
Worked as **onsite-technical lead** in a for leading staffing company in **Tokyo for 3 years**. Owned end-to-end full responsibility for many key modules covering 70% of project area, also worked with Japanese team to setup and release management mechanism using CI/CD and Jenkins. handling end-to-end.
It was a project to deliver a full-fledged recruitment application developed natively in salesforce using **salesforce experience cloud, sales cloud, vlocity and SFDC marketing cloud**. It involved complex Integration with various third-party applications like Navi time, as well as ETL tools like informatica. To match the candidate with the job there is a fully customized matching engine built in SFDC and Azure webapps.
Successfully delivered the project in jan-2020 and handling production support ever since. Some of the key responsibilities are below, returned back to India in 11/2021 and now continuing on same position for offshore.

- Managing a team of 4-6 people at Onsite (Tokyo, Japan)
- In-charge of all offshore-onshore communication.
- Handling all the communication, Requirement meetings and program management tasks with Japanese customer and onsite- Japanese counter parts.
- Involve in effort Estimations, project planning and different stages.
- Helped in Setting up a complete release management process based on CI/CD Concept by using Jenkins and Bit bucket.
- Helping in delivering solutions of complex problems like job searching and candidate matching by proving automation using SFDC.

Senior Software Engineer – 12/2016 to 02/2018
Aon Services India private Limited
Worked as an SSE, to provide production supports and customization for SFDC using Salesforce automation as well as complex programming using apex.
Aon is a big name in risk management, Insurance and re-insurance business Company had a full-scale CRM setup developed in Salesforce.

Responsibilities included-
- Working on the cases assigned to you and provide the resolution with in the decided SLA.
- Investigate the Impact of the new changes and customizations on the existing org.
- Develop the solutions to the various problems raised by business team using salesforce automation and customization.
- Interact with business leads and team owners of different regions to discuss the requirements.

Software Engineer – 06/2015 to 12/2016
Webkul Software private Limited
Webkul software is an India based company, specialized in providing Ecommerce based SFDC Solutions, in the form of SFDC packages and apps. These apps can as small as simple countdown timer components to fully fledged connector application to Integrate open-source bases ecommerce store (like Magento, woo -commerce) with salesforce org in real time.

Key responsibilities included-
- Researching and solutioning different ideas that can be proven helpful to resolve problems in ecommerce world,
- Developing SFDC apps and packages as a solution for salesforce app exchange
- **Posting Salesforce applications on app exchange and ensuring SFDC Security reviews** are passed.