

# Ashish Mishra

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## PROFESSIONAL SUMMARY

Highly Skilled Salesforce Professional with 2 years of experience looking for an opportunity to work as a Salesforce Developer where I can utilize my technical expertise and contribute to the growth of an organization.

## PROFESSIONAL EXPERIENCE

Infosys Limited - Digital Specialist Engineer

07-2021 – Present | Bangalore, India

Project :

Project Title : Daimler-Europe

Client : Mercedes-Benz

Role : Salesforce Admin & Developer

Responsibilities :

- Working in an agile-based scrum model and coordinated with team member and got the user stories delivered to the client on time within the SLAs.
- Worked on development of Salesforce Applications using Apex triggers, Apex classes, Apex Batch classes, Lightning Component(Aura) and Lightning Web Components.
- Designed and executed data models, Custom Objects, Validation Rules and configured automation using tools like Workflow Rules, Flows, Process Builder, Email Alert and Assignment Rules.
- Demoing the user stories to business and given the knowledge transfer to Production support team.
- Involved in deployment activities during UAT, SIT and Production phases, and actively contributed to resolving the deployment errors promptly.
- Worked on Critical bugs on SIT,UAT and Production and fixed them within SLA.
- Involved in various stages of Software Development Life Cycle(SDLC) Including analysis ,Requirement gathering, Designing, Development ,Unit Testing and Deployment.
- Trained and mentored junior team members in best practices, coding standards, and technical skills.
- Good Experience in doing Major Release Delta Deployments for each regular sprints and Minor Release deployments every week for Fastlane stories / Hotfixes on Production and lower sandboxes using VsCode & GitHub or using Change sets.

## TECHNICAL SKILLS

- **Salesforce:** Salesforce CRM, Lightning Application, Apex Classes, Apex Triggers, Visualforce Pages/Components, Apex Web Services, SOQL, SOSL, Reports and Dashboards, Einstein Recommendation builder, Sales Cloud, Service Cloud, Community Cloud
- **Automation Tools:** Flows, Workflow and Approvals, Process Builder
- **Salesforce Tools:** Force.com, Salesforce Inspector, Apex Data Loader, Workbench, VSCode, GitHub and Changesets.
- **Agile Tools:** JIRA, Confluence, ServiceNow, CISM
- **MS Office Suite:** MS Power Point, MS Excel, MS Word.

## CERTIFICATES

- Salesforce Certified Administrator [🔗](#)
- Salesforce Certified Platform Developer I [🔗](#)
- Salesforce Certified Associate [🔗](#)
- Salesforce Certified Einstein Prediction Builder Accredited Professional [🔗](#)
- Salesforce Certified Einstein Next Best Action Accredited Professional [🔗](#)

## EDUCATION

Bachelor of Technology (Computer science & Engineering, 8.49 DGPA)  
Haldia Institute of Technology [🔗](#)

2017 – 2021 | Haldia, West Bengal, India

## ACHIEVEMENTS

Infosys Insta Award [🔗](#)

Awarded with Rise Insta award for quick learning and owning support track defects as well as main track development userstories & defects.

High Performer

Achieved High Performer Rank in Infosys training.