

Mohit Yadav

Salesforce Admin

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Overview

2x Certified Salesforce Consultant. In my experience I have worked as BA, Admin, Developer, Product Owner & Trainer to help business improve & maintain their SF instance. This uniquely positions me as an individual who is quick to adapt to change & yet deliver quality work with consistency.

Technical Skills

- SF Certified Administrator
- SF Certified Platform App Builder
- Approval Process, Workflow, Process builder, Flow
- Workbench/Data Loader
- Visual Studio code
- Power BI
- Python, Java, R
- Pentaho Data Integration and Report Designer

Education

• B.tech(CSE) July 14 – May 18
The NorthCap University,
Gurgaon

• 12th April 13 – Mar 14
DPS, Rewari

• 10th April 11 – Mar 12
DPS, Rewari

Moody's (MIS)

May 19 — Present

Salesforce Admin

- Help manage and improve Moody's SF by supporting 400+ global users.
- My role is in the lines of a **BA**. I act as a bridge between Management, Users & DevOps by gathering requirements, helping management prioritize them and ensuring deliverability.
- Resolved **20% of total support** cases with an average of **8 cases a day**.
- Handle enhancements in SF using OOTB features like WFs, Process Builder, Flow, Approval Process, OWD Sharing etc.
- **Train** users & support team on enhancements in the system with each release.
- **Process Owner** of Account, Contact, Opportunity, Case, User Management.
- Experienced on Lightning Migration Project where I wore multiple hats as **PO, BA, QA/UAT, Developer**.

Cvent

Aug 18 – April 19

Salesforce Admin

- Salesforce Admin on challenging production org with approx. 3600 users.
- Resolved **36%** of total support cases with an average of **110 cases a week**.
- Learnt about salesforce and sales cycle, CPQ and how business is driven with Salesforce.

Online 24X7

Jan 18 – July 18

Intern - Project Software Trainee

- **Dashboard developer** on a Solar Energy related project associated with **GOI, EY, SBI, World Bank**.
- Learnt and implemented BI tools like **PowerBI, SharePoint**.
[Link \(https://www.suprabha.org/achievements.html#state-wise\)](https://www.suprabha.org/achievements.html#state-wise)

HCL

May 17 – June 17

Intern

- Learnt **Pentaho** Data Integration and Reporting tool for ETL and generating reports and studied and applied basics of **Hadoop** and **HiveQL** (RETAIL STORE DATA)