



Neha Tyagi

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Educational Qualifications

- **MBA** (Masters of Business Administration) from Uttar Pradesh Technical University.
- **BCA** (Bachelor in Computer Applications) from C.C.S. University.
- 12th from CBSE Board.
- 10th from CBSE Board.

Certifications

- **Salesforce Certified Administrator**
- **salesforce Certified Sales Cloud Consultant**
- **Salesforce Certified CPQ Specialist**

Technical Skills

- I have a total **5+** years of experience including **1.5 year** in Salesforce implementation (**Currently Working**)
- Proficiency in SFDC Administrative tasks includes creating **Profiles**, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, **Reports**, **Dashboards**, Actions, Tasks and Events.
- Skilled in customizing standard objects like Accounts, Contacts, Opportunities, Products, **Cases**, Leads, Campaigns and Custom objects as per client's need.
- Manage users, Public Groups, Profiles, and Roles within the Salesforce CRM; this involved designating access to the applicable user within the **Role Hierarchy**.
- Performed **Validation Rules**, email services and approval processes .
- Expertise in implementing object and **field level security**.
- Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce custom objects, Junction objects, **master-detail relationships** and **lookup relationships**.
- Extensive experience in lead, case management, web-to-lead, Web-to case, **Email-to-case**.
- Skilled in generating **custom reports** and dashboards.

- Possess comprehensive understanding of CRM business processes like Campaign, Lead, Account and **Case Managements**.
- Proficiency in installing Appexchange applications.
- Team player with good interpersonal skills, strong understanding of fundamental business processes, excellent Communication and Problem solving skills.
- Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.
- **Workflow & Approvals**, Field updates, Reports, Custom Objects ,Custom settings, **Custom labels and Tabs**, Email Services, Role Hierarchy, Dashboards, Security Controls, Appexchange Package & Custom Application and **Sandbox data loading**,Force.com tools and Data loader
- I have Knowledge of **Salesforce CPQ** as well

Training Experience

4 Months Salesforce training from **Almamate**-Noida

Work Experience

- Currently working with CloudCentric Infotech Pvt Ltd as a **Salesforce Business Analyst** from 23rd Dec 2019
- Worked with HV Equipments Pvt Ltd.as an HR from 4th Oct 2017 -31st July 2019.
- Worked with Ramdhan Infratech Pvt Ltd.as an HR from 03rd Jan 2015 - 10th April 2017.
- Worked with Green Canton as an BDE from Nov 2013-2015

Projects

Project Title	:	NitroAids
Client	:	NitroAids
Role	:	Salesforce Consultant
Team size	:	6
Duration	:	March 2020 to June 2020

Description: Nitro Aids Pest Control (India) (P.) Ltd is a leading company providing complete pest control services in Residential, Hotel, Commercial & Industrial.

Roles and Responsibilities:

- Requirement gathering and SRS Documentation.
- Created Epics/Stories in Jira
- Schema Creation, Setting up Security using profile and roles
- Setting up Automation using process builders
- Show and tell with client regularly sprint wise

Project Title : **KBS Group**
Client : KBS Group
Role : Salesforce Consultant
Team size : 5
Duration : June 2020 to July 2020

Description: KBS is one of the few indigenous companies who is providing ISO certification and Training Internationally.

Roles and Responsibilities:

- Requirement gathering and SRS Documentation.
- Created Epics/Stories in Jira
- Schema Creation, Setting up Security using profile and roles
- Setting up Automation using process builders
- Show and tell with client regularly sprint wise

Personal Details

Father's Name : Dinesh Tyagi
Date of Birth : 9 June 1990
Place : Ramprastha Colony Ghaziabad

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