

MOHIT DWIVEDI

☎ +91 7303693336 | ✉ mohit.eng@yahoo.com

📍 New Delhi, India

🌐 [linkedin.com/in/mohitdwivedi12](https://www.linkedin.com/in/mohitdwivedi12)

PROFESSIONAL SUMMARY

Detail-oriented and technically adept ERP Analyst and IT Support Specialist with over 2.4 years of hands-on experience in supporting ERP/CRM platforms, L1/L2 technical support, data migration, and system administration. Skilled in resolving user issues, driving process automation, and ensuring system uptime. Remote support technologies. Demonstrated ability to collaborate across teams, train users, and optimize IT infrastructure for performance and reliability.

PROFESSIONAL EXPERIENCE

ERP Coordinator / Technical Support Analyst

Edu-next Technologies – New Delhi

📅 October 2022 – January 2025

Provided ongoing freelance technical support to the organization after tenure completion, ensuring smooth ERP/CRM operations and continuity of services until a full-time replacement was onboarded.

- Delivered L1/L2 technical support and incident resolution using remote desktop tools (TeamViewer, Any Desk).
- Managed day-to-day operations of ERP and CRM systems, including user administration, data entry support, and access management.
- Coordinated with technical teams for ERP customization, configuration, and integration with existing systems.
- Executed data migration, cleansing, and validation ensuring 99%+ data accuracy across platforms.
- Conducted regular system upgrades, security patches, and performance checks to reduce downtime and enhance system efficiency.
- Trained internal users for system adoption and reducing recurring support tickets.

Key Achievement:

✓ Integrated ERP & CRM systems for unified reporting and streamlined client data management, boosting internal efficiency.

EDUCATION

Bachelor of Computer Applications (BCA)

SGT University – 2021

Senior Secondary (12th) – CBSE (Hindi Medium) – 2018

Secondary (10th) – CBSE (English Medium) – 2016

TECHNICAL SKILLS

- ERP/CRM Platforms: Edu-next ERP and CRM Systems
- Helpdesk & Technical Support
- Systems & Productivity: Windows OS, Microsoft Office 365, Google Workspace

CORE COMPETENCIES

- ERP & CRM System Support
- IT Service Management (L1/L2)
- Data Migration & Synchronization
- Process Automation & Optimization
- Ticketing & Incident Management
- End-User Training
- Remote Troubleshooting
- Cross-Team Collaboration