Mudit Mishra

Salesforce Data & Analytics Architect | CRM Analytics | Data Cloud | Agentforce

Boston, Massachusetts. 📞 +1 704 842 1133 | ✉📧 Mudit4353@gmail.com

Linkedin.com/in/MuditMishra   Trailblazer.me/id/MuditMishra

Executive Overview

As part of Salesforce Professional Services, I partner with enterprise customers as a trusted analytics and data architecture advisor—building scalable platforms that embed predictive and actionable insights directly within Salesforce. I architect AI-ready data foundations across Data Cloud, Agentforce, and CRM Analytics that unify enterprise data, strengthen governance, and power predictive and agentic AI use cases.

Selected Impact & Achievements

- Architected unified **Single Pane of Glass (SPoG)** analytics across multi-org Salesforce environments — delivered in weeks instead of months.
- Enabled ~**$2.5M in cross-sell revenue** through executive-ready Client 360 dashboards.
- Secured multiple **$1M+ services engagement extensions** through strategic data architecture leadership.
- Reduced data latency by **40%** and eliminated **20+ hours/week** of manual reporting via ETL redesign.
- Engineered scalable Data Recipe pipelines processing **250M+ records** across **47M+ customers**.
- Empowered **5,000+ business users** with embedded Book of Business insights in Salesforce.
- Delivered predictive models (Wait Time, CLV, Retention, Churn) embedded directly into CRM workflows.
- Established CRM Analytics governance standards for datasets, dataflows, security, and deployment.
- Led globally distributed teams across onshore/offshore delivery models.

Core Capabilities

Enterprise Data Architecture
- Multi-org Salesforce integration
- ETL/ELT design & layered data staging
- Semantic modeling & metadata governance
- Security predicates & deployment frameworks

Salesforce Analytics & AI
- CRM Analytics (CRMA) architecture & governance
- Einstein Discovery predictive modeling
- Data Cloud & LLM grounding strategies
- Agentforce & conversational analytics

Enterprise Delivery & Leadership
- Cross-shore team leadership (BA, Dev, QA, UAT)
- Pre-sales architecture & executive demos
- Agile / CI-CD enterprise implementations

Certifications

- Salesforce Agentblazer Legend (2026)
- Agentforce Specialist | AI Associate | Data Cloud Consultant
- CRM Analytics & Einstein Discovery Consultant
- Salesforce Administrator | Platform App Builder