NEHA MOHTA

PROFILE

Certified Salesforce Developer with 6 years of experience in Sales cloud, Service cloud, Community cloud and FSL.

Expertise in Configuration, Customization, Data Migration, Reports & dashboards creation, Implementation of Live Agent and basic Service Cloud.

Hands-on with Partner, Customer, Customer-Plus Communities. Expertise in Testing, Deployment, Delivery, User Training and Troubleshooting. Customer interaction for daily-to-daily tasks and issues.

Experience on Oracle EBS and fusion integration with Salesforce.

EMPLOYMENT:

- Talabat, Dubai, UAE(July 2020-July 2021)

- Techmatrix Consulting Pvt Ltd, Noida, India (Oct 2017-Oct 2019)

- Almamate Infotech, Noida, India (Jan 2017-Oct 2017)

CERTIFICATION:

SALESFORCE CERTIFIED

Platform Developer I

SALESFORCE CERTIFIED

Administrator

WORK EXPERIENCE

Fine: CRM Specialist (Aug 2021 – today)

- o **Role: Salesforce Administrator**
  Client: Fine Solutions (Aug 2021 – now)
- o User management includes User creation, modification, authorization and other settings.
- o Managing Roles, sharing settings and other permissions of the organization.
- o Working on automation processes.
- o Data Management using SOQL and Salesforce inspector, also using SQL Developer to compare it from EBS.
- o Report and Dashboard creation.
- o Help the team to modify the system onto oracle fusion.
- o Handling integration tasks for the running projects.
- o Work on FSL and train user on the same.
- o Daily to Daily work on User troubleshooting.

Talabat: Salesforce Administrator (Jul 2020 – Jul 2021)

- o **Role: Salesforce Administrator**
  Client: Talabat (July 2020 – now)
- o User Management that includes user creation, modification, handling the permissions and settings.
- o Data Management using SOQL and Salesforce inspector.
- o Helping with the reports and dashboards for analytical views.
- o Working on Validations and automation tools.
- o Troubleshoot the bugs facing by the users.
- o Deployment using VS code, gearset and github.

Techmatrix: Salesforce Developer/ Admin (Oct 2017 – Oct 2019)

- o **Role: Salesforce Developer/Administrator**
  Client: Asirvad Microfinance (Jul 2019 – Oct 2019)
- o Implementation of LOS in Sales Cloud to facilitate home loan disbursement process.
- o Integration of Salesforce with user's Gmail accounts to create the customer's emails repository in Salesforce.
- o Prepared reports and dashboards for analytical view to the end users
- o Conducted workshops for deployment & knowledge transfer to end users for adoption of Salesforce Lightning environment.
- o Troubleshooting end user problems in adoption of Salesforce.

- o **Role: Salesforce Developer**
  Client: Junglee Rummy (Jun 2019 - Jun 2019)
- o Implementation of live agent in Service Cloud in order to record the queries from users.
- o Prepared repository in Salesforce environment of the online communication (chats and data) for future references.
- o Provided solution to the query raised by end users (Agents) or customer.
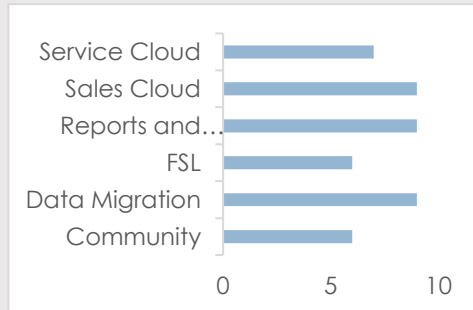
o **Role: Salesforce Administrator and Data Specialist**
  Client: Max HealthCare (Mar 2019 – May 2019)
o Implementation of Hospital process and workflow management on Sales cloud, ie. patient data handling, doctor alignments, billing summary, managing outside referrals of the patient.
o Migrated legacy (10 years) data of patients, doctors, branches and their referrals into the live environment.
o Provide analytical views to the users by creating reports and dashboards for different level of users.

o **Role: Team lead, Salesforce Developer/ Administrator**
  Client: India Shelter Finance Corporation (Apr 2019 – Apr 2019)
o Implement basic Service cloud to manage the cases from customers.
o Manage the queries and keep track of the services provided by the Agents.

o **Role: Team lead, Salesforce Developer/ Administrator**
  Client: India Shelter Finance Corporation (Nov/2018- Mar/2019)
o Migrated the live Salesforce Classic to Salesforce Lightning environment.
o Handling structural documentation to manage the schema.
o Manage all the functional changes in the organization using Sales cloud.
o Help to generate Customer Community to check customers' loan status.
o Create analytical view using reports and dashboard.
o Conducted workshops for end users of Salesforce Lightning environment.
o Help end users to fix issues.

o **Role: Salesforce Developer**
  Client: Paayas (Oct 2018- Nov 2018)
o Implement Partner Community to help the local dealers to manage their orders.
o Handle orders from different partners by generating a page which can elaborate the order summary.
o Added and improved the functionality in order to generate, manage, and finalize the orders by with the designated TAT, package timings, and quantities.

o **Role: Salesforce Administrator and Data Specialist**
  Client: A S Bearing (Jun 2018- Oct 2018)
o Implement basic Sales cycle facilitating salesperson in trading for the products.
o Integrate the system with CLI to upload daily chunk of data into Salesforce live environment from local server of the client.
o Create reports and dashboard based upon their sales criteria to give the idea to the salesperson and higher-level management about their revenues and services.
o Migrate the historical data into the Salesforce & integrate Salesforce with users Gmail accounts.
o Deployment, user training and support the end users after Go-Live.

o **Role: Salesforce Developer and Administrator**
  Client: India Shelter Finance Corporation (Apr 2018 - May 2018)
o **BRS App** to manage customers' bank statements, MIS, work logs, error checking, reconciliation of bank statement and other Finance work to facilitate sers in decision making for further customer services.

o **Role: Salesforce Developer and Administrator**
  Client: India Shelter Finance Corporation (Jan 2018 - Mar 2018)
o **Liability App** to generate LOS & LMS for the employees with the conditions that need to be filled on different loan sanction date.

- Create an analytical view for the users using reports and dashboard which tells about the total revenue of the organization, average loan disbursed, number of leads that need to work upon, etc.

- **Role: Salesforce Developer and Administrator**
  Client: India Shelter Finance Corporation (Oct 2017 – Dec 2017)
- **Incentive App** which helps automatically calculate the monthly and yearly incentive for Loan officer, Branch Manager, Area Branch Manager, and Regional Branch Manager according to the number of loans they disbursed.

Almamate : Jr Salesforce Developer (Jan 2017 – Oct 2017)

- **Jr Salesforce developer,** Almamate - India (Jan 2017 – Oct 2017)
- Responsible for generating their inhouse project to implement Biometric system for the employees for check-in and check-out.
- Help payroll system by managing the leaves and incentives of each employee.
- Help in HR management to create the summarized view of employees.
- Create analytical view for the different levels of organization.