
Asma Jabeen

Efficient and Accurate



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ABOUT MYSELF

I am very practical person with an amiable disposition and strong cultural values. I strongly believe in accuracy and precision in whatever I do. I believe I have good Communication skills that would provide transparency and productivity in the Organization.

CURRENT RESPONSIBILITY

Versatile, Results – Driven Salesforce Consultant with experience in analyzing, implementing, customizing, problem solving, reporting and providing training for the world's #1 CRM platform

A hard working leader who coordinates and directs the efforts of team members to successfully accomplish their Goals by maximizing technical and communication skills to become a valuable support resource for all business users

WORK EXPERIENCE

Genpact, Bangalore — *Delivery Manager*

Client: IRI

October 2021 – Present

- Marketing Insights professional consulting to client IRI, Proven expertise in evaluating consumer and industry trends to deliver concise impactful recommendations.
- Detail oriented, organized and highly resourceful with strong decision-making and problem-solving abilities.

Tata Consultancy Services, (TCS) Bangalore — *Subject Matter Expert*

Client: PricewaterhouseCoopers (PwC)

November 2018 – September 2021

- Played a role in the team as an SME - Subject Matter Expert @ "US Alumni Network service, Workday and Ad Hoc Projects" at Salesforce for PwC accounts across the US and Mexico Territories.
- Direct Client dealings with respective to "US Alumni Network service".

LINKEDIN

<https://www.linkedin.com/in/asma-jabeen-795057193/>

SKILLS

Time Management
Communication
Leadership
Decision Making
Adaptability

TECHNICAL CERTIFICATIONS:

SALESFORCE CERTIFIED
ADMINISTRATOR

Six Sigma Green Belt – Lean
Bronze

REWARDS & RECOGNITION

Best Performer of the Month
Award for 2 consecutive years.

Dedication and Commitment
Award
FY 19-20

LANGUAGES

Urdu, Hindi, Kannada and
English

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- I lead all the Ad Hoc Projects (high Volume projects) which we get via "Workfront" and deliver these key engagement projects of PwC Alumni.
 - Involved in betterment of the customized PwC Salesforce Application which lead in the automation of Alumni reports and Dashboard.
 - Delivered 20+ projects with 100% Accuracy and under the SLA requirements of the client within 6 Months.
 - Ability to take the challenge and work under pressurized environment.
 - Trained new Joiners and my fellow associates on the "US Alumni Network Service".

PERSONAL DETAILS

Date of Birth: 27 Nov 1995

Nationality: Indian

Religion: Islam

Marital Status: Single

Passport No: P9420751

February 2018 - October 2018

- I have hands on experience on Salesforce and it's functionality of creating Dashboards, reports and various activities performed in the cloud based CRM system.

June 2017 - January 2018

- I was working under Document Production for the PwC account wherein I was handling financial statements of clients.

EDUCATION

City College, Bangalore — *B.com*

June 2014 - May 2017

Accounting and Finance with an aggregate of 75%.

National College, Bangalore — *PUC*

June 2012 - May 2014

Studied Commerce with the combination of Economics, Business Studies, Accounts and Computer Science with an aggregate of 84%

Canaan Christ Public School, Bangalore — *SSLC*

March 2012

State Syllabus with aggregate of 81%.
