Profile

To work in a challenging environment demanding all my skills and efforts to explore and adapt myself in different fields and realize my potential where I get the opportunity for continuous learning.

**EDUCATIONAL QUALIFICATIONS**

**Bachelor of technology in electronics and communications (2009-2013):**

DURGAPUR INSTITUTE OF ADVANCED TECHNOLOGY AND MANAGEMENT(WBUT)

With 75% marks.

**Higher Secondary Education (2009):**

Anandamath Vidyapith (WBCHSE) with 74.50% marks.

**Secondary Education (2007):**

Ramakrishna Vivekananda Mission (WBBSE) with 82% marks**.**

**Academic trainings:**

(1) 3 months training at BHARAT SANCHAR NIGAM LIMITED (BSNL) on communication systems.

(2) 3 months training at ESL on EMBEDDED SYSTEMS.

**PROJECTS**

**(1) LINE FOLLOWER:**

Constructed an automatic robot capable of traversing black line on white background using microcontroller ATMEGA 16.

**(2) Moving Object Tracking Using Matlab:**

Designed and constructed moving object tracking system on MATLAB

with ATMEGA 16 microcontroller controlled movable webcam.

**(3) Fire Alarm:**

Automatic fire alarm by using GAS DETECTOR and GAS SENSOR

EXPERIENCE:

**1)** 2 years and 5 months in E**-WEBTECH SOLUTIONS.**

**Process-** International (UK/USA/AUS) Education Process.

**Designation-** Customer Care Executive.

**Key responsibilities-** a) Achieve monthly targets.

b) Customer satisfaction and engagement.

c) Continuous process knowledge update.

**Achievement-** Top performer for consecutive 2 years.

**2)** 1 year and 3 months in **KENISHA TECHNOSOL PVT. LTD.**

**Process-** International (UK/USA/AUS) Software Sales and troubleshooting Process.

**Designation-** Senior Customer Care Executive.

**Key responsibilities-** a) Achieve monthly sales targets.

b) Customer satisfaction and engagement.

c) Future target planning for further sales improvement.

**Achievement-** Top performer award for 4 quarters (on the basis of sales target).

3) 1 year and 8 months in **HCL SOLUTIONS PVT. LTD.**

**Process-** Digital Banking Process (Development Bank Of Singapore)

**Designation-** Senior CRM Executive.

**Key responsibilities-** a) Maintain quality parameter every month (more than 95%)

b) Banking transactions knowledge and timeline.

c) Feeding proper answer to the artificial BOT.

d) Handling different banking applications.

e) Promoted to Maintain CRM, Salesforce Admin.

f) Floor support for the new employees.

g) Resolve escalation calls and service requests.

h) Investigate fraud cases and incorrect transfers.

**Achievement-** a) Cleared IJP and promoted to the different team.

b) Top performer award from **DBS bank** for 15 months.

c) Top performer award from **HCL SOLUTIONS PVT. LTD.** for 3

quarters.

3) 1 year and 11 months in **Cognizant Solutions PVT. LTD.**

**Process-** Salesforce Administrator

**Designation-** Process Specialist.

**Key responsibilities-** a) Design Reports and Dashboards as per client requirement.

b) Manage Listview for different objects.

c) Manage Custom fields and Configuration.

d) Manage Org sharing settings and Profile and Org security.

e) Data loader and Import wizard.

f) Export report and limitations.

g) Object level settings and Duplicate management.

h) Specialized in Operational Analytics.

**Achievement-** a) Trailhead Ranger.

b) Courageous Communicator.

**Certification**- a) Salesforce Certified Administrator.

**b) Salesforce Certified Advanced Administrator.**

c) Salesforce Certified Platform App Builder.

d) Promoted as Subject Matter Expert.

**IT Skills:**

* Basic of Microsoft Excel.
* Basic of Microsoft Word.
* Basic of C Language and Data structure.
* Basic of Outlook.
* Operating System- Windows XP/ Windows 7/ Windows 10/ Windows Vista/Apple
* Pursuing CAPM and Python

**Languages known:**

* English.
* Hindi.
* Bengali.

**HOBBIES:**

(1) Listening music.

(2) Physical fitness.

(3) Playing cricket, football and indoor games.

Passport status- Active.

Passport Number- L4604961

Citizenship- Indian.

LinkedIn profile-

<https://www.linkedin.com/in/tanumoy-dey-782b8b210>

**DATE OF BIRTH:** 10TH SEPTEMBER, 1990.

I hereby declare that the above statements mentioned in my resume are true and correct to the best of my knowledge and belief.

Date : 05/28/2020 Signature: Tanumoy Dey