



Ankita Pardeshi

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To be associated with your progressive organization that gives scope to apply my knowledge and skills, and to be a part of the team that dynamically works towards the growth of the organization.

WORK EXPERIENCE

Specialist AR (Salesforce, Omega, SAP) Dell Technologies

01/2020 - Present

Tasks

- Support the training department with new material for end users on the Salesforce.com application. When called upon, help to train the new and existing users how to use SFDC and related applications
- Worked proactively with other departments in identifying and resolving accounts related issues
- Managing data, create various reports using excel, SFDC platform to increase productivity within the team.
- Prioritized and organized work assignment of approximately 300 accounts to meet deadlines

Senior Process Executive(Salesforce) Cognizant Technology Solutions

01/2019 - 11/2019

Pune

Tasks

- Handled cases created by Salesforce users to provide resolution to the issues. Worked with customer's to get the issue resolved via calls and emails.
- Worked with the managers and experts to review or create analytic reports, for organizing, categorizing and publish content and information using specific SFDC tools.
- Develop reports and dashboards for various teams and departments throughout the organization. Guide them with self-service report writing and dashboard maintenance.
- Maintains multiple user profiles, role hierarchy, security, and sharing rules, and other Salesforce.com out-of-the-box access features

Center Manager Western Academy Pvt.Ltd

04/2015 - 01/2019

Pune

Achievements/Tasks

- Train the new employees on company process and communication skills.
- Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities.
- Dispatched teams to field assignments. Support business unit finance leads with special projects and process improvement initiatives.
- Monitored disbursements and ensured that the projects were carried out within the timeline and budget.

SKILLS

Data management

Problem Solving

Fluency

Data Analytics

Quick learner

Team development

Communication Skills

Results driven

Investigating and resolving any irregularities or enquiries

Sufficient knowledge of modern management techniques and best practices.

CRM-(SFDC)Salesforce, Omega (Oracle)

Performing account reconciliations

ACHIEVEMENTS

Cracked IELTS Exam with 7 band score (12/2020)

Salesforce Administrator 201 Certification Cracked (03/2019)

Salesforce Administrator 211 Certification (03/2019)

Salesforce Platform App Builder Certification (09/2019)

Attended online training for Data Analytics

LANGUAGES

| | | | | | |
|---------|---|---|---|---|---|
| English | ● | ● | ● | ● | ● |
| Hindi | ● | ● | ● | ● | ● |
| Marathi | ● | ● | ● | ● | ● |

INTERESTS

Listening to Music

Travelling

Exploring new things

Creating art work

Painting

EDUCATION

MCA (Master of Computer Application)

Pimpri Chinchwad College of Engineering

06/2015 – 06/2018

Score

CGPA 7.94

Pune

BCA (Bachelor of Computer Application)

Indira College of Commerce and Science

06/2012 – 06/2015

Score

60%

Pune

Higher Secondary Certificate

Shri Mhalsakant Junior College

06/2010 – 06/2012

Score

58%

Pune

Secondary School Certificate

St. Jude High School

06/2010

Score

68%

Pune