Kushal Mishra

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Summary

Experienced professional with a proven track record in identifying efficiencies and problem areas within data streams. Skilled in synthesizing quantitative information and effectively communicating project needs. Proficient in generating summary documents for senior management for audit and compliance reporting. Adept in employee relations, inventory organization, and visual merchandising. Prepared, organized, and trained in product knowledge and store regulations.

Experience

Associate Technical Support Engineer - Salesforce (Hyderabad, Telangana)
July 2022 - Current
- Associate Technical Support Engineer with specialization in Service Cloud
- Extensive experience in providing technical support for end-users, resolving escalated technical issues
- Proficient in troubleshooting technical issues and providing on-site technical support
- Developed a comprehensive knowledge base of common issues and solutions to enhance customer self-service
- Skilled in handling issues related to Einstein Activity Capture functionality
- Experienced in working with Email Desktop Integration
- Prior background in Sales and Experience domains, providing valuable insights into customer needs and requirements

Business Analytics I - American Express (Gurgaon)
January 2020 - July 2022
- Cultivated strong relationships with key customers and stakeholders, leading to repeat business and referrals
- Resolved technical issues related to Lightning Components and implemented solutions in Salesforce.com and associated systems supporting Amex's business processes
- Collaborated with business partners to identify inefficiencies, review operational procedures, and develop scalable solutions to enhance Amex's internal user experience and drive sales growth
- Provided efficient and effective support to internal end users across various geographies including the US, Canada, and Latin America via Webex
- Created custom reports, report types, and dynamic dashboards to

facilitate data-driven decision-making
- Conducted bulk data operations using Data Loader to streamline data management processes
- Managed end-to-end user management activities, including setting up profiles, roles, and permission sets

NAM Chat Ops - Citicorp Services India Private Limited (Chennai)
December 2018 - December 2019
- Responded promptly and efficiently to customer inquiries and complaints via phone, email, and chat channels
- Handled customer inquiries with professionalism and accuracy across multiple communication platforms
- Demonstrated strong communication skills to effectively address customer concerns and provide satisfactory resolutions
- Ensured timely and efficient handling of customer inquiries to maintain high levels of customer satisfaction
- Maintained professionalism and accuracy while addressing customer inquiries through phone, email, and live chat interactions

CPO - Citi Bank N.A. (Gurgaon)
May 2017 - December 2018
- Provided friendly and professional greetings to customers, fostering positive interactions
- Generated reports and documents as requested by the office manager, ensuring accuracy and timeliness
- Addressed customer complaints calmly and professionally, resolving issues promptly to ensure customer satisfaction
- Demonstrated effective communication skills to understand and address customer concerns
- Maintained a customer-centric approach to deliver exceptional service and support

Certifications

- Salesforce Certified Administrator
- Salesforce Service Cloud Consultant
- Salesforce Sales Cloud Consultant

Skills

- Time Management: Proficient in prioritizing tasks, managing deadlines, and allocating resources effectively to ensure timely completion of projects and tasks.
- Communication Skills: Exceptional ability to convey information clearly and
- Ability to Multitask: Demonstrated capability to juggle multiple tasks and responsibilities simultaneously, maintaining focus and attention to detail while managing competing priorities and deadlines.
- Team Work: Strong team player

effectively through verbal, written, and interpersonal communication channels, fostering productive collaboration and understanding.

- Documentation Review: Skilled in thoroughly reviewing and analyzing documents, reports, and information to identify discrepancies, errors, or areas for improvement, ensuring accuracy and compliance with established standards.

with a collaborative mindset, contributing actively to group efforts, sharing knowledge and expertise, and supporting team members to achieve common goals and objectives.

- Adaptability: Highly adaptable to changing environments, circumstances, and requirements, readily adjusting approach and strategies to accommodate new challenges, opportunities, and evolving business needs.

Education and Training

Bachelors of Computer Application
May 2017
Lovely Professional University, Punjab

Intermediate
June 2011
Lucknow Public School, Lucknow, Uttar Pradesh

High School
May 2009
Lucknow Public School, Lucknow, Uttar Pradesh