ANUSHKA BEOHAR

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Professional Summary

Around 2+ years of experience of working in customer support using salesforce for a fleet management company. Strong communication, analytical, and presentation skills. I have exposure to the client-facing role involving stakeholder management, quarterly, and monthly reporting, and presentation. Understanding of requirements, coordination with the multiple teams from different providers, assignment of customer tickets to the team on the criticality of the case include my current responsibility

Interests: Business Analyst, Pre-sales consulting, Market intelligence, and Business development roles

Soft Skills: Exceptional interpersonal, communication and networking skills | Ability to innovate, think out of the box and drive results | hands-on experience with Salesforce and MS Office | Good linguistic and interactive skills | Used to adapt into new teams quickly and result in productivity

Employment History

System Engineer at Tata Consultancy Services - Full Time (Sep. 2019 – Present)

- Requirement elicitation, analysis of "As is" and "To be" for business cases and assist leadership for developing Implementation Strategies
- Create weekly, monthly and quarterly performance reports for the projects and present to the client with GAP analysis and suggestions
- Assignment, and execution of service requests for client's and customer's using salesforce lightening
- Responsible for creating POCs, Case studies, and Knowledge Transfers for the account as Knowledge Manager
- Channelize BA and QA/QC activities to ensure the traceability and optimum coverage of business requirements by defined plan and scope
- Assist team in migration exercise as part of implementing the business rules on the applicable frameworks for the projects
- Develop process enhancements through automations including Workflow, Approval Processes, and Escalation Rules

Content manager HeadStart Pune chapter - Part Time (Nov 2020- present)

- Content creator for Headstart community Pune chapter. I work with the community to create the blogs, announce and conduct the webinars, meetings and expand network
- Take notes in the meetings and publish the articles with the details of points discussed with the key take away
- Solely responsible for managing the social media accounts for the Headstart

Skills

Language	Tools	Databases	Platforms
Python, C	SalesForce CRM (Service Cloud), Data Loader, WorkBench, MS Office	MySQL, MS Excel	Windows

Highlights: Strong SQL and Salesforce hands-on with expertise in MS Office and presentation skills.

Curricular and Education

Year	Course	Institute	Board	CGPA| %
2015-19	Bachelor of Engineering in Computer Science	GGITS, Jabalpur	RGPV Bhopal	8.6
2015	Higher Secondary Education	St. Aloysius Jabalpur	CBSE	84
2013	Senior Secondary Education	St. Aloysius Jabalpur	CBSE	9.8

Co-Curricular

Volunteer	• Headstart Network Foundation • Volunteered at Robin Hood Army
Participation	• Student Coordinator of event "Helix JEC Jabalpur" held at JEC College. • Participant in 'HackM' at Mumbai Fintech Festival • Participant in Smart India Hackathon (2018).
Hobbies	• Solving Rubik's Cube. • Reading books

D.O.B- 28th Dec 1996

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