**PROFILE OVERVIEW**

* **Dedicated professional** with experience in analyzing and preparing alliance report and testing methodologies.
* Contributed in development/improvement of systems to effectively track or capture data.
* Knowledge of SFDC, Power BI, Excel & Sandy tools, required to perform those reports.
* Strategic thinker and enabler of practices which enable organizations to fulfill business mandates with the help of strong analytical and problem-solving skills and an ability to make well thought out decisions.
* Bridges the gap between business and technology with expertise in managing complex programs and multiple concurrent projects in ensuring the delivery of cost-effective strategic outsourcing services to the company.
* Effective communicator, decision maker and innovator contribute in finding solutions for problems with ease.

**SIGNIFICANT ACHIEVEMENTS**

* Significantly crated automation for DQ process by using automation tools, anywhere.
* Developed MDF SharePoint, which can prevent the duplicate entry and PMS tracker in the Share-out, which is helping to calculate productivity report for every team member.
* Initiated designing of SharePoint for Cortication and recertification, where department is giving test for their respective process, which provided result of the test with in 2minit and without any human evaluator intervene by email.
* Received TCE runners-up award for workflow creation, Extra miler award and Best PA/SPA award.
* Efficiently managed IMIB for process improvement award on InfoPath.

**CAREER HISTORY**

**HEWLETT-PACKARD INC | Jan 2011-present IT Associate-** **SFDC Testing**

**Key Deliverables:**

* Managing research and preparation of alliance report and compensation report for SDR and publish data to the respective manager.
* Working on running the test script in HP ALM and test SFDC Lightening &Classic UI, uploading the test script in ALM, raising defect in ALM and writing new test script.
* Creating and maintaining share point (site, library, list, folder. etc.), work flows, share point using share point designing tools (2007, 2010 &2013) and web page.
* Maintaining Live SharePoint i.e account creation SharePoint for Backend operations and sales representatives and account managers Globally.
* Preparing the workflows for all the regions ie. AMS, APJ and EMEA while managing any troubleshooting issues.
* Developing auto e-mail triggers to respective team once the request hits the SharePoint and later to the requestor when the agent updates the information.
* Introducing InfoPath in the department which helped the team members and received award for it.
* Serving as a one point of contact for all the 23 SharePoint in the department and maintenance and any new creation.
* Identifying improvement areas and implementing measures to maximize customer satisfaction levels with knowledge with escalation resolution on time.
* Developing customized tools/solutions for sales community to get real time analysis with actionable business insights.
* Ensuring timely payments of all due invoices as per credit terms.
* Tracking of purchase order, voucher no, due date, and payment date against supply detail provided by vendors.
* Ensuring smooth conduct of financial accounting process (Accounts Payable) adhering to applicable policies and procedures.

**BLUE STAR | Dec 2009-Dec 2010 Marketing Executive**

**UPSHANA ENTERPRISE | Jun 2009-Dec 2009 Client Relation Executive**

**EZAZ HOSSAIN**

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**BUSINESS ANALYTICS AND RESEARCH PROFESSIONAL**

***Offering 10+ years*** *of experience in developing market strategies, exceeding assigned goals and translating business strategies to maximize profits commensurate with the best interests of clients and employees; preferably with IT /Smeller company*

**KEY SKILLS**

Business Analysis Enterprise

Data Analysis & Automation

Sales Development Report

Testing & Troubleshooting

Client Engagement

Team Coordination

**EDUCATION**

* **Bachelor in Business Administration (Marketing)** from Acharya Institute of Management &Sciences – 2008
* **XII** from WBSE Board – 2005
* **X** from WBSE Board – 2003

**TECHNICAL SKILLS**

* MS word, MS PowerPoint, Ms Excel, Macros (Basic), MS Designer 2007, 2010 and 2013, Siebel, SFDC, Orion client, Qlik View

**PERSONAL DETAILS**

* DOB: 03/12/1986
* Address: 27, BT Road Prashad Nagar, A1, 305 Kolkatta-700058
* Languages: English, Hindi and Bengali