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| |  | | --- | | Shashank Singh | | Citizenship: Indian Date of birth: 25th September, 1991 | | |  | | --- | | Contact | | Contact no: :8800820823, 8010230540  E-mail : Shashanksingh2509@gmail.com  Address: M-47B,New Mahavir Nagar,Janakpuri East,New Delhi,110058 | |
| |  | | --- | | Objective | | |  |  | | --- | --- | |  | To work in an organization which would provide me the opportunity for my career advancement and professional growth and to benefit the organization with my skills while working in highly motivated & skill driven environment gaining valuable experience for my career. | |  |  | | | |
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| |  | | --- | | Key Skills | | * CRM-Salesforce.com: Creating reports of Salesforce & performing data records reconciliation in Salesforce, collect requirements from the business and prepare Salesforce Dashboards and Reports to enable the users to follow up sales pipeline and sales processes implementation, Covering Queue and creating leads, contacts, opportunities & accounts on the Salesforce domain. * Communication: Ability to communicate effectively; equally well on the telephone as face to face and by writing. * Interpersonal skills: Socialize with people with respect and enthusiasm regardless of background etc. * Computing skill: Working Knowledge of MS Excel, MS PowerPoint and MS Word. * Language: Bi-Lingual, speaks, read and write English and Hindi. * Organizational skills: Planning my time, filing documents, Typing up important notes. * Databases: Knowledge of databases such as Bloomberg. * Adept at working in high pressure environments with strict deadlines and multiple deliverables and providing effective services. * Workamajig Tool: Work on projects related to Web / Non- Web Leads for Salesforce. | | |
| |  | | --- | | Education | | |  |  | | --- | --- | | **2014** | **PGCFR** (Postgraduate Certificate in Financial Research)  **(Edu Pristine) –** Mangalayatan University, India | | **2012**  **2009**  **2006** | **BBA (**Bachelor of Business Administration**) -** JIMS, GGSIPU, India  **NIOS – (12th)** NIOS, India  N.E Railway Senior Sec. School CBSE, India (10th) | |  |  | | | |
| |  | | --- | | Work Experience | | IHSMARKIT INDIA Services Pvt. Ltd.  27October2014 – 1st September2017  *Associate - CRT & Sales Ops - Salesforce Helpdesk India*   * Coverage of client relations Noida desk to solve client’s queries on the Salesforce platform within given time-frame & preparing the salesforce reports for the product teams. * Sales revenue recognition (SRR) & regulatory reporting to the different Markit product teams. * Validate annual pricing changes and update that into the Salesforce Contracts. * Maintaining the process flow of the documentation Systems and data management Salesforce CRM * Set up internal users for Quality assurance and Development on the salesforce. * Managing CRM-Salesforce.com queue. * Updating the Accounts /Account merge via Data.com tool on Salesforce. * Manage the access requests and rights of Salesforce for the product team request. Act as main interface between the business and the Internal Markit different product support team, opening and following up support requests and change requests. * Creation and Conversion of Leads to Contact/Opportunity in Salesforce. * Activating/deactivating contact records in Salesforce and Markit Database. * Set up the users in BBG terminal for MSF to access data. * Sending outage notifications using Pardot. * Searching and identification of CUSIPS on BBG. * Deliver end solution while maintaining quick turn-around times and high-quality standards. * Supported Products:   + 1. Information: CDS, Bonds, Loans, Securities Finance (MSF), Registry, Valuation Manager, Portfolio Valuations, European ABS     2. Processing: Markit SERV     3. Solutions: KYC, Corporate Actions   RMS Noida - 7thSeptember2017 to 4thFeb2019 “Sales Operations Analyst”  Role Description   * Process closed contracts /opportunities (New client, Renewal, Multi-year, Mid-term addition) within   Salesforce through booked-verification process.   * Manage and update all new orders, contracts and associated client entitlement data with Salesforce. * Efficiently working on the Salesforce CPQ Tool, Orders & Contracts, Proposals, Price books and Renewals of the Quotes. (Salesforce CRM, FPX, Salesforce CPQ) * Making a smoother process for RMS Sales reps to have a hastle free Quoting and pricing experience. * Working on the Renewals & Proposals Parts for all the deals in RMS. * Partner with Accounting and Service Operations teams to troubleshoot and resolve product fulfillment-related & invoicing issues. * Monitor and ensure a high level of data integrity and accuracy within Salesforce.com and other integrated systems to ensure accurate reporting. * Assist client-facing Account Executives and Account Managers with forecast updates, account transfers, bookings attribution allocation, and other tasks. * Address other miscellaneous requests that fall within the Global Sales Operations organization. * Reporting and Analytics: * Provide ad hoc support for Sales Operations monthly revenue. * Develop and maintain dashboards and reports in Salesforce.com. * Creating report and dashboard on Qlik Sense reporting tool.   The Economist – 6thFebuary2019 to 10thApril2019 “Marketing Database Executive”  Role Description   * Working on user request for data creation and management which would typically include   New accounts, contacts and leads creation using Marketo   * Working on user requests related to data update which includes merging duplicate contacts, contacts and leads, accounts Updating ‘List Memberships’ for accounts * Activating/deactivating contact records, Converting qualified ‘Leads’ to ‘Contact’, ‘Contact’ to ‘Opportunities’ * Managing Dupe Blocker’s assigned tasks and merging duplicate contacts and leads, Accounts Cleanup * Updating ‘Parent Account’ and ‘Ultimate Parent’ to setup a hierarchy   Dell Technologies – 29thJuly2019 till Date “Business Operations Analyst”  Role Description   * Sales Reporting – Bookings and Key Performance Indicators * Act as point of contact for territory assignment and account alignment * Understanding of Salesforce, sales reporting, and account visibility * Order management: tracking, rep crediting, and reconciliation * Act as liaison for sales team for order crediting tools and processes | | |
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