



## ABOUT ME

- Versatile and analytic with a practical hands-on approach. Always willing to innovate the new things which can improve the existing technology. Eager to learn new technologies and methodologies. Ability to produce best result in pressure.
- An Adaptive and dynamic professional with an experience of more than 3 years and good experience in the areas of customer support, SLA management and creating various process workflows to improve the performance of the team.
- Professional strengths in understanding customer requirements, handling their issues with the sourcing events, coordinating with cross functional team.
- Proactive self-starter and a quick decision maker known to initiate process and system improvements to increase productivity and at per client satisfaction.
- Handling a team of 14 Engineers by helping them with all technical issues.

## BHIMANI BALI

ELECTRONIC AND  
COMMUNICATION ENGINEER



C-1203, SANSKRITI  
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## WORK EXPERIENCE



### ● COGNIZANT TECHNOLOGY SOLUTIONS

30<sup>th</sup> SEPTEMBER 2019 - Till Date

#### PROCESS SPECIALIST (SUBJECT MATTER EXPERT)

- My current job role comprises of handling a team of certified Salesforce Administrators.
- Our Primary objective is to ensure that we deliver the best service we can and resolve customer's issues efficiently.
- I started my Career in Cognizant as a Tier-1 Engineer and was promoted as Tier-2 (Subject Matter Expert) in February 2021.
- Have experience in handling clients and customers from APAC, EMEA and AMER regions.
- An active member in conversations related to Process Enhancements to help the business function smoothly.
- To administer and manage the Salesforce CRM Application.
- An Administrator with broad knowledge of Salesforce application, can configure and manage Sales and Service Cloud applications and suggest ways for your company to get even more from additional features and capabilities.
- Build custom applications using the point-and-click capabilities of the platform.
- Design the data model, user interface, business logic, automation process and security for custom applications.
- Design Reports, Dashboards, Portals, Custom objects, fields, Tabs, Lightning app, Record pages, Pagelayouts, Automation process, Web-to-Case, Web-to-Lead, Import Wizard, Data loader,
- Experience in Request analysis of the issue, enhancement in the process required by the client.
- Impact Analysis of the problem request, Preparing technical requirements and design documents.
- Experienced in designing and execution of test cases.



## PERSONAL SKILLS

Communication 

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Creativity 

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Team Work 

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Leadership 

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## KEY SKILLS

- Excellent Client and Customer Handling skills
- Good Communication Skills
- Inquisitive and Quick Learner
- Strong troubleshooting Skills
- Good Team Handling
- Freethinking and Innovative
- Cooperative, Helpful and Articulate

### ● **COMPUCOM CSI- SYSTEMS INDIA PVT. LTD.**

11<sup>th</sup> JUNE 2018 - 27<sup>th</sup> SEPTEMBER 2019

#### **SERVICE DESK ASSOCIATE**

##### **(INTEL PROJECT)**

- Technical Associate for Intel, works with global Intel employees on call as well on chat to provide information and also to troubleshoot on various tools.
- Works on ticketing tool (SERVICE NOW)
- Ticket's creation, Documentation, Routing, Follow up's, closing.
- Provide Remote Support.
- Active Directory Support
- Password reset (Outlook, AD Password, User Password)
- Share Drive Support
- Share Point Support
- Generic and PDL creation and Support.
- Mobile Iron Support.
- Cisco any connect troubleshooting and Health Check
- Outlook Troubleshooting.
- Mail Cloud Support (Mail Migration on cloud)
- Printer support.
- Syncplicity.
- VPN Support
- Citrix Support
- Workstation Support
- Browser Troubleshooting

### ● **ONESS INFRA PVT. LTD.**

01<sup>st</sup> JULY 2017- 31<sup>ST</sup> MAY 2018

#### **BUSINESS DEVELOPMENT OFFICER**

- Handling client's enquiry
- Following up new business opportunities and setting up meetings
- Coordinating with Team and Clients for the project
- Planning and preparing presentations
- Communicating new product developments to prospective clients
- Overseeing the development of marketing literature
- Writing reports and Quotations as required by client
- Shortlisting Resumes, Taking Interviews.
- Mailing, Content writing for online marketing
- Conceptualizing and content writing for Company Profile Video and other promotional Videos
- Liaising with PR and creative Agencies, Liaising with our channel partners for their marketing and brand recognition activities
- Responsible for Social Media Marketing like Facebook, Instagram, LinkedIn, Just Dial, Blogger, Pinterest etc.
- Handling website updates.

## CERTIFICATES

- Certified Salesforce Administrator
- Certified Advanced Salesforce Administrator
- Certified Platform App Builder
- Salesforce Triple Trailhead Ranger
- Underwent Training for Six Sigma

## EDUCATION

- MEDICAPS INSTITUTE OF TECHNOLOGY AND MANAGEMENT  
2013-2017  
BACHELOR OF ENGINEERING in  
ELECTRONICS AND COMMUNICATION ENGINEERING  
  
Completed my graduation with 6.41 CGPA
- WISHWOOD COTTAGE SCHOOL  
2011-2012  
SENIOR SECONDARY with  
PHYSICS, CHEMISTRY AND MATHEMATICS  
  
Completed with 65.8%
- ST. MARY'S HIGHER SECONDARY CONVENT SCHOOL  
2009-2010  
SECONDARY SCHOOL  
  
Completed with 6.8 CGPA

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## DECLARATION

*I hereby declare that all above-mentioned information is in accordance with fact or truth up to my knowledge and I bear the responsibilities for the correctness of the above mentioned particulars.*

SIGNATURE:-  
BHIMANI BALI

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