

AMOL DAS

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Pune



Objective

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.



Experience

Cognizant

26/07/2021 - Till Date

Salesforce Analyst

- Assisting customers in troubleshooting their issues for Salesforce Marketing Cloud. This involves debugging, troubleshooting, and ensuring issues are fully resolved.
- Manage highly visible, global and strategic customer reported issues and ensure 100% customer satisfaction
- Dispatching cases & meeting all support related KPIs as outlined by business
- Sending Timely Reports to the manager with the number of closed cases and total number of cases assigned per day
- Providing explanation about the features and best practices for Marketing Cloud
- Managing customer expectations and the customer experience to maximize customer satisfaction
- Actively maintaining and participating in work-related training and up-skilling activities
- Demonstrating the ability to research, document and prioritize customer issues, leveraging internal tools and escalating to relevant teams as necessary
- Creating and Designing Emails
- Trained Skills – Salesforce Marketing Cloud Email Studio, Content Builder and Data Extensions, Journey builder & Automation studio
- Working on SFMC Automation Studio, Journey Builder, Email Studio, Audience Builder, Content Builder, Contact Builder.
- Strong time management skills

SVN Technologies

02/12/2019 - 23/07/2021



Salesforce Admin

- Was playing a role of SFMC Analyst
- Creation of users
- Updating the Account Settings
- Assigning Roles and permissions to the users

Hiring Comrades

07/08/2018 - 29/11/2019

Sr. HR Associate

-  Responsible for Account management
-  Establish relationships with hiring managers and internal stakeholders to understand their hiring needs and determine expectations
-  Participated in sourcing, recruiting strategies, recruiter interview techniques and candidate management process
-  Client Delivery with responsibility towards client engagement/account management adhering to stipulated time



Education

 Ornellas High School

2011

SSC

 St. Patrick's Junior College

2013

HSC

 Pune University

2017


Bachelor of Commerce



Skills

 Communication Skills

 Microsoft Office

 SFMC Tools - Email creation, Data extension, Automations, Extracts, Lists, Filters, Measures, Journeys, All the standard Activities, Sender Profile, Admin Part, Setup tab, Delivery Profile & MFA



Certifications

 Salesforce Marketing Cloud Email Specialist



Activities

 Trained as a Football Coach