# AMRITA SINGH

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# Professional Snapshot

# I have 2+ years of experience in Software Industry, with substantial experience in Salesforce.com Marketing cloud CRM platform

# Strong knowledge on Email studio, Journey builder, Automation studio, Mobile connect, Contact builder and configuration.

# Salesforce certified ADM201, PD1, Marketing cloud email specialist, Marketing cloud consultant.

# Excellent written and verbal communication skills.

# • Ability to communicate technical concepts clearly and effectively

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# . • Proven analysis, troubleshooting and problem-solving skills.

# Requirement gathering and Client interactions on daily basis.

# Highly intuitive, hardworking, quick learner, motivated and easily adaptable to challenging environments.

# Organizational Experience

# Currently working at Salesforce as a Success agent, Hyderabad Since June 2018.

# Educational Qualifications

# Bachelor of Computer Applications, from KL University, 2014-2018, Vijaywara.

# Higher secondary, DAV Public School, Ranchi

# Secondary, DAV Public School, Ranchi

# Technical Expertise

# Primary Skills : Understanding of Salesforce Marketing Cloud architecture

# And knowledge of the wider Salesforce ecosystem.

# Good knowledge of Marketing Cloud functionalities

# Web Technologies :HTML, CSS, Java Script, PHP

# Tools : Splunk, GS Tools, Job Explorer,SQL Query management tool

# Database : SQL

# Success agent Tier-2 in Salesforce

# Title : Success agent

# Team size : 21.

# Role : Troubleshooting client’s issue

# Roles and Responsibilities:

# • Provide support to our external customers and partners

# • Take ownership of customer issues through to resolution - including troubleshooting, external and internal communication and providing meaningful feedback to the customer on a regular basis.

# • Assist 3rd-party developers to troubleshoot their integration with Marketing Cloud APIS and implementation of other Marketing Cloud and Salesforce developer products. This will involve debugging, troubleshooting, and taking responsibility to see that the issue is fully resolved.

# • Provide feature explanation and coding best practices.

# Personal Info

# Date of Birth : 22nd February, 1997

# Gender: Female

# Nationality: Indian

# Marital Status: Single

# Languages Known: English, Hindi

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