

# **GAVIN VAZ**

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## **GIA India Laboratory Pvt Ltd. As Senior Exec from 19th Sept 2017 till Present**

### **ROLE FOCUS:**

- Executing Daily, Weekly, Monthly and Adhoc MIS Report for India and Middle East
- Analysing Enrolment Data Vs Activities done by BD and MA Team.
- Planning Process improvement and steps and follow up on the same with progress report
- Creating PowerPoint Presentations on highlights of the work done.
- Checking target and actual for BD & MA (Calling Team) and update the management about the status.
- Preparing the Monthly Review PowerPoint Presentation showing the comparison of the BD (Field Team) and MA (Tele- Calling Team) with the previous Fiscal Year.
- Coordinating with various internal teams to update the courses details on the website.
- Managed the database for the team's regions and performed basic administration, de-duping and clean-up procedures.
- Maintaining the records of Stone Intake details of the client.
- Salesforce.com Administrator for India and Middle East.

Unlocking user accounts or resetting passwords due to user forgetfulness.

Helping users develop or fine-tune reports so they yield meaningful metrics.

Troubleshooting email campaigns, workflows, approval cycle.

Fixing data records that have somehow been set with record types or ownerships that make them inaccessible to users.

Run and store the weekly snapshot (data export) of the system data and attachments, including all tables which are needed for analysis.

Run data deduplication Cloudingo.

Deactivate users—either due to their departing from the company or transferring to a new job that does not require SFDC access. Reassign roles and profiles as needed to reflect organization changes or users' new duties.

Import leads and mass update of a specific field of a data.

Provide Salesforce training for new users

Website integration related queries (i.e. New Course added or existing course detail modification.)

Analyse on existing data on SFDC and provide suggestion to the managers.

Introduced Geopointe for Viewing the Reports on Maps in SFDC.

Handling the Budget for Digital Marketing. (Budget, Actual & Variance detailed info.)

### **Completed projects**

- Merge duplicate contacts in same Accounts via Cloudingo.
- De Dupe of Contacts
- Salesforce Classic to Lightning.
- Inventory Management

## **Eclerx Services Ltd. as Senior Analyst from 17th June 2013 till 15th Sept 2017**

### **Projects / Program Lead:**

#### **Pre & Pro Deployment Testing (Feb 2014 – March 2014, June 2015, Dec 2015)**

Assisting Team Members in SIT Testing.  
Providing Mid-Day, EOD, Adhoc Reports.  
Highlight the Errors Found During Testing (SIT & Deployment)

#### **Eco Fee Launch Project \ Eco Fee Program (Aug 2015 – Sept 2017)**

Auditing the Execution Done by Team Members.  
Providing Weekly, Monthly, Quarterly Report.  
Handling Escalations, Auditing, Updating SOP, POC for Project and Leading the launch of Product.

#### **CFI Program (Dec 2014 – Sept 2017)**

Handling & Assisting Team Members in Execution.  
Training Provided to New members.  
Daily Reporting & Auditing.

### **ROLE FOCUS:**

- Managing Product Launch/EOL/Sustaining Products based on the basis of Client report by co-ordination with Demand & Supply Team, Product Line Managers, Project Managers by Activating/Deactivating product software through system to make product visible/hidden online to end customer and updating of same in stock sheet.
- Analysing the data received from the Client in excel files and mails, processing it as per requirement by following the Standard Procedure performing checklist/authorization.
- To follow up the mails for the doubts from Client regarding product visibility/pricing issue for the discrepancies found and also performing Trouble shooting.
- Reporting – Sending up to date MIS/Data to client on Costing/Pricing of different Parts and Options for Line of Business.
- Escalation handling and resolving queries via IM, Mail and Call.
- Undertaking Testing (SIT and UAT Tools) based on Script.
- Point of Contact of line of business between pricing/costing team online team, factory, marketing, vendor, PLM's for existing and pre launching products.
- Auditing Team's routine work, Costing forecasting and finance variance to adhere with Daily Quality, maintain Rosters Reports for internal team.
- Salesforce Administrator Training was provided.
- Developed, launched and managed reports for all team functions on both management and individual levels.
- Point of Contact for Salesforce Reporting.

## **SITEL Ltd. As Technical Support Agent from 08<sup>th</sup> June 2011 till 14<sup>th</sup> April 2013**

### **ROLE FOCUS:**

- Level 1 technical support to US and Canada customers.
- Technical Analysis case study shared with Team Leader
- Weekly & Monthly report submission to Operation Managers.
- Tracking of team and individual performance metrics.
- Supporting Technical Analyst team with analysis reports.
- Leading the Team in troubleshooting issues or any guidance in absence of Team Leader or L2.
- Up selling of products from Dell website as per Customer requisite.
- Also acted as a Resolution Expert (outbound support) on behalf of the team.

**EDUCATIONAL QUALIFICATION:**

<u>EXAMINATION</u>	<u>INSTITUTION</u>	<u>UNIVERSITY</u>	<u>YEAR</u>	<u>Grade (%)</u>
T.Y.B.Com	S.I.W.S College , Wadala	Maharashtra State board	2010-2011	52.00%
H.S.C	S.I.W.S College, Wadala	Maharashtra State board	2007-2008	62.17%
S.S.C	Our Lady Of Good Counsel High School , Sion (W)	Maharashtra State board	2005-2006	63.20%

**STRENGTH:**

- Self-Confident
- Passionate and ready to walk extra mile to achieve goals.
- Good team player with strong interpersonal skills.
- Discipline

**PERSONAL DETAILS:**

- Date of Birth : 06<sup>th</sup> October 1990
- Passport No & Expiry Date :L6940645 ( 28<sup>th</sup> Jan 2024 )
- Gender : Male
- Nationality : Indian
- Marital Status : Married
- Language Known : English, Hindi, Marathi & Konkani.
- Hobbies : Playing Cricket ,Football and Volleyball, Travelling and Social Networking.

I hereby declare the above mentioned information is true and to best of my knowledge.

Date :

Place : Mumbai

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GAVIN VAZ