

Outer Ring Road, Opposite to Sakra World Hospital
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DEEP KAMBLE

OBJECTIVE To obtain challenging and rewarding position with growth and learning opportunities in supportive work environment that would take advantage of my job experience.

SKILLS & ABILITIES Knowledge of HTML, CSS, JavaScript and SQL, Salesforce, Microsoft Dynamics NAV 2016, Advance Excel
Communication Skills, Leadership Skills, Time Management Skills, Problem Solving Skills, Multitasking, Data Analysis, Enterprise Resource Planning (ERP), Customer Relation Management (CRM)

EXPERIENCE **TECHNICAL SUPPORT SPECIALIST, SECURENS SYSTEMS PVT LTD**
July 2017 – July 2020
Worked on customer SR through CRM Portal across all products and for different Banking customers.
Providing Technical Support to the respective Field Teams with prioritizing and managing open tickets/issues.
Responding to customers within defined SLAs and committed timelines.
Proactively contributed to internal documentation and knowledge sharing with teammates.
Engaging in training opportunities on our products and key technical areas.
Handling CRM configuration issues, analyzing business requirements and building custom logic. System Administrative Task including creating users, profiles, roles, Level Access, Reports, Dashboards, User Login Issues for CRM Software Salesforce.
Worked in ERP Tools for various Projects undertaken.
Proficient in Advances Excel and Power Point Presentation for preparing reports and PPT for Management Meetings.

HARDWARE TESTING ENGINEER, FUTURE ELECTRONICS
September 2016 – May 2017
Designing and Tracing our PCB Layout for Switch Mode Power Supply.
Implementing and testing the Devices as per the requirements
Troubleshooting the issues while testing the devices.

EDUCATION**VIIT PUNE, PUNE UNIVERSITY, B.E**

B.E in Electronics and Telecommunication - 62%

CERTIFICATION**SALESFORCE PLATFORM APP BUILDER CERTIFICATION BY UDEMY****PROJECT
UNDERTAKEN****MAJOR PRIVATE BANK JEWEL PROJECT**

Worked with client core team members to design & develop output determination procedure for Sales order & Billing process.

Created master list for Open Sales Orders

Preparation and continuous update of all required documents

Co-ordinating with the Logistics team for the various material requests /Status as per the Service Sales Order

Handling Enquiry and making Sales Quotation

Actively involved in the preparation, conception, realization and Go Live of customer Project

Creating Work Order for the Various Vendors in Pan India for the Installation of New Projects as per the Requirements.

DECLARATION

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

DATE:

Deep Kamble

Signature