

# ABHISHEK JHA



Bachelor of Engineering/Master of Business Administration

DEPARTMENT OF ELECTRONICS & TELECOMMUNICATION/SYSTEMS

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## Career Vision

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To work in a challenging environment demanding all my skills and efforts to explore and adapt myself in different fields and realize my potential where I get the opportunity for continuous learning. A team player with focus on getting things done following the best practices in software development, data management, governance, fraud and managerial skills. Respectful towards work ethics.

## Professional Work Experience

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### Data Steward-Data Governance – Monster Global

Jan '19-Present



- 3+ years Salesforce.com Admin experience and configuration of 300+ users working with global teams (NA/EMEA/APAC).
- Strong business analysis and functional understanding, including requirements gathering, creating/deploying solutions to end users with very high attention to detail.
- In-depth understanding of the capabilities and constraints of the Salesforce.com CRM application coupled with good understanding of standard business processes (Sales, Marketing, Operations).

### Key Responsibilities:

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- Perform manual updates to systems (Salesforce) which could include identifying and merging accounts, name/address changes, activation of pending leads, inactivating accounts, etc.
- Perform mass updates for data corrections using Data Loader.
- Assists in the data quality profiling, analysis, rule development, and testing.
- Assists in identifying changes needed to company hierarchies and making those changes in Salesforce.
- Performs data reconciliation to identify data anomalies, and escalates data issues needing process re-engineering to team leadership.
- Conducts root cause analysis to prevent future data quality issues and implements new standards or processes to prevent future data quality issues, including taking necessary corrective action.
- Processes and checks data, analyzes trends, researches discrepancies and participates in the testing of programs and processes.
- May design, develop, and analyze the results of complex data queries necessary to identify data quality issues and present results in an easy-to-understand format to end users.
- Research company structures to identify recent acquisitions, divestitures.

### Key Skills:

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- Skilled in developing and maintaining collaborative relationships and communications with Management, Business Leads, and end users.
- Experience with preparing auditing analysis to identify trends, patterns, and/or system issues that may contribute to coding, documentation deficiencies and/or risk areas.
- Experience with query tools and Salesforce.



Fortune500 Technology companies regard Selling Simplified as the #1 demand generation company in the world. Our dedicated approach to deliver quality results even in the world's toughest markets is attributed to the diversity in thoughts, ideas, and people that make up Selling Simplified.

### Key Responsibilities:

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- Design, test, and implement BI solutions, including dashboards; drill-down/through-paths; and reports within *Power BI* and other tools.
- Extensive experience with the Salesforce.com development life cycle, application design patterns, integration patterns and deployment planning.
- Experienced working in Cross - functional teams, identifying business requirements and supporting sales/marketing efforts.
- Experience in SFDC Development implementing the APEX Classes, APEX Triggers, Visual Force pages, S - Controls, Force.com IDE, Eclipse with SOQL, SOSL and Plug-ins.
- In-depth experience in CRM business processes like Forecasting, Campaign Management, Lead Management, Pipeline Management, Order Management, Account Management, and Case Management.
- Monitored and tuned database resources and activities for *SQL Server databases*.
- Performed and automated *SQL Server* version upgrades and patch installs.
- Good understanding of tool like *Salesforce, Marketo and ECM (In-House Tool)*.
- Provided data warehousing architecture by writing SQL query code based on detail requirements provided by marketing group.
- Proper analysis of data included identification and enforcement of standards to ensure consistent and maintainable queries and reporting SQL data through Excel.
- Followed department SDLC methodology and development procedures.
- Involved in providing resolution and clarification for the concerns related to failure of jobs related to databases and SQLs.

### Add ON Courses

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- MySQL|Python|Oracle DBA by Udemy
- Advanced Google Analytics by Google.
- Data Structures & Algorithms by IIT Madras.
- LabVIEW Associate Developer at MIT

### Technical Skills/Software Proficiency

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- **Database Management tools**
  - MySQL/PLSQL | Oracle DBA | Teradata |SQL Server
- **CRM Tools**
  - Salesforce, SFDC Data Loader
- **BI & Visualization Tools**
  - Atlassian Products (*JIRA, JIRA Agile & Portfolio*) *Confluence* | *Tableau* | *PowerBI*

### Extra Curricular Skills

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- Partner Contributor for an NGO- ***Namaskar with Love Foundation.***
- Campus Ambassador for ***E-Cell IIT Mumbai.***
- Campus Ambassador for ***Internshala.***
- Campus Ambassador for ***Everlife.ai.***
- Member of IT Development team at ***MITSOT.***

## Skills

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- Logical, analytical and creative thinking.
- An exceptional professional exercising considerable initiative and high degree of social skills dealing with full range of people in many varying situations.
- High level of determination and perseverance.
- Quick learning and grasping ability.

## Awards and achievement

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- Received “**Employee of the Quarter**” in May ‘17 award for the best performance.
- Received “**Employee of the Month**” Consecutively from Dec’16-Feb’17 award for the best performance.
- **Received Trendsetter Award in Mar ‘17 at Selling Simplified.**
- Trekked for **90 kms** and achieved height of **11,200** feet at Himalayan ranges.

## Education qualification

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Course (Stream)	Institution/University	Degree	Year	Performance (GPA/Grade)
Electronics& Telecommunication Engineering	MIT, UOP	B.E.	2016	4/A
Systems	MITSOT	PGDBM/ MBA	2019	4/A (Gold Medalist)

## Professional Certifications

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- Salesforce ADX 201 Certified
- White Belt Six Sigma Lean Certified

## On Role Tools Expertise

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- Data Loader | Data.com | Demand Tools | Sirius Decisions | Validity | Tableau

