

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