

Debajyoti Deb

Social Media Analyst

Experienced Social Media Analyst working at Genpact. Skilled in Android Development, Web Development & Technical Writing.

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WORK EXPERIENCE

Social Media Analyst Genpact

12/2019 - Present

Bengaluru, India

Achievements/Tasks

- Working on Moderations, Private & Public Engagements.
- Responsible for sending/preparing Open Cases report, Attendance, Trend reports, Calibration file, Raising Sprinkl tickets, Sending highlights and EHM emails to a SocialCare Team, Publishing updates.
- Creating Training material and imparting Refresher-Training, performing random Audits.
- Publishing and maintaining productivity reports for the team. Ensuring timely action of Media items in the queue.

Associate Professional - Infrastructure -L2 Sutherland Global Services

03/2019 - 10/2019

Bengaluru, India

Achievements/Tasks

- Responsible for answering incoming phone calls and e-mails from data admins and engineers and addressing their questions and concerns regarding the company's products and services, as well as troubleshooting any technical problems they may have.
- Entering commands and verify proper system operations through observation to detect errors.
- Resolving field questions pertaining to user inquiries regarding computer software or hardware and then present solutions.

Software Developer Source Dot Com

01/2018 - 12/2018

Shillong, India

Achievements/Tasks

- Worked in developing and maintenance of all on-going web app and android solutions.

EDUCATION

BCA

St Edmunds College/Shillong

06/2013 - 05/2017

60%

Courses

- SOLVE-IT CONA

HSSLC

MBOSE/Shillong

03/2010 - 03/2012

66.2%

SKILLS

Android Development

Web Apps Development

UI Development

Social Media Analyzing

System Maintenance

PERSONAL PROJECTS

Inventory Management System

- Worked on the design, implementation and managing the company's inventory and helping the company to ease out their stock assessment needs using HTML, CSS, JQuery, and JavaScript technologies.

Ex-Servicemen Health Contributory Scheme

- An android solution for the replacement of an existing Health Scheme Card system which is currently being used on a national level for the ECHS card system.

SOLVE-IT CONA

- Android solution which has been used in college premises for aiding and solving students in the subject of Computer Oriented Numerical Analysis (CONA) with help in formulaes and subject related mathematic solving.

LANGUAGES

English

Native or Bilingual Proficiency

Hindi

Professional Working Proficiency

INTERESTS

Mobile & PC Gaming

Football

Cooking

Reading

Music