

Debajyoti Deb

Social Media Analyst

Social Media Analyst with experience in Social Media Analysing tools like Sprinklr, Spredfast (Khoros). Skilled in Android Development, Web Development. Strong Computer Science Major with a BCA - Bachelor of Computer Science focused in Information Science.

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Bengaluru, India

ddebgithub.github.io/portfolio/

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WORK EXPERIENCE

Analytics Advisory Analyst Accenture

03/2022 - Present

Bengaluru, India

Achievements/Tasks

- Prepare analytical and trend reports, create graphics, and provide stakeholder ready material
- Design dashboards and other reporting tools used by internal stakeholders to help identify business challenges with stakeholders and help provide analytics using statistical methods
- Participate in operational projects and assist in timely execution of project goals and deadlines
- Perform range of ad-hoc analyses and financial modeling in support of key business initiatives on medium to large data sets

Social Media Analyst Genpact

12/2019 - 03/2022

Bengaluru, India

Achievements/Tasks

- Working on Moderations, Private & Public Engagements
- Responsible for sending/preparing Open Cases report, Attendance, Trend Reports, Calibration Files, Raising Sprinklr 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

SKILLS

Android Development

Web Apps Development

UI Development

System Maintenance

Social Media Analytics

Technical Troubleshooting

Salesforce

Data Analysis / Interpretation

Social Media Tools Integration

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

Bengali

Professional Working Proficiency

INTERESTS

Mobile & PC Gaming

Football

Cooking

Reading

Music