

DANIEL EMMANUEL

SENIOR IMPLEMENTATION EXECUTIVE

CONTACT

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#A8/1, 1st cross, RS palya, Blore-33

SKILLS

- communication skills
- time management
- team player
- decision making and delegation
- quick to adapt in dynamic environment
- resolve conflicts with the customers

EDUCATION

Bachelor of Commerce

St. Joseph's Commerce College

2016-2019 60%

PUC

2014-2016 86.8%

St. Joseph's Pre University College

SSLC

St. Aloysius High School

2014 86.8%

LANGUAGES

English

Kannada

Tamil

PROFILE

Intend to build a career with a leading corporate of hi-tech environment with committed & dedicated people, which will help me to explore myself fully and realize my potential.

- Positive minded, responsible and result-oriented • Eagerness to quickly learn and implement new methods, systems and procedures.
- Easily Adaptable to 24*7 support model.

WORK EXPERIENCE

Process Executive

Cognizant

July 2019- Sept 2021

- Observing calls that are made to end users by companies to determine the authenticity of the caller.
- Checking and verifying the products/claims that are mentioned in calls with available/online resources, web sites and links with respect to the details shared over call. - Raising a flag and reporting to higher management whenever false information/claims are noticed.
- Analysing and corrections made to pitch decks shared by the Field Sales Representatives. - Uploading the corrected file to the cloud hub page.
- Providing client service and understanding the needs of the client through emails and calls. - Handling escalated calls.
- Familiar with and use tools like Excel, ASANA, RFPIO and Google cloud hub.

Implementation Consultant

Regalix India Pvt Ltd

Sept 2021- May 2023

- Assisting clients with issues related to Google ads, Google analytics and Google Tag Manager -Providing help implementing tracking codes and providing client service and understanding the needs of the client through emails and calls.
- Handling escalated calls and handled projects like MMS and DFA.
- Familiar with tools like Google ads, Google analytics (GA4), Google Tag Manager, basic HTML and Javascript.
- Manage all aspects of Google ad campaign
- Coordinating with respective team leads and management as and when required. - Ensure smooth functioning of the process and compliance to procedures and policy guidelines.

Senior Implementation Executive

Cognizant

June 2023- Present

- Assisting clients with issues related to Google ads, Google analytics and Google Tag Manager -Providing help implementing tracking codes and providing client service and understanding the needs of the client through emails and calls.
- Handling escalated calls and handled projects like MMS and DFA.
- Familiar with tools like Google ads, Google analytics (GA4), Google Tag Manager, basic HTML and Javascript.
- Manage all aspects of Google ad campaign
- Coordinating with respective team leads and management as and when required. - Ensure smooth functioning of the process and compliance to procedures and policy guidelines.