**Ankit Sankhla**

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**OBJECTIVE:**

To work in a company that offers professional growth while being resourceful, innovative and flexible.

**QUALIFICATION:-**

* **MCA (Master in Computer Applications) From GGSIPU in 2011**.
* **BCA FROM GGSIPU in 2007**.
* 12th (PCM) from Delhi in 2006.
* 10th (PCM) from Delhi in 2004.

**TECHNICAL SKILL SETS:-**

* **Certified Advanced Salesforce System Admin 211.**
* **Certified Salesforce System Admin 201.**
* **Certified Salesforce Developer 401.**
* **Certified Salesforce App Builder**
* **Knowledge about Cloud Computing.**
* Good knowledge about networking, Routers, Switches, Hubs, Routing protocols, IP address and Subnet.
* Worked on Windows and Mac.

**EXPERIENCE: - (5 YEARS and 7 months)**

* Infogain Pvt Ltd from Apr 2016 - till now.
* HCL Technologies from Jan 2014 to till Apr 2016.
* Vtech Technical Support - from July 2012 to Nov 2014.
* Dell International Services - from Feb 2011 – July 2012.

**Infogain Pvt Ltd :- Salesforce Consultant.**

• Salesforce Development and Design.

• create apex classes, test classes, and visualforce pages.

• Hands on experience on SOAP, REST and Webservices.

• Hands on experience on Salesforce security layers and access levels.

• Approval process, workflows and process builders.

**JOB PROFILE: - HCL Technologies (TIER II)**

• Daily administration and support of Salesforce database including but not limited to managing multiple user setup, profiles and roles, customization of objects, fields, record types, page layouts and validations;

• Working with management, strategic planning & analysis staff and end-users to create and manage complex workflow rules, data validation, and triggers;

• Develop and create customized reports and dashboards;

• Create and document application requirements by working together with those involved in the development of program enhancements and changes including program staff, programmers, strategic planning and analysis staff and/or outside consultants as needed;

• Manage the software testing process, which includes devising test plans, creating test cases, establishing protocols and appropriate testing environments and coordinating actual software testing;

• Keeping abreast of new Salesforce features and functionality and providing recommendations for process improvements;

• Train new and existing users on how to use database applications;

• Keep application users informed about system functionality and enhancements;

• Provide application users with technical support;

• Logging and tracking identified system problems through resolution;

• Creating and maintaining documentation on processes, policies, application configuration and help related materials for users as database applications are developed;

• Assist programmer with the development of technical documentation of existing and future applications

* Handling the Escalation from TIER 1 (Consumer & Business Customers) and taking the ownership of resolving the problem.
* Preparing and Publishing Daily Reports and Dashboard updating the compliance of the Escalation Desk and providing coaching and feedback based on the same.
* Sharing PPTs & updates with the Tier 1 teams about the procedure of calls getting escalated to Escalation desk and how to be compliant on the same.
* Arranging Accountability sessions with the Defaulters on the Escalation compliance and taking commitment from them.
* Responsible for Customer Service Division, duties including answering Customer's Queries, Handling Complaints and providing detailed information on new products.
* Online troubleshooting for Software installation and Wi-Fi & Bluetooth connectivity on Desktops, Laptops, Printers Routers and Modems.
* Online troubleshooting for Windows XP, Win7, VISTA, and Win 8.
* Ensure that all customers’ complaints are recorded and acted upon.
* Co-ordinate with concerned persons for unresolved complaints and queries
* Improving customer service based on client feedback through the development of new policies and procedures. Successfully handled all public relations issues.
* Demonstrate and ensure quality customer service.

-Handling all the cases escalated to Tier 2 EDI skill group.

-Cross skilled in CRM- Usage and EDI Skill group.

**JOB PROFILE: - Vtech Technical Support (TierII)**

* Handling customer calls related to Product enrollment.
* Enrolling customer’s for services over the phone, referring /guiding over the website for enrollment.
* Handling all in one support technical issue related calls and forwarding to concern department.
* Handling the escalations at supervisor level.

**JOB PROFILE: - Dell International Services (TierI)**

* Providing technical support to US Clients related all Dell products.
* Giving all technical support over the phone.
* Diagnosing and resolving the issues related to connectivity, Speed and Frequent disconnection.
* Resolving connectivity issues by manually configuring IP Address.
* Resolving speed issues by resetting /optimizing browser and cleaning system cache and temporary files.
* Handling team in the absence of Team Leader.
* Conducting and taking team sessions, rostering for shift and managing breaks.
* Sharing team performance report with Agents.
* Rolling out the Agent Performance Report on Daily Basis.

**PERSONAL DETAILS: -**

DATE OF BIRTH : - 22/05/1986

Sex : - Male

RELIGION : - Hindu

NATIONALITY : - Indian

LANGUAGE : - English, Hindi.

**DECLARATION:-**

I hereby solemnly declare that information given above by me is true to best of my knowledge.

**PLACE: ……………..... Ankit Sankhla**

**DATE: …………………**