

# Subhomay Bhaskar

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## Skills

**Technologies & Tools:** SOQL, Queries, Salesforce Integration, Data Modelling, Workflow Automation, API Management, Custom Objects, Security Controls, Trigger Implementation, REST Services, Sandbox Management, Power BI, MS-Word, PowerPoint, AutoCAD, Heroku, CPQ

**Languages:** APEX, LWC, Visualforce

## Work Experience

**Flybig Airlines, Assam**

Aug 2021 – Oct 2023

**Ground Ops**

- Ensure all activities follow security procedures, maintain effective threat assessment and response capabilities, and adhere to emergency response rules and regulations.
- Meet performance standards to ensure customer satisfaction, optimize resources for timely service, and use CRM tools for efficient, personalized customer interactions.
- Continuously improve the Quality System, hold regular development meetings with team leaders, and provide ongoing training to ensure staff maintain necessary skills.
- Implement measures to control theft and protect company property, achieve goals with a focus on cost control, and foster a positive, efficient working atmosphere.

**PNB MetLife, Murshidabad**

Feb 2021 - Aug 2021

**Insurance Manager**

- Led and managed a team of insurance agents, ensuring they met sales targets and maintained high levels of customer satisfaction. Provided guidance, support, and training to optimize their performance and achieve organizational goals.
- Strategically planned and executed targeted marketing campaigns aimed at increasing policy sales. Analysed market trends, identified key customer segments, and utilized various marketing channels including CRM tools like Salesforce, to effectively promote insurance products and boost sales.
- Collaborated closely with senior management to develop and implement policies and procedures for my division. Ensured these policies were aligned with company objectives and regulatory requirements, enhancing operational efficiency and compliance.

## Education

**MCET, Murshidabad**

B.Tech. in Civil Engineering

Apr 2015 - Dec 2019

**CGPA:7.2/10**

## Certificates

- Salesforce Administrator Certification -2024
- Salesforce Certified Platform App Builder -2024
- Data Visualisation with Power BI -2024
- Enterprise Automation with Python – 2024
- Become a Python Data Analyst -2024
- Continuous Integration and Delivery – DevOps -2024
- AVSEC – 2022
- Dangerous Goods Regulations – 2021