ANILKUMAR KOKKARAGUNDI

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Support Engineer

To work as a professional in a highly innovative firm that utilize my skills and abilities effectively, from which I can develop my skills so as to make it more precise. Proven multitasker independent worker and team player.

Summary

- Enthusiastic Salesforce developer eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of Development and Design and training in Development. Motivated to learn, grow and excel in Salesforce Developer.

- Multi-talented Developer consistently rewarded for success in planning and operational improvements. Experience in policy development and staff management procedures positively impacting overall morale and productivity.

- Created with Technical Engineer with over 1.5+ years of successful experience in Software and Networking. Recognized consistently for performance excellence and contributions to success in Service Level industry. Strengths in Development and Design backed by training in Salesforce Developer.

Work experience

2020 Jan – Till date

Technical Support Engineer

Mphasis

Hardware and Software installation, Remote Desktop Support, Configuration, Monitoring and Troubleshooting IT assets.

Tools and Technologies: Service now, remedy, Citrix, Active Dictionary Administrative console. iFlex, MS Office

Protocols: SMTP, FTP

2018 Sep - 2019 Nov

Associate Technical Engineer

Concentrix Technologies

I've worked as a Associate Technical Engineer for Lenovo Client. The role involves researching, Diagnosing, Troubleshooting and Identifying solutions to resolve system issues.

Tools and Technologies: Salesforce CRM, SAP CRM

Education

2019

Salesforce Admin/Developer

Success shore IT solutions

- Good knowledge in Salesforce Development and Design
- High oral and written communication skills
- Exceptional proficiency in Apex Classes Visualforce Migration Tool and other programs in
- Salesforce developer toolkit
- Sound ability to integrate various business processes across different systems

2019	Engineering in Electronics & Communication
	AGMRCET Varur

Academic Project - Self Balanced Robot Description:

Self-Balancing Robot is one step which promotes that a robot should be able to have locomotion using the balancing capabilities just as the humans also possess. The Self Balancing Robot Project consists of an Atmega328 microcontroller controlled system which with the help of its sensors mounted on the robot is able to balance the robot in upright posture.

Key competencies

- Salesforce Administrator / Developer
- Excellent Problem solving, Analytical and communication skills.
- Ability to learn new technologies faster and Good Team Member.
- Well versed in CRM practices and technology platforms and key integration points.
- Provide great customer support for the Salesforce platform.

Technical Skills

- Programming Languages: Object Oriented Programming Concepts, C, Apex
- Comprehensive technical and functional understanding of SDFC functionalities including SOQL, Apex Programming Visualforce ,SSO, OAUTH Configuration , Apex, Triggers ,Apex Data Loader ,Workbench, Workflow, Process Builder, Approval Process ,Release Management Tools, OWD ,REST and SOAP API, Lightning, Live Agent , Snap Ins ,SFDX , Communities ,CRM Configuration, Reports, Dashboards,
- Database basics

Extra-Curricular Activities

- Participated in the national level workshop and paper presentation on "**Soft Skills and Personality Development**".
- Participated in "Software Exhibition" organized by Association of Electronics and Information Technology Innovators.

Career Objective

- To secure a challenging position where I can effectively contribute my skills as Software Professional, possessing competent Technical Skills.
- To utilize my skills and ability to achieve the organizational goal and being resourceful and innovative to become an important part of the talent pool for the company I work in.