**AKSHAY KUMAR**

**Address:** 2176 Cooley Avenue East Palo Alto, CA 94303

**Phone:** (682) 521-2714 ▪ **Email:** akshay05.kumar95@gmail.com

**Website:** <https://kumarakshay.org/> ▪ **LinkedIn:** [**https://www.linkedin.com/in/akshay-kumar95**](https://www.linkedin.com/in/akshay-kumar95)

**AWARDS & ACCOLADES**

**Winner**: UTA Hackathon 2017, Best project solution amongst 200 other teams to University App Development.

**Award & Recognition:** Google Speech Dialect contributor. Represented Regional Zone over 300 universities.

**Publication**: Paper Presentation and Publication at ICCSP-2017-IEEE Conference as main author citation.

**Publication**: Paper Presentation and Publication at PNFE-2016-IEEE Conference as main author citation.

**Volunteer:** Salesforce Consultant at KindCause, Inc. A bay area based Non-Profit organization([kindcause.org](https://www.kindcause.org/)).

**Volunteer:** National Geographic Member- Teach the underprivileged drive in rural South India.

**CERTIFICATIONS**

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| --- | --- |
| Salesforce Certified Admin (ADM-201) | Salesforce Certified Sales Cloud Consultant (CRT-251) |
| Salesforce Certified Advanced Admin (ADM-211) | Salesforce Certified Community Cloud Consultant (ADX-271) |
| Salesforce Certified App Builder (DEX-403) | Oracle Certified Java Programmer |
| Salesforce Certified Platform Developer (DEX-450) |  |
| Salesforce Certified Service Cloud Consultant (ADX-261) |  |

**PROFESSIONAL EXPERIENCE**

**Salesforce Developer,** Akidev Corporation Fremont, CA (02/20 – Present)

* Handled all basic administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks that reduced the time consumption by 50%.
* Implemented customer-based solutions and developed products on platform using Apex and Visual Force.
* Orchestrated client projects using declarative and programming facets of Salesforce Platform along with third party integrations to provide the clients with required business solutions.
* Salesforce project development using custom Visualforce pages, a complete provisioning REST API, and a real-time, bi-directional sync with external applications to simplify the process and avoid writing extra lines of code.

**Enterprise SaaS Support Engineer,** Centrl Inc., Mountain View, CA (10/19 – 12/19)

* Performed troubleshooting to identify causes and recommend remedies to user issues and provided ticket resolutions with an optimal average C-SAT score of 3.5 to 4 while working in a team of 6.
* Provided feedback and analysis to the internal product development team on enhancements & improvements for the product specific requirement that is needed for each client in the US and Internationally.
* Served as a conduit between the client services team and product engineering team to research, replicate and identify technical product issues and performed client configuration updates to address these issues.

**Graduate Research Assistant,** Nanotechnology Research Center., Arlington, TX (1/18 – 5/19)

* Designed, developed and implemented enterprise software to manage the Research Center’s cleanroom.
* Developed Business Intelligence software which recorded data periodically and provided interface for analysis.
* Maintained and updated existing software on regular basis and checked its optimal functionality and worked on enhancing them whenever there was a possibility to improve over earlier codes.
* An integral part in setting up the apparatus for the PhD Students and Researchers to perform elaborate experiments and record the data and also was responsible for keeping the inventory updated.

**EDUCATION**

Master of Science (Computer Science) Graduate of the University of Texas, Arlington **GPA: 3.5/4.**

Bachelor of Engineering with Distinction in Computer Science- Sathyabama University **GPA: 8.1/10.**

**SKILLS**

Apex, Visualforce, LWC, SQL, SOQL, SOSL, Java, JavaScript, HTML, CSS & PHP.

IBM Bluemix, Microsoft Azure, Google Cloud Platform, Amazon AWS, Jira & Zendesk