



Contact

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Address

Hyderabad, India 500096

Education

2013-2017

**Bachelors of Technology -
Computer Science**
Galgotia University

Technical Skills

- Salesforce - CRM
- JavaScript
- Service Now
- C++
- HTML/CSS
- XML
- Tableau
- Google Analytics
- SQL Server
- GitHub
- Postman
- JIRA

Akanksha Aggarwal

5 years of experience as an engineering and customer support professional. Possess strong troubleshooting capabilities and customer-oriented attitude. Detail-oriented team player with strong organizational skills. Experience in providing technical/ product support to users and developing and implementing technical solutions.

Experience

○ December, 2020 - Current

Salesforce | Hyderabad

Technical Support Engineer

- Assisted customers to troubleshoot their integration and implementation of other salesforce CRM related product issues. This involved debugging, troubleshooting, and taking responsibility until the issue is fully resolved.
- Designed custom engineering solutions for customers based on requirements
- Created knowledge base materials dedicated towards operational efficiency while also empowering and enabling the internal teams.
- Resolved customer service issues and skillfully managed complex customer escalations in a timely manner.
- Managed customers; expectations and customer experience in a way that results in high customer satisfaction and continually meeting monthly goals on KPIs such as CSAT, Productivity, etc.
- Defined and documented technical best practices for both internal and external customers.
- Delivered Knowledge sessions and acted as a subject matter expert for specific product functionality.
- Identify product and services up-sell opportunities and describe Salesforce solutions to customers in a way that is articulate, accurate, and persuasive.

○ November 2017 - December 2020

Infosys Pvt Ltd. | Pune

Senior Software Engineer

- Worked with project managers, developers, quality assurance and customers to resolve technical issues. Reviewed the client code for implementation and identify issues if any.
- Designed and developed Apex classes, apex triggers, lightning components and test classes and done deployments through VS code, Jenkins.
- Trained and mentored peer developers and engineers with needed technical skills within my area of expertise and helped improving the overall team performance.
- Reviewed project specifications and designed technology solutions making sure they adhere to defined standards of delivery excellence.
- Coordinated and lead efficient large-scale software deployments.
- Tested methodology with writing and execution of test plans, debugging and testing scripts and tools.
- Worked as a Production Support team in the project focusing on domain and business understanding and also researching in many different UI interfaces, etc.
- Code Analysis based on the impediments faced by users in production environments in real case scenarios. Development of E-Fixes through validation rules, Approval Processes for automated alerts, field updates.
- Updated old code bases to modern development standards, improving functionality.

Expertise

- Exceptional oral and written communication skills
- Strong problem solving and analytical skills
- Strong customer-facing and relationship management skills
- Attention to detail and ability to handle pressure
- Leadership Skills

Accolades

- Salesforce Double Star Ranger.
- Salesforce Platform Developer 1 certificate
- Salesforce Admin Certified
- Salesforce Service Cloud Consultant Certified
- Salesforce App Builder Certified
- Completed Foundation Program Training
- Generic and Stream of Infosys Ltd