



# Technical Support Engineer Role

## CSG SUPPORT- FUTUREFORCE

Salesforce, the Customer Success Platform and world's#1 CRM, empowers companies to connect with their customers in a whole new way. The company was founded on three disruptive ideas: a new technology model in cloud computing, a pay-as-you-go business model, and a new integrated corporate philanthropy model. These founding principles have taken our company to great heights, including being named one of Forbes's "World's Most Innovative Company" five years in a row and one of Fortune's "100 Best Companies to Work For" eight years in a row. We are the fastest growing of the top 10 enterprise software companies, and this level of growth equals incredible opportunities to grow a career at Salesforce. Together, with our whole Ohana (Hawaiian for family) made up of our employees, customers, partners and communities, we are working to improve the state of the world.

## ABOUT FUTUREFORCE:

Futureforce is for college students wanting to experience life at Salesforce, one of the World's Most Innovative Companies 5-years-running and one of Fortune's "100 Best Companies to Work For" 8-years-running. Futureforce offers a collaborative work environment, which fosters innovation, provides flexibility and most importantly is fun!

## CUSTOMER SUCCESS GROUP:

- **Role** - Technical Support Engineer
- **Location** - Hyderabad
- **Work timings** - 24/7 Shifts
  
- Assisting customers in solving their custom code, integration, and implementation of Salesforce products. This involves debugging, fixing, and ensuring issues are fully resolved.
- Designing and maintaining technical expertise in assigned areas of product functionality.

- Demonstrating outstanding analytical and problem-solving expertise.
- Providing feature explanation and Salesforce coding best practices.
- Handling customer expectations and the customer experience to enhance customer satisfaction.
- Actively maintaining and participating in job-related training activities.

**REQUIRED QUALIFICATIONS/SKILLS:**

- Superb Communication - Verbal and Written
- Super Badges in Salesforce Administrator/Developer etc
- Solid Grasp of HTML, XML, API, SQL
- C, C++, Java, RDBMS and OOPS concepts
- Ability to communicate technical concepts clearly and effectively
- Solid grasp of Internet technologies: firewalls, web servers, web proxy servers, etc.
- BE/B.Tech degree with minimum 70% academic scores from Computer
- Science or from circuit branches background
- Willingness to work in flexible shift timings.

**WE ARE CURRENTLY HIRING FOR THE CSG SUPPORT FTE ROLE FOR THE BATCH OF 2023.**

We are considering all the streams under the following courses:

- B.Tech CS and Circuit Branches

**FTE OFFER DETAILS SHARED HERE UNDER:**

- Component In INR
  - Base 750000
  - Performance Bonus 75000
- CTC 825000

**FTE ADDITIONAL BENEFITS**

- Wellness Reimbursement: INR 60,000 per annum
- Vision/Dental Reimbursement: INR 15,000 per annum
- Educational Reimbursement: INR 3,50,000 per annum
- Benefits as per the company norms:
- <https://salesforcebenefits.com/assets/pdf/Brochure-India.pdf>