

Intern - Associate Technical Support Engineer (Six Months)

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 innovative 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 phenomenal 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 or interns 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!

Role Description:

- Assisting customers in troubleshooting their custom code, integration, and implementation of Salesforce products. This involves debugging, troubleshooting, and ensuring issues are fully resolved.
- Developing and maintaining technical expertise in assigned areas of product functionality.
- Demonstrating outstanding analytical and problem-solving expertise.
- Providing feature explanation and Salesforce coding practices.
- Handling customer expectations and the customer experience to improve customer happiness.
- Actively maintaining and participating in job-related training activities.

Required Qualifications/Skills:

- Superb Communication - Verbal and Written
- Ability to quickly learn new technologies
- Strong analytical and problem-solving skills
- Be a self-starter and possess strong sense of self-motivation
- BE/B.Tech degree with minimum 70% academic scores from Circuit Branches. Batch of 2024
- Willingness to work in flexible shift timings.

Business requirements

Job Location: Hyderabad, India

Working Hours:

We operate 24x7 which can involve working during one of the below shifts (not limited to- shift timing can change)

- AMER hours (Eastern Standard Time - 5.30 PM/6.30 PM IST or Pacific Standard Time – 9 PM/10 PM)
- EMEA hours – 12:00 PM/1 PM/2PM
- APAC hours – 5.30 AM IST onwards