

anil.paramapuram@gmail.com

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Hyderabad, Telangana 500089

WWW: [Bold Profile](#)

Skills

- Microsoft Dynamics 365 F&O
- SQL
- MS Office

Education

01/2020

Masters of Technology(M-Tech):

CAD-CAM

GPREC

Andhra Pradesh

GPA: 78%

01/2017

Bachelor of Technology:

M.E

AIMS

Andhra Pradesh

GPA: 68%

01/2013

Intermediate:

Math, Physics, Chemistry

Board of Intermediate Education

Andhra Pradesh

GPA: 87%

01/2011

Secondary School Certificate:

School of Secondary Education

Andhra Pradesh

GPA: 89%

Websites, Portfolios, Profiles

- <https://www.linkedin.com/in/anilkumar-paramapuram-629a1b123/>

Anilkumar Paramapuram

PROFILE

To strive for excellence in Dynamics 365 F&O with dedication, focus, proactive approach, positive attitude and passion. I aim to utilize my knowledge and skills in the best possible way for the fulfillment of organizational goals and learning along the journey. Total years of experience 3 years.

WORK EXPERIENCE

TCS - Tech Services Support(Microsoft)

03/2024 - Current

- Evaluated incidents, gathered information, and delivered appropriate solutions.
- Provided customer support for end-market users. Coordinated with internal customers to troubleshoot and resolve the issues within the Icertis contract management platform.
- Record and maintain detailed logs of support activities, resolutions, and recurring issues.
- Collaboration with other teams and work with other IT teams to resolve issues.
- For unresolved issues, escalate tickets to the appropriate higher-level support or technical team.

TCS - Adecco India Roll Out, Akkodis India Roll Out.

Hyderabad, India

08/2022 - 02/2024

- My role in this project was to communicate with the business user and collect the required information and data.
- Perform data cleansing.
- Responsible for analyzing the data received from the legacy system and importing the data into MS Dynamics 365 using the Data Management workspace.
- Collect the error data while importing, and evaluate it to inform the user.
- Responsible for creating the import and export project entities.

HOBBIES & INTREST

- Actively participated in 3K Marathon conducted by the TCS.
- Watching Movies
- Reading Books

PERSONAL INFORMATION

- Date of Birth: 04/02/96
- Nationality: Indian
- Marital Status: Single
- Languages: Telugu and English

DECLARATION

I hereby clear that all the details furnished above are done by me and are correct to my knowledge.