

Mark Anthony Alcantara

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RELEVANT SKILLS

Software:

- Salesforce
- JIRA

Job Specific:

- Excel
- AutoCAD
- Software Testing
- Application Support
- Customer Service
- Bug Tracking

EXPERIENCE

Professional Sabbatical | Career Development

October 2021 – Present

- Completed local community college coursework focused on technical design and drafting, gaining hands-on experience with AutoCAD, Autodesk Inventor, and Adobe Photoshop
- Applied project planning, documentation, and problem-solving skills through academic and independent technical projects
- Developed and initiated an early-stage small business, including workflow planning, tool selection, and operational setup

Abbott Diabetes Care Alameda, CA

December 2020 – October 2021

Applications Support Engineer

- Delivered Tier 1 and 2 support to support over 20 users utilizing our Salesforce Complaints application, ensuring their seamless navigation and efficient execution of daily responsibilities
- Compiled and analyzed incident data using Excel and Salesforce to maintain compliance with Food and Drug Administration regulations, demonstrating meticulous attention to regulatory requirements
- Conducted User Acceptance Testing to ensure the forthcoming iteration of our Salesforce application aligns with the requirements of 20+ users, ensuring optimal functionality and user satisfaction
- Fulfilled weekly System Administrator duties within Salesforce, efficiently provisioning and managing user access, ensuring smooth application utilization for daily responsibilities

SunPower Corporation Richmond, CA

November 2017 – October 2019

Applications Support Engineer

- Performed Product Owner responsibilities for our Project Management Software, leading weekly demos, gathering feedback, crafting user stories, collaborating with the development team, and conducting testing on new features
- Collected project requirements from Project Managers and Engineers to carefully configure project schedules using Salesforce Project Management software, ensuring accurate scheduling for 20+ project teams and optimizing project workflows
- Created and executed comprehensive test cases and scenarios for our Salesforce Project Management software, leading to significant improvements and an enhanced version for more than 20 end users
- Orchestrated user training sessions for Salesforce empowering over 20 end users to adopt the new system, facilitating a smooth transition and operational efficiency

Twitter San Francisco, CA

August 2016 – July 2017

Business Analyst

- Led bi-weekly Backlog Grooming & Sprint Planning meetings by generating and monitoring numerous tickets, structuring the Backlog, and presenting tickets to Developers, resulting in a well-organized Sprint and progress in project advancement
- Conducted SOQL queries and extracted extensive data using Salesforce's Data Loader to support internal business operations at Twitter and provide necessary data for further analysis to the Billing Systems Product Manager
- Engaged in collaborative initiatives to streamline Salesforce adoption for a Twitter-owned non-profit. Led project coordination, provided training, and conducted impactful data analysis, resulting in accurate reporting for enhanced funding opportunities