

# Resume

**Vishal Kumar**

**Location:** Bhopal

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## **Professional Summary:**

Vishal Kumar is a dynamic and goal-driven professional with strong experience in **software technical support, project coordination, and cross-functional team leadership**. Recently promoted to **Manager**, he leads a diverse team of over **12 professionals**, including **developers, testers, support staff, and sales executives**. He is passionate about delivering high-quality software solutions, ensuring customer satisfaction, and driving business growth.

With a solid foundation in **HTML, CSS, PHP, MySQL**, and tools like **Android Studio, Dreamweaver, and Visual Studio Code**, Vishal provides **technical support**, coordinates **product demos and client training**, and ensures smooth software implementation. He is also proficient in **remote desktop support**, issue resolution via **CRM**, and Excel-based reporting using **VLOOKUP, HLOOKUP, Pivot Tables**, and more.

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## **Current Role: Manager – School ERP India (Vaibhav Infotech, Bhopal)**

### **March 2023 – Present**

- Leading a cross-functional team of **12+ members**: developers, testers, support, and sales teams.
- **Managing software support operations**, resolving complex technical issues, and overseeing client onboarding.
- Conducting **remote training sessions**, software installation/configuration, and database management using **PHP and MySQL**.
- Monitoring team performance, allocating tasks, and ensuring **sales and support targets** are achieved.
- Coordinating with the **marketing and sales team** to track client interest, conduct follow-ups, and close deals.
- Recovering pending dues and monitoring software expiry and usage.
- Delivering reports, insights, and solutions to improve team efficiency and client satisfaction.

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**Previous Role: Senior CSA – Government e-Marketplace, GEM (Magnum Super Distributors Pvt. Ltd., Bhopal)**

**Nov 2021 – Dec 2022**

- Handled **technical escalations**, recurring issues, and time-bound CRM complaints.
- Provided **remote support**, documented incidents, and coordinated with the development team.
- Received **Star Performer Award** in October 2022 and received frequent client appreciation.
- Used **Excel tools** for live tracking and incident analysis.

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**Technical Skills:**

- **Languages:** PHP, HTML, CSS, Bootstrap, MySQL
- **Tools & IDEs:** Android Studio, Dreamweaver, Sublime Text, Visual Studio Code
- **Operating Systems:** Windows 10/11, macOS
- **Software Platforms:** ERP (Educational & Industrial), CRM
- **Excel Tools:** VLOOKUP, HLOOKUP, Pivot Table, COUNTIF, Slicer
- **IOS App Application Registration and Build**

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**Academic Background:**

- **BCA** – RKDF University, Bhopal (2021)
- **12th** – BSEB (2018)
- **10th** – BSEB (2015)

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**Core Competencies:**

- Cross-functional Team Leadership
- Software Implementation & Technical Support
- Product Demo & Client Training

- CRM Ticket Resolution
  - Data Analysis & Reporting
  - Client Engagement & Sales Coordination
  - Performance Monitoring & Strategic Planning
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**Declaration:**

I hereby declare that all information mentioned above is true and correct to the best of my knowledge.

**Place:** Bhopal

**Date:** 15-06-2025

**Signature:** Vishal Kumar