

Curriculum Vitae

KIRAN SUDHAKAR KSHIRSAGAR

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OBJECTIVE

To secure challenging and responsible position, where I can contribute to the successful growth of the organization using my skills & hard work to get the end results.

PROFESSIONAL SUMMARY

Qualified & Certified CLM & ERP Pre-Sales and Learning & Development Specialist with a demonstrated history of working in the computer software industry with 17+ years of overall IT experience. Skilled in Icertis CLM, ERP, E-Learning, Customer Relationship Management (CRM), Project Management, Pre-sales, and Project Delivery Methodologies & Life Cycle. Strong ERP domain professional with SaaS & Cloud technologies products.

PROFESSIONAL AND ACADEMIC CREDENTIALS

- **ICI CLM Certified Project Manager and L&D Specialist** since February 2022.
- **Sr. Pre-Sales Consultant, L&D Specialist and ERP Functional Consultant** since March 2016
- **Tally.ERP 9 Developer Professional** since October 2006
- **VB.Net** from Aptech Education, Nashik in August 2006
- **Oracle 9i SQL / PL-SQL** from Aptech Education, Nashik in March 2005
- **Masters in Computer Management (M.C.M)** from I.M.R.T., Nashik in July 2004
- **Bachelor of Commerce (B.Com)** from K.T.H.M. College, Nashik in October 2001

WORK EXPERIENCE

- Worked as **Lead – Product Trainer** with **Gateway Internet Protocol Management Pvt. Ltd.** formally known as **Sakon** in India, (<https://www.sakon.com/>), **Pune** from **December 2023** to **November 2024**.
 - Providing training to audience including Customers, Partners & Employees on Sakon Device Platform.
 - Delivering the training content through various channels/ mediums. Helps customers use new products or services by providing training.
 - Reviewing documentation from product development teams, e.g. release notes, technical and functional system logic, design specifications, or configuration control requirements, to understand and stay up to date on systems changes.
 - Creating presentations that outline the features and benefits of products and services

ensuring that all training materials are up to date and relevant to the company's current offerings.

- Executing a Train-the-Trainer plan with other trainers as applicable to the content and intended audience.
- Helping customers use new products or services by providing training or troubleshooting problems or issues.
- Maintaining current knowledge base of the Sakon's offerings, product and services.
- Designing, develop, and present training programs that educate employees on best practices or procedures.
- Developing/maintaining training content roadmap for different product modules and processes.
- Developing/maintaining supplementary training including reading material, assignments, lab work and exercises.
- Developing different training content using tools such as training decks, documents, flow charts, videos with voice-overs, etc.
- Gaining a deep understanding of the product or service and its potential applications within the industry.
- Developing employee certifications/courses to attain distinct levels of proficiency in product training.
- Maintaining training data and relevant reports in the Training SharePoint Site & LMS including weekly/monthly/yearly process KPI training reports for presentation to stakeholders.
- Worked as **Manager – Professional Services** with **ProductDossier Solutions India Pvt. Ltd.**, (<https://www.kytes.com/>), Pune from **July 2023 to November 2023**.
 - Responsible for customer implementations, customer success and customer support.
 - Responsible for the entire journey of customer onboarding. This typically includes Kick-off, business requirements gathering, getting configurations done, UAT, Go-live, post go-live changes and support.
 - Responsible for preparing customer BRDs, software documentation and any other documentation required.
 - Perform the role of project manager and be responsible for preparing and tracking project plans, presentations, status reports, stakeholder management and ensuring that projects are run successfully.
 - Responsible for providing your support to establish ProductDossier PSA implementation processes, templates, best practices, and other related artifacts.
 - Responsible for assisting sales teams with product demos, solutions call with customer or any other help in customer sales journey.
 - Work with internal development teams and provide input for any customer specific product enhancements or future product roadmap.
 - Responsible for managing project teams and people reporting to you on their growth and

- performance.
- Also further strengthen the ProductDossier thought leadership in PSA space by writing white papers, case studies, conducting webinars, attending conferences and other such means.
- Responsible for communicating to the outside world about ProductDossier value proposition, technology offering and others.
- Worked as **Manager – Professional Services** with **Cloudmoyo India Pvt. Ltd.** (<https://www.cloudmoyo.com/>), **Pune** from **February 2022** to **June 2023**.
 - Planning, executing & coordinating for all Icertis Product L&D activities. Conducting Employee Trainings, Product Enhancements Trainings. Over-all responsible for ICI Project Training, Delivery and Implementation Life Cycle, Legacy Migration etc.
- Worked as **Senior Pre-Sales Consultant** and **Manager – Learning and Development** with **EPPS Infotech Pvt. Ltd.** (<https://www.epps-erp.com/>), **Pune** from **March 2017** to **January 2022**.

<u>Pre-Sales KRAs</u>	<u>L&D KRAs</u>
Worked for EPPS Pre-Sales activities since 2017. My activities involved review and document Customer Requirements, Architect possible Business and Application Solutions w.r.t. Customer Requirements, Lead & Guide the team in reviewing the Solutions, Review the deliverables and provide necessary feedback, Participating in preparing Techno Functional and Commercial Proposals and Bidding Process, Preparing and sharing the RFP (Request for Proposals) and RFI (Request for Information) to the requisite stakeholders, if required also Visit customer locations to support the implementation, Coordinating and Communicating with Indian and Abroad Prospects and Customers as and when required.	Planning, executing & coordinating for all L&D activities for our EPPS SMART ERP Product. Conducting Partner & Customer Trainings, Employee Trainings, Product Enhancement / Update Trainings etc. on Product. Continuous Learning new products / technologies / Architecture etc.

- Worked as **Project Manager** with **EPPS Infotech Pvt. Ltd.**, **Pune** (<https://www.epps-erp.com/>) from **March 2016** to **February 2017**.
 - Worked in multiple roles for various internal need-based job profiles viz. Business Analysis, Project Delivery Management, Implementation, Techno Functional Consultation, Support & Services etc.
- Worked as **Senior Project Manager** with **Enthraltech Pvt. Ltd.** (<https://www.enthrall.ai/>), **Pune**

from **February 2014 to February 2016.**

- Requirement gathering and analysis activities in the project.
 - Writing business documents like SRS, DFD, preparing wireframes etc.
 - Conducting User Acceptance Test.
 - Coordination with internal and external stakeholders.
 - Working closely with web-based application.
 - Participating in developing estimates and project planning.
 - Application Testing and communicating issues.
 - Documenting all the activities up to date for future reference.
 - Coordinating and Communication with Indian and Abroad Prospects and Customers as and when required.
- Worked as **Consultant, Tally.ERP 9 Development with Software At Work India Pvt. Ltd.** (<https://www.sawindia.com/>), **Mumbai** from **March 2011 to February 2014.**
 - Worked as **Tally.ERP 9 Developer Professional Free Lancer** with **Shree Aniruddha Services, Nashik** from **November 2010 to March 2011.**
 - Worked as **Software Engineer** with **Winjit Technologies Pvt. Ltd.**(<https://winjit.com/>), **Nashik** from **October 2009 to November 2010.**
 - Worked as **Tally.ERP 9 Support Manager and Developer Professional** with **Green FX W.L.L.** (<https://www.tallybahrain.com/>), **Kingdom of Bahrain (Middle East)** from **May 2009 to July 2009.**
 - Worked as **Tally.ERP 9 Developer Professional** with **Spectrum Computers, Navi Mumbai** from **July 2008 to May 2009.**
 - Worked as **Software Engineer** with **Winjit Technologies Pvt. Ltd.**(<https://winjit.com/>), **Nashik** from **September 2006 to July 2008.**
 - Worked as **Supervisor cum Project Coordinator** on e-governance projects with **ABM Knowledgeware Ltd.** (www.abmindia.com), **Mumbai** from **May 2005 to May 2006.**

ACCUMULATED COMPUTER CREDENTIALS

- **Operating Systems** : Windows 11, iOS, Linux
- **Languages** : C, TDL (Tally Definition Language)
- **Front End** : Basics of Visual Basic 6.0, VB.Net, Java
- **RDBMS** : PostgreSQL, Oracle 8i, 9i, SQL / PL-SQL
- **Project Mgmt. Tools** : JIRA, ServiceNow, OSTicket, OpenProject, Freshdesk, MS Project etc.
- **Content Publishing Tools:** Articulate, Captivate
- **LMS / Training Tools** : Webex, Zoom, GoToTraining, MS Teams, Moodle, Litmos, Whatfix etc.
- **Report Writing Tools** : Jaspersoft Studio, Crystal Reports
- **WEB Skills** : Basics of HTML, DHTML, C#

PERSONAL DETAILS

Correspondence Address	C/o. Sunil Shelke, Flat No. 201, Yugandhara Apartment, Lane No. 2, Pathare Thube Nagar, Off. Kharadi Hadapsar Bypass, Pune, Maharashtra (India) 411014
Permanent Address	Flat No. 105, "Sriroz Paradise Phase II" CHS, Survey No. 228, Patil Nagar, Chikhali, Pune, Maharashtra (India) 411062
Date of Birth	3 rd May, 1981
Gender	Male
Marital Status	Married
Indian Passport No.	H3813073
PAN No.	APKPK7671Q
Language Proficiency	English, Hindi and Marathi
LinkedIn Profile	https://www.linkedin.com/in/kiran-kshirsagar-b5970a6/

ACHIEVEMENTS

- **Icertis Certified Professional** (ICI-Professional, Practitioners, Administrator, Functional Consultant, Obligation Management Consultant, Proposal Management Consultant, Risk Management Consultant valid from June 2022).
- Represented **Spectrum Computers**, Navi Mumbai in advanced trainings for Tally.ERP 9 Developer Professionals held by **Tally Solutions Pvt. Ltd., Mumbai** in March 2009 and October 2008.
- Represented **Winjit Technologies Pvt. Ltd.**, Nashik in the training for SAGE Accpac ERP Technical & Functional Consultants held by **SAGE India, Mumbai** (<https://www.sagesoftware.co.in/>) in August 2007.
- Topped & represented **Winjit Technologies Pvt. Ltd.**, Nashik in the training for Tally.ERP 9 Developer Professionals held by Tally Solutions Pvt. Ltd., Mumbai in November 2006.
- Received the Best Trainee Award for MSEDCL CFC Software Training held by **ABM Knowledgeware Ltd.**, Mumbai in April 2006.
- Represented Maharashtra team as Manager/Coach in National Volleyball Championship for Deaf/Dumb held in Bangalore in July 2004.

I hereby, declare that the above given information is true and correct as per the best of my knowledge.

(Kiran Sudhakar Kshirsagar)
