

# Kapil Kumar Goyal

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## **OBJECTIVE:**

To work with a well established organization with a stable environment that will lead to a lasting relationship and see my carrier progress in this direction

## **ACADEMIC QUALIFICATIONS:**

- ❖ CBSE Xth Board: secured **86.2%**
- ❖ CBSE XIIth Board: secured **91.8%**
- ❖ Done Bachelor Of Technology in Computer Science and Engineering, from Amity School Of Engineering And Technology, Amity University, Noida Sec-125, U.P ,secured a CGPA of **7.60**

## **WORK EXPERIENCE**

- ❖ Currently working as an Account manager at Hotelogix
- ❖ Worked in CRMNEXT as a Software Developer
- ❖ Worked in Virtusa Consulting Services Pvt. Ltd. as a Software developer
- ❖ Worked as a freelancer for 8 months

## **PROJECTS COMPLETED:**

### ❖ **HOTELOGIX**

(November 2014- till date)

**Business Problem** :- At Hotelogix, we help both the old & the emerging Hotel businesses to climb onto our platform, which lets them match the versatility and dynamism of the larger, more resourceful Hospitality businesses. We do this by creating great technology and by making it accessible to people that previously wouldn't be able to afford it.

We are a team of highly dedicated individuals who share two things: a passion for problem-solving, and a commitment to excellence.

**Role :- Account Manager** with following responsibilities:

1. Own Customer Relations during the entire Life Cycle of the Client
2. Manage Customer Training, refreshers and account setup/go-live
3. Monitor Customer usage and performance
4. Proactively call customers to let the customer know that we are here to support them from a business perspective and help them get the most ROI from their Hotelogix services
5. Escalate any concerns regarding well-being of the customer to the Head of Global Support
6. Foster and create a Win-Win relationship with new and existing customers
7. Help with and coordinate with customers with respect to renewals and payments
8. Periodic account reviews with Global Support Head including service issues, revenue, profitability, run rate gaps and actionable plans
9. Maintain internally agreed SLA figures
10. Adhere to, and contribute to the development of support processes, procedures and standards
11. Manage customer trainings and go live process
12. Own customer relationship as a contract is signed with the customer

❖ **CRMNEXT**

(Jan 2014 - November 2014)

**Business Problem:** **Customer Relationship Management (CRM)** is a concept or strategy to solidify relationships with customers. With CRM you can align your strategy, processes and technology to manage customers and all customer-facing departments & partners, efficiently

Any CRM implementation has the potential to provide strategic advantages to the organization, if handled correctly. Most CRM initiatives begin with a need for methodology to manage the process of handling customer related information more effectively. For beginners, it could simply mean better lead management capabilities or sales pipeline visibility. However, as organizations mature in their CRM initiatives, they begin to look at CRM as a tool to acquire strategic differentiators

**Environment:** C# , Asp.net ,MVC4 following n tire architecture

**Project Role:** Software Engineer with the following responsibilities:

- Understanding the business requirements
- Working on new Updates and Release
- Involved in development activities of application
- Client Engagement for end to end project delivery
- Proficient in requirement study developing high level implementation plans, translating clients' requirements into system configurations, impact analysis, gap analysis and full life cycle implementation
- Efficient in coordinating with client and on-site/offshore teams for ensuring on time quality deliveries

## ❖ JDPA PLATFORM CONTENT DELIVERY

(April, 2013 – Jan 2014 )

Business Problem: JDPA analyzes millions of consumer/ B2B opinions, perceptions, and expectations each year. It helps companies and industries improve via quality/satisfaction data from verified owners, mystery shopping, social media analysis and performance improvement training and serves as a performance benchmark in numerous industries. It independent and unbiased; credible and trusted.

Content Delivery Platform is a comprehensive online source of data, insights and analysis for JDPA Clients. CDP is a single sign-on container through which JDPA clients receive products. CDP is the central and unique delivery mechanism for all syndicated, proprietary, tracking, PIN, marketing deliverables and insights for accredited users

CDP will be available to the client via multiple channels - web, mobile, offline (xls integration, spss exports...), api and embedded user interface

Environment: Java, Spring MVC, Ext-Js, Alfresco,Solr & C#

Project Role: Software Engineer with the following responsibilities:

- Understanding the business requirements
- Involved in development activities of application
- Effectively worked for delivering with quality in strict timelines

## ❖ DESIGNING A NETWORK AND ADMINISTRATING IT WITH LINUX SERVERS

The project was based on the creation of a network of 60 computers , kept in different rooms, connected via physical media, to the main linux server, on which all server programs were kept and executed

## ❖ QUIZ

This project was made on c platform which included various questions in different fields like maths , science, general knowledge and computers. The player can choose any subject and his performance was recorded on a scoreboard

## ❖ LINE SENSORED ROBOT

In this project a robot was made which could sense the colour difference and move along the path . It was fitted with LEDs , lighting systems and sensors , It could trace the black paths on the white base and make movements accordingly

## ❖ TRAFFIC LIGHT CONTROLLER SINGLE WAY

In this project a 16- bit microprocessor was programmed to control a single way traffic, by using leds, and time delay loops

### ❖ **SHOPPERS DEN**

In this project I worked on .net framework , with c# as the coding language and mvc architecture was strictly complied to

### ❖ **TRAINING MANAGEMENT SYSTEM**

In this project I worked on the technology Spring 2.4 , Hibernate , Sql and java script

### **PROFICIENCIES**

- ❖ Team & client Management
- ❖ Good communication and collaboration skills
- ❖ Critical thinking skills
- ❖ Management and leadership skills
- ❖ Offsite/Onsite/client trainings & presentations

### **ADDITIONAL CERTIFICATION**

- ❖ Certified course of LINUX from HEWETT PACKARD
- ❖ Certified course of JAVA(core and advanced) from DUCAT institute

### **ACTIVITIES AND HONOURS**

- ❖ Got a Merit Of Certificate twice from Delhi Public School in year 2004,2005
- ❖ Participated in ASB Model United Nation being held in Amity
- ❖ Got a Certificate of Appreciation in International IT Summit held at Amity
- ❖ Participated in ROBOMANIA (technical event) in Amity
- ❖ Got a merit certificate in Aptitude Test from NIIT and was placed in top 8 % all over India
- ❖ Was a member of CORPORATE SOCIETY for a year 2009-2010
- ❖ Participated in workshop on JAVA held at NIIT
- ❖ Got a Certificate of Appreciation for organizing BUILD-O-BUILD in ACT'2011 at Amity
- ❖ Participated in Poster & Power Point Presentation Competition held at NIIT
- ❖ Got a Certificate of Appreciation for the Convocation Of Class of 2010 held at Amity
- ❖ Got a certificate of Participation for the DEBUG-2011 , in ACT'2011
- ❖ Got a certificate of Participation for the Pragyaan 2.0 held at CHITKARA UNIVERSITY
- ❖ Got a Certificate of Appreciation for participating in National Level Techno-Cultural Fest BHARATIYAM 2010
- ❖ Guitar Player
- ❖ Got a Certificate of blood donation (twice) from Rotary Blood Bank
- ❖ Was PRESIDENT of Amity Microsoft Technical Club

- ❖ Was a member of Core committee of Artificial Club
- ❖ Was a member of Core committee of Data Base Management Club
- ❖ Was a member of Core committee of Network Security club
- ❖ Was a member of Core committee of Web Designing And Coding Club
- ❖ Organised “ Think Twice Code Once “ event in Virtusa
- ❖ Got a Memento for a technical speech in Amity Youth Festival on 7<sup>th</sup> Feb 2014

**PERSONAL INFORMATION:**

Father's Name	-	Atul Kumar Goyal
Date of birth	-	15 October, 1991
Interests	-	Reading , Swimming, playing Football
Sex	-	Male
Nationality	-	Indian
Permanent Address	-	Mr. Kapil Kumar Goyal House no – C-51 , Sector -30, Noida ,U.P