Krishan kant Agrawal
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Objective

Results-driven Principal Integration & Customization Engineer with 10+ years of experience in technical consulting, API integration, and process optimization. Proven expertise in delivering tailored solutions to enhance customer success. Seeking a technical developer & consultant role to drive innovation and collaboration.

Core Competencies

- Technical Consultation & Solutions Architecture
- API Integration & Customization
- Database Management & Optimization
- Technical Support & Troubleshooting
- Customer Success & Relationship Building
- Process Automation & Efficiency Improvements
- Cross-Functional Collaboration
- Team Leadership & Mentorship

Technical Skills

- **Languages:** PHP, JavaScript, SQL
- **Tools & Platforms:** RESTful APIs, MySQL
- **Frameworks:** Laravel, React.js
- **Other Skills:** Linux, Technical Documentation, Client Training & Support, Data Analysis

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Professional Experience

Founder & Technical Lead
AidLead Soft Solutions Pvt. Ltd, Gurugram, Haryana | *[March 2023]*
(A CRM startup focused on centralizing omnichannel communication channels to enhance customer engagement and operational efficiency.)

- **Conceptualized and launched** a CRM platform integrating email, WhatsApp, web-chat, and voice communication for seamless omnichannel communication.
- **Led end-to-end product development**, including requirements gathering, system design, and implementation, utilizing cloud-based infrastructure, APIs, Framework.
- **Developed go-to-market strategies** and collaborated with stakeholders to refine the product roadmap, aligning with market needs.

- **Adapted to challenges**, including resource limitations and competitive dynamics, by introducing agile workflows and scalable technical solutions.

Key Learnings:

- Enhanced skills in technical architecture design, stakeholder communication, and market strategy.
- Gained hands-on experience navigating challenges in startup growth, building resilience, and innovative problem-solving approaches.

Principal Integration & Customization Engineer
Drishti Soft Solutions Pvt. Ltd, *Gurugram, Haryana | [June 2012 – January 2023]*

- Consulted with clients to define technical requirements, deliver integration solutions, and provide expert guidance on implementation best practices.
- Led end-to-end API integrations and customizations, tailoring each project to optimize client workflows and enhance system performance.
- Resolved complex technical issues through effective troubleshooting, resulting in improved response times and customer satisfaction rates.
- Collaborated with cross-functional teams to streamline processes, reduce turnaround time, and align solutions with client expectations.
- Managed multiple client projects concurrently, ensuring adherence to timelines, and quality standards.
- Conducted On-site visits for requirement gathering & real time prime support.

Education

MCA, (2010 – 2013)
Sikkim Manipal University (DE)

B.Sc (PSM), (2007 – 2010)
DBRA University, Agra

12th, (2007)
U.P. Board

10th, (2005)
U.P. Board

Certifications

- ITIL 4 Foundations
- GNIIT (Software Engineering) - Specialized training in software development and integration.