

Krunal Mehta

SharePoint/O365 Consultant | [in](#) | [G](#)

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High energy manager and a technical consultant focused on promoting customer satisfaction through exceptional service, innovative professional with nearly a decade of experience managing teams remotely and offering a variety of training programs. A strong leader focusing on intercultural and interpersonal communication, recognized for cultivating positive change to improve operational efficiency and achieve organizational goals.



Skills

Team Management, Process Documentation, Customer On-boarding

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Excellent

SP Apps, SP Workflows, PowerApps, Power Automate, MS Forms, MS Office

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Excellent

Office 365, Intranet, Digital Workspace Consultant

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Excellent

SharePoint(all on-prem versions)/ SP Online, PowerShell

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Excellent

MSSQL, MySQL Workbench, Postman, CLI, Debugging

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Very Good

JavaScript, HTML5, CSS, Angular4, React.js, C#, .Net

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Good



Work History

April 2020 - Office 365 Consultant

Current *Freelance, (Remote)*

- As an independent consultant working for vendor(confidential), assisted enterprise architecture team with implementation of O365 program.
- Designed, planned and implemented process for migration of data (SP2013 to O365 via ShareGate) for 4k plus users.
- Designed IA with the help of tools like – Card Sort and Tree Testing.
- Created Governance plan.
- Designed and deployed Intranet using OOTB features.
- Highlighted the advantages of enterprise social networking, introduced Yammer, MS Teams as the platform for organization to use for connect and sharing.

Sep 2019 - Technical Customer Success Manager

Current

Aurea Software (ESW Capital), (Remote)

- Manage all aspects of the on-boarding process - the transition of a customer from deployment to Support
- Responsible for coaching and performance management
- Assess program risks, anticipate challenges, and provide escalation management when necessary
- Create strategies to improve productivity and work levels
- Develop strong relationships with customers and co-workers
- Lead and participate in the creation of strategies that drive product adoption, adobe awareness, and customer satisfaction through the duration of the customer lifecycle
- Collaborate closely with engineering, product development and finance team to develop and own the underlying cost and economic models for the platform and associated feature sets

May 2019 - Product Support Manager

Sep 2019

Trilogy (ESW Capital), (Remote)

- Prepared cost estimates by studying customer documents and consulting with project managers
- Identified sales opportunities by assessing customer requirements through support tickets and sent the data to Professional Services team
- Developed and implemented pursuit plans for all opportunities with assigned products
- Recommended changes, improvements or deletions in products according to customer feedback
- Managed technical integration, systems engineering program management, customer support and program management
- Provided technical troubleshooting and problem solving for the L1/L2 support team with installed equipment/system issues
- Evaluated quality problems and performed deep and rationale analysis to identify and resolve issues
- Documented an end-to-end guide for all the key products along with the video snippets for each nuggets
- Analysed cost reduction opportunities and handed over the documentation to the management for further implementation

May 2018 - L2 Customer Support Architect

May 2019

Trilogy (ESW Capital), (Remote)

#Recognized by executives and ranked as #1 SME at the company.

- A designated subject matter expert in SharePoint and Office 365. Responsible for supporting and managing products like EPM Live - Portfolio Management, Social -

A mini Facebook version for organisations, Bonzai Intranet - Elevating the experience of SharePoint and O365

- Compiled customer feedback and recommended service delivery improvements to management
- Created test labs for teams to be able to reproduce real-time issues reported by the customer
- Worked closely with Engineering and Operations team to be able to speed up the progress and deliver the solutions to the customer
- Documented knowledge base articles so that the L1 support team could resolve customer issues
- Reduced cost by enhancing a single VDI machine that can be used by all the agents on a local system/mobile/tablets to be able to test the functionalities
- Maintained a strong customer bond by providing them an excellent support
- Leveraged consultative approach to gather customer details and technical data

May 2016 - Sr. SharePoint Consultant

Dec 2017 *Nitor Infotech | Harvest Technologies (Onsite + Remote)*

Software Services and mainly into Healthcare Domain.

- Supervised production planning while using appropriate tools and analysis for smooth production output
- Partnered with cross-functional teams to conduct thorough discovery and due diligence on existing processes
- Developed standard operating procedures and document workflows for current and future process steps
- Managed and archived quality documentation and participated in internal and external quality audits
- Offered data-driven recommendations aligned with overall company strategies and prioritized process improvement initiatives
- Developed a plan to migrate from On-premise to Office 365
- Analyzed current business plan, identified inefficiencies in existing processes, and tracked performance following implementation of improvements
- Developed, updated and maintained database of existing and potential customers in LiquidPlanner tool
- Possessed expert knowledge of competitive and third party products and translated knowledge into business strategy

Dec 2015 - SharePoint Lead

May 2016 *Clover Infotech, Mumbai, MH*

Kotak Securities (Banking domain)

- Responsible for managing a team of 12 people and maintaining the production SharePoint environment
- Documented confluence articles and created the correct escalation path that helped the team to speed up the progress on the incidents
- Worked closely with the development team to understand the new business requirements that were aligned to be integrated with SharePoint products

- Worked with several senior management departments and delivered a successful reporting site
- Defined and documented the SLA policy and ensured that the incidents and deployments were completed as per the schedule
- Created a mini HRMS system for the risk management team using InfoPath and OOTB Workflows
- Monitored and supported production order progress through weekly statistical models
- Offered pricing and feature recommendations to management and cross-functional teams
- Collected requirements from end-customers and business partners for product upgrades, added features and new product development



Education

Master of Computers Application: Computer Engineering

MIT - Pune



Certifications

Jan 2011 SharePoint Administrator 2010



Languages

English



Software

Zendesk, JIRA, Kayako, LiquidPlanner, Asana, Everhour, FogBugz

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Excellent

Postman, CLI

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Excellent

ShareGate, Metalogix, DocAve, ULS Log Reader

◆◆◆◆◆
Excellent

SP Designer, InfoPath, PowerApps, Power Automate, MS Forms, MS Stream

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Excellent