

# KAPIL GUPTA

35540 Monterra Terrace, Apt. 101 • Union City, CA 94587 • 510-371-2801 • kapil\_gupta@mba.berkeley.edu

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## EDUCATION

<b>University of California, Berkeley, Haas School of Business</b>	<b>May 2017</b>
<b>Master of Business Administration, Strategy</b>	
<ul style="list-style-type: none"><li>• GMAT 710 (92%); UCLA Energy Case Competition 2015 (3<sup>rd</sup> place nationally); Haas Consulting Club</li><li>• Team Lead for Social Sector Solutions, a McKinsey-Haas strategy project for a national parks conservancy organization</li></ul>	
<b>University of Maryland, College Park, MD</b>	<b>May 2004</b>
<b>Master of Science, Civil Engineering</b> (awarded Teaching & Research Assistantship with full scholarship)	
<b>Annamalai University, India</b>	<b>May 2001</b>
<b>Bachelor of Civil &amp; Structural Engineering</b> (Top 3% of class)	

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## EXPERIENCE

<b>Avaya, Santa Clara, CA</b> ( <i>Telecommunications software firm, 12,000 employees; revenues \$4B/year</i> )	<b>2015-present</b>
<b>Senior Manager, Accelerated Global Leadership Development Program</b>	
<ul style="list-style-type: none"><li>• Selected as top 3 highest performers out of 400 candidates for this leadership program designed for post-MBAs.</li><li>• Identified improvement areas in service desk policies and provided recommendations using data-driven approaches, increasing Net Promoter Score by 5%. Presented weekly to c-level executives on execution of strategy.</li><li>• Engaged with 6 cross-functional teams of 18 people to perform root cause analyses for customer escalations in Americas, EMEA and APAC, reducing containment time of escalations from 5 weeks to 1 week.</li><li>• Developed KPI matrix to identify supply chain improvement areas, reducing return merchandise authorization time by 25% (using 80-20) approach, and improving customer satisfaction scores by 12% within Americas and APAC.</li></ul>	
<b>Ninyo &amp; Moore, Oakland, CA</b> ( <i>Geosciences &amp; environmental consulting firm</i> )	<b>2012-2015</b>
<b>Senior Consultant and Senior Project Manager</b> ( <i>promoted two times in 3 years</i> )	
<i>Client Management</i> ( <i>Select clients: Port of Oakland, SFO, Bart, SunPower, CVS, FedEx, Tesoro, Stanford University</i> )	
<ul style="list-style-type: none"><li>• Drove \$3M+ increase in annual revenues by fostering relationships with 40+ clients, resulting in 75% repeat business. Secured 3-year, \$1.5M contract with San Francisco International Airport.</li><li>• Pursued strategic partnerships with Fortune 1000 firms, leading to expansion of client base by 15% within 2 years.</li></ul>	
<i>Leadership and Management</i>	
<ul style="list-style-type: none"><li>• Led cross-functional teams of 8 consultants for construction of up to \$400M capital improvement projects. Consistently maintained an average profit margin of 15% compared to company average of less than 10%.</li><li>• Performed industry research and developed analytical models to recommend creative solutions for a \$30M Runway Safety project, saving \$2M in costs. Facilitated partnerships with Oakland Intl Airport, FAA, engineers, and contractors.</li></ul>	
<b>Cowi USA, Oakland, CA</b> ( <i>Transportation and civil engineering consulting firm; revenues \$1B/year</i> )	<b>2009-2012</b>
<b>Fugro NV, Oakland, CA</b> ( <i>Energy and civil engineering consulting firm; revenues \$3B/year</i> )	<b>2006-2009</b>
<b>Engineering Consulting Services, Chantilly, VA</b> ( <i>revenues \$250M/year</i> )	<b>2004-2006</b>
<b>Consultant (2009-2012); Senior Staff Consultant (2006-2009); Associate Consultant (2004-2006)</b>	
<i>(Select Clients: US Army Corps of Engineers; Caltrans, Exxon, BP, PG&amp;E, Farmers Insurance, Kaiser Permanente, eBay)</i>	
<i>Project Management and Team Work</i>	
<ul style="list-style-type: none"><li>• Managed a cross-functional team of 6 consultants during construction of \$1.5B floodwall to protect New Orleans from Hurricanes like Katrina. Coordinated with more than 15 public &amp; private agencies. Project won 11 national level awards.</li><li>• Led a team of 16 for a challenging offshore drilling operation for a \$40M port expansion project in Jamaica.</li><li>• Managed a portfolio of up to 5 capital improvement projects at a time, consistently on schedule and budget. Improved profit margins from 10% to 15%. Negotiated 15 client contracts.</li></ul>	
<i>Quantitative Analysis and Problem Solving</i>	
<ul style="list-style-type: none"><li>• Performed quantitative analyses, and built over 30 Excel models to analyze complex data.</li><li>• Spearheaded a subcontractor management improvement program, resulting in savings of \$50K annually.</li><li>• Mentored junior staff in solving complex analytical problems, increasing project performance by 25%.</li><li>• Implemented data driven approaches to solve complex construction issues, delivering on time and on budget.</li></ul>	

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## ADDITIONAL

- Photography, hiking, Toastmasters, beer, cooking, Art of Living Foundation, driven cross-country 3 times.
- Created fun committee at work; raised \$2,500 for women's education by organizing food festival on campus.