

# DEEPAK KUMAR

deepakk2818@gmail.com



+91-8285480100



C-Block, East Of Kailash, New Delhi



<https://www.linkedin.com/in/deepak-kumar-71864165>



A result oriented professional with more than 5 years of experience in ERP Support and Implementation. Well versed with the concepts of School ERP system.

## Career Summary

- ◆ A proven successful delivery track record of ERP Implementations with Excellent analytical skills
- ◆ Expert in People Management, handling multiple projects, managing customer expectations and tracking projects
- ◆ Highly self-responsible and ownership, an individual with a positive mindset, goal-oriented and ability to work at extreme ends of organization.
- ◆ Dedicatedly maximized efforts to deliver extra and accomplish tasks to achieve project and organizational goals.
- ◆ Excellent interpersonal skills and ability to work in multi-

## Skills & Competences



## Work Experience

Apr 2016 - Present

**Sr. ERP Consultant**  
NIIT Ltd

Gurugram



### Roles & Responsibilities

- ◆ Manage the full cycle of on-site implementation like System Study, Preparation of Project schedule, Master Data Collection, Data Porting.
- ◆ Training & guiding employees to understand their Work Flow and Processes.
- ◆ Conducting online demos efficiently with excellent conversion ratio.
- ◆ Responsible for providing ERP's technical and business process support for end-users (Sales and Marketing, HRMS and operation support).
- ◆ Coordinating with Development team to provide understanding of issues and requests made by client and follow up to deploy solution.
- ◆ Handling the Reseller SMS account and managing over 100 clients.
- ◆ Integrating third party devices and api with ERP like biometric device, sms, examination software and payment gateway.

## Software Expertise



## Education

August 2008 - July 2012

**B.Tech (Computer Science & Engg.)**

I.T.S Engineering College, Greater Noida

Apr 2006 - Mar 2007

**Intermediate**

SSK Senior Secondary School, Lajpat Nagar, New Delhi (CBSE)

Apr 2004 - Mar 2005

**High school**

Dev Samaj Modern School, Nehru Nagar, New Delhi (CBSE)

Dec 2012 - Mar 2016

**ERP & Functional Consultant**  
Edumass Learning System

Delhi



### Roles & Responsibilities

- ◆ Provided online and onsite support, trainings to clients on various ERP modules.
- ◆ Created documents as per client's requirements and follow up with development team.
- ◆ Created the functional requirement documents to upgrade the ERP software.
- ◆ Handled the reseller accounts for various clients.
- ◆ Managed the Test Engine for uploading test papers and report customizations for several clients.
- ◆ Resource allocation as per the cluster size, number of schools participating etc
- ◆ Performing Black Box testing, Acceptance Testing, and Regression Testing on ERP of different Modules

## Achievements & Certificates

- ◆ Received the **Ace of the Quarter** prize in the very second quarter of joining at NIIT Ltd.
- ◆ Received the **Achiever's Award** for performing splendidly well at work in financial year 2017-18.
- ◆ Winner of the Volleyball Championship at NIIT Premier League 2017-18.



## Interest

Mentoring | Health & Fitness | Team Sports | Music | Reading

## Languages

Hindi

English