

Vishnu Kumar

I am responsible for transferring technical knowledge to customers. Duties such as assessing business needs, providing instructions, organizing training sessions, testing system performance, and setting up procedures are often seen also Maintains a high level of confidentiality and customer satisfaction. Demonstrates innate ability to create and manage teams train and support and lead as well as follow.



Personal Info

Correspondence Address

Noida

Phone

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E-mail

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kumarvishnu99@yahoo.com

Date of birth

08-Jan-1990



Area of interest

Implementation of Modules

Strategic planning

Business analysis

Technical & Functional documentation

Database Management System

Technical Languages like .Net & SQL



Languages

English (Full proficiency)

Hindi (Full proficiency)



Skills

Adaptability

Teamwork

Critical Thinking

Data Analysis

Self confidence

Complaint Resolution



Interests

Photography

Playing chess

Travelling



Experience

06-2015 - Functional Consultant

Present *Pinga solutions pvt. Ltd. (Noida)*

Role description: My primary role as a Functional Consultant is to provide training end users of our Module/Software, Create a matrix to map functional requirements breakdown with solution breakdown, understanding customer requirements and needed customization in the product and bridging the gap between development and implementation team with an ultimate goal of customer satisfaction. Decide on the best available solution to bring maximum business benefit within available time and budget.

Key Roles and responsibilities:

Help business identify the business problem and help elicit business requirements.

- **Documentation:**

Creating clear and concise documents of various types such as BRD, MRD etc. which includes understanding client requirements/customization from implementation team/direct interactions, discussing feasibility with the development team and thus conclude it into documents.

- **Business analysis tools and office tools:**

Ability to use modelling tools such as Visio or Wire framing tools, Pencil and photo-shop for better representation of the data through flow diagrams, sequence diagram etc. creating better understanding. Have Hands on experience on office tools such as Word, Excel, and PowerPoint.

- **Coordination:**

To coordinate with various departments, forging strong professional relationship and understanding and transparent and clear communication to manage the clients seamlessly.

Accomplishments:

Successfully created Tax master for GST, analysing its impact on real estate processes such as invoice, normal receipt, advanced receipt, debit/credit note etc. to final returns R1, R2 and R3.

09-2014 - Technical Trainee

06-2015 *Cogniscent Bissiness solutions pvt. Ltd. (Noida)*

Role description: My primary role as a Technical Trainee to get the training to implement Modules/Software at client side, aid strategic business growth, developing technical and functional documents, understanding customer requirements and needed customization in the product and bridging the gap between development and implementation team with an ultimate goal of customer satisfaction



Education

2012 -

2015

Institute of Technology and Science Mohan Nagar Ghaziabad

• Master of Computer Applications

2009 -

2012

Indira Gandhi National Open University (IGNOU)

• Bachelor of Computer Applications