Piyush Kumar
Curriculum Vitae

671 & 672, 3/F, Chirag Delhi
New Delhi-110017
☏ +91-8527683074, 9457418533
✉ping.piyushkumar@gmail.com

Experience

Managed Network Expert (Q&A) at **Chegg Inc.**, - **November 2017 to Present**

Freelance Expert Q&A in Electrical Engineering - Answered 200+ questions till now.

Chegg is an American online academic Student Hub based in Santa Clara, California, that specializes in online textbook rentals, homework help, online tutoring, scholarships and internship matching.

Customer Success Rep. at **Shipbob Inc.**, - **July 2017 to Dec 2017**

ShipBob is a tech-enabled fulfillment service that helps business owners and e-commerce sellers with logistics services such as inventory, picking and packaging, and tracking and shipping.

ShipBob is headquartered in Chicago, Illinois and has fulfillment centers in Chicago, Brooklyn, Los Angeles, San Francisco and Dallas - which let them give Amazon Prime Now style same-day pickup and delivery services at a price small businesses can easily afford.

Job Role and Responsibilities:

Effectively manage incoming tickets, emails, and calls

Think on your feet and provide lightning-quick resolutions to clients

Clearly demonstrate compassion, empathy, and genuineness in communication

Identify and assess customers' needs to achieve customer delight

Build sustainable relationships of trust through open and interactive communication

Provide accurate, valid, and complete information by using the right methods/tools

Take criticism on the chin, accept responsibility on company's behalf, and exhibit composure in dealing with upset clients.

Keep records of customer interactions, process customer accounts, and file documents.

Follow communication procedures, guidelines, and policies

Proactively engage clients on regular basis

Project Engineer at **Kalkitech** - **April 2015-Feb 2016**

Project Brief: Implementation of Automatic Meter Reading System for India's Northern Region Transmission Network Customer: PowerGrid Corporation of India Ltd., NR-I, New Delhi

Location: India's Northern Region(Delhi, UP, UK, HP, J&K, Punjab, Haryana, Rajasthan) 220+ locations and increasing

Team Strength: 4

Sites Attended: Nearly 80 Substations of State/Central/Private Utilities viz., PSTCL/UPPTCL/UJVNL/HVPNL/HPSEB/BBMB/ PGCIL/Indian Railways/Jindal Steel/Reliance Power, ranging from 66KV/132KV/220KV/400KV/765KV including GIS substations and GPPs.

Noted Work: Succesfull Implementation of AMR System comprising of 30+ SEMs at 220 KV SWYD NTPC-Dadri under stringent conditions.

Job Role and Responsibilities:

Installation and Commissioning of Automatic Meter Reading Infrastructure at various sites assigend by Powergrid.

Troubleshooting of the whole AMR System.

Generate, and verifiy the .npc files of substations obtained through MDAS and the ones given by NRLDC,New Delhi.

Configure the attended substation details at MDAS (SYNC5000) - located at NRLDC, New Delhi.

Integration of newly added SEMs at a substation and at MDAS.

Capture log of AMR system, do necessary Firmware and version update, Take bug reports.

Ensure for the establishment of sustained communiaction path between SEMs of a substaion and Sync 5000.

Create and/or modify the bill of materials and assist in procurement of material on site to site basis.

Design the SLD of SEMs located in Substation through Smart Draw Software.

Prepare and handover the schematics/layout of the configuration of a particular substation to substation Incharge.

Co-operate with/refer support team for perplexed technical problems.

Preparation of daily progress report and site visit schedule for the team.

Building positive relationship with the customer.

Any other site engineering services(training of new employee, signing MoMs, arrange manpower etc.)

Education

2010 – 2014	**Bachelor of Technology**, *Uttar Pradesh Technical University, Lucknow, India.*	
	Institute: ABES IT Group of Institutions, Ghaziabad, India.	
	Specialization: Electrical and Electronics Engineering (EEE)	**Marks:** 68%
2008 – 2010	**Senior Secondary**, Uttar Pradesh Board, Allahabad, India.	
	Institute: M.B Inter College, Dadri, UP, India.	**Marks:** 75%
2007 – 2008	**Secondary,** Uttar Pradesh Board, Allahabad, India.	
	Institute: M.B Inter College, Dadri, UP, India.	**Marks:** 68%

Academic Project/Seminars/Industrial Training

Feb 2014 - **A Zigbee Based Home Automation System,** *B.Tech final Year Project,* ABES IT Group of Institutions, Ghaziabad.
Supervisor- Prof. Chetan Khemraj (HOD, Electrical Deptt.,)
Proposed as to be an elegant approach towards Well Monitored, Wireless Controlled, fairly Secured & Automated House

Communication Standard: Zigbee, Intrinsic Module: X-bee from "Digi International", Implementation Platform: Microcontroller The designed home automation system uses AT89S52 Microcontroller, two X-bee modules as key components for communication between microcontroller and the controlled appliances of choice which are represented by LEDs in the project. Commands to switch on or off a particular appliance can be given thru simple switches located at reasonable distant. Wireless communication is carried out using Zigbee which uses radio waves as media. ZigBee is a low cost, low power wireless communication standard based on the IEEE 802.15.4 protocol. It can communicates to the devices of interest via Radio frequencies under ISM band with maximum data rate of 250kb/s subject to 128-bit AES encryption, and transmission distances ranging from 40m to 120m, which again can be extend using routers. It works on the MAC layer of OSI model, supports CSMA/CA mechanism and all types of networklayer topologies.

June 2013	Industrial Training at NTPC-Dadri in C & I Deptt. of Power Plant.
	Online Presence@-https://prezi.com/ryb6xpfyqgj2/industrial-training-at-ntpc-dadri-june-2013/
October 2013	Gave a Seminar on "Electric Traction".
	Online Presence@-http://www.slideshare.net/kpiyushlucky/electric-raction-23151888
March 2013	Gave a Seminar on "Equilibrium of Firm Under Perfect Competition".
	Online Presence@-http://www.slideshare.net/kpiyushlucky/my-presentation-25609486

Technical Skills

OS	WindowsXp/Vista /Linux
Programming	C and HTML
Web Authoring	Coffee Cup and Bluementals
Documentation	Microsoft Office 2010, Prezi
Circuit Design	"Multisim" from National Instruments
Testing Softwares	Hyperterminal, Putty, WinscP
Commissioning Softwares	Easy Connect 4.6.18, Vincom, L&T Vinplus, MDAS (SYNC5000)
Ticketing Tools	Zendesk, freshdesk

Scholastic Achievements

June 2010	I was First runner-up in toppers list of my school in Class XII, awarded by Late. Rajesh Pilot Education Committee.
June 2008	I was topper of my school in Class X, awarded by NTPC-Dadri GM (Sir, S.N Ganguly) and many other society Committees. Received scholarships for schooling.

Extra Curricular Activities/Past Engagements

July 2008	Six months Certificate Program in Computer Application (CPCA) from IETS Education centre.
April 2008	Placed 3rd in a Speech Competition on 'Global Climate Change and Its Impact' at GIC Noida.
Various	I was the active member of Science committee in my school Awarded 1st Prize in 'Bhartiya Sanskriti Gyan Parikhsha'. Honored with Consolation Prize in Block Level GK Competition Actively participated in Science quizzes, Scouts and Guides Training Camp and in a workshop on Computer Hardware and Networking held by IACM.
April 2013	Familiarization with Yakult Factory, a probiotic drink, in a Corporate visit.
Jan 2013-Dec 2013	Used to write Site office emails for Mukand Ltd. on behalf of my father. Thereby, remain engaged in on going site activities throughout the year. Project Site: It was a 6X30 MW CPP(Captive Power Plant) to be bulit by Mukand Ltd. for ONGCs' refineray in Gujarat.
Sep 2014-Jan 2015	Worked as part-time physics tutor - 10+2 students

Personal Information

Father's Name: Mr. Sunil Kumar
Date of Birth: 17- 04 -1995
Nationality: Indian

I hereby declare that information overleaf is true to the best of my knowledge.

Place:

Date: