

# AKASH KAPOOR

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## SUMMARY

Project Leader and Enterprise architect who loves telling stories to his customers and sharing insights of his passion for travel.

## EXPERIENCE

### **Mindtree (formerly Magnet360) | Project Manager/ Test Architect | June 2017 – Current**

- Run and manage multiple relationships of key clients to \$2M+ in yearly revenue.
- Created the initiative for the Center of Excellence of Testing to use a standardized approach of test methodologies on projects.
- Manage implementation and assessments of DevSecOps solutions which include test automation and CI/CD tools selection.
- Developed process for Salesforce delivery team members using forms and flows to provide internal stakeholders metrics on key communications related to project updates, budgets, and spend.
- Collaborated with a global task force during COVID-19 crisis to create a Microsite that shares vital information to the workforce.
- Operated and led Salesforce implementation efforts with team members onshore and offshore for multiple engagements.

### **The Enterprise Sponge | Passion Project | June 2006 – Current**

- Provide timely assistance, support, resources, device management, training to our 1,000+ customers.
- Plan and implement marketing mix activities according to approved brand recognition, including promotional programs, marketing research projects, and advertising activities to help launch new brands into the market.
- Design and print, personalized and customized unique designs on apparel, posters, and other unique items.
- Create websites with basic functionalities and features for small businesses

### **Trimble Transportation (formerly TMW Systems) | Business Intelligence QA Lead | January 2016 – June 2017**

- Responsible for ensuring the quality of delivery for Business Intelligence solutions for 30 logistics, freight, trucking and heavy-duty repair and maintenance companies.

### **Acumen Solutions | Consultant | September 2012 – November 2015**

- Lead onshore and offshore teams for Salesforce implementation projects for Fortune 500 clients to ensure testing and business requirements were met on designated mobile devices/tablets/browsers.
- Built a system of metrics in Salesforce for support projects and integrated with ticketing management tools that lead to a renewal of clients by 100K per month.

### **The University of Akron | Adjunct Faculty Member | Summer 2015**

- Provided 40 MBA students a process-oriented view of an organization and the tools to understand the steps and issues involved in facilitating a successful implementation of SAP and Salesforce.

### **FirstEnergy | IT Business Analyst | June 2006 – September 2012**

- Worked on the merger and acquisition team to help verify and validate 200+ tools, applications, systems, and software were compatible and compliant with Critical Infrastructure Protection (CIP) Regulations.
- Managed the implementation of SAP upgrades and maintenance of test cases and requirements/test plans for the Supply Chain, Human Resources, Finance, and Business Warehouse Team.
- Instructed a course of 200+ end users in how to use SAP BW focused on Supply Chain Finance, and Human Resources.

## EDUCATION

**University of Phoenix** Information Systems, Master's, 2012-2014

**The Pennsylvania State University** Management Information Systems, Bachelor of Science, 2002-2006

## SKILLS

SAP/ERP, Salesforce Platform, JIRA/Confluence, HP Quality Center/ALM, CRM, Business Analysis, Data Analytics, Agile/Waterfall Methodology, Strategy/Planning for Manual/Automation Testing, Program Management, Demonstrations and Communication

## VOLUNTEER WORK

### **Kids ' Meals**

- Pack and make lunches for children under age 6 who don't have access to school-based meals

### **Smeal College of Business Mentoring Program/Penn State LionLink**

- Connecting alumni and protégés for professional development and life advice.