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.

PROFESSIONAL EXPERIENCE
Accenture | Salesforce Delivery Manager Lead | September 2021 - Current
• Lead and manage Microsoft Dynamics migration to Salesforce(CRM) Sales and Service Cloud (CPQ) engagement to provide leadership of team 20.
• Drove alignment across client teams (6 business units) to drive a common process and a solution using Sales and Service cloud.
• Established regular cadence between Salesforce, Accenture, client, and Third Party ecosystem partners to ensure that a unified Integrated Sales platform was delivered on time.

Lev (A Cognizant Company) | Senior Salesforce Project Manager | April 2021 - July 2021
• Led cross-functional teams executing implementations of the Salesforce/CRM suite of products (Service, Sales, CPQ, and Marketing).
• Fostered collaboration by establishing strong relationships with other functional team leads (SA, BA, MarCon, CampOps, Accounts, Sales).
• Served as a liaison between Lev and the client to define, collect, and own customer requirements for a given initiative.

Mindtree (formerly Magnet360) | Project Manager/ Test Architect | June 2017 – April 2021
• Managed multiple relationships of key clients to $2M+ in yearly revenue with CRM and ERP implementations.
• 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 (CRM) 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/CRM (Sales, Service, B2B, B2C) implementation with team members onshore and offshore for multiple engagements.

The Enterprise Sponge (formerly Kashpoint International Design) | 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, A Salesforce Company | Consultant | September 2012 – November 2015
• Lead onshore and offshore teams for Salesforce/CRM implementation Sales and Service cloud and ERP 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 that 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.

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 Alumni Society Board/ Mentoring Program/ LionLink
• Connecting alumni and protégés for professional development and life advice.
• Spoke to students speaking to students about hot career topics related to online presence, how to network, look for jobs while in college

EDUCATION
University of Phoenix Information Systems, M.S. 2014
The Pennsylvania State University Management Information Systems, B.S. 2006