



Prakhar Kapoor

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Summary

A result – oriented professional with nearly 5 years of work experience in development, support, service delivery as well as Client Relationship Management. Always strive to leverage metrics, analytical, managerial & risk handling skills to deliver value to the employer while attaining my professional aspirations. Reliable, detail-oriented, independent, open-minded and analytical problem solving skills with strong leadership and team skills coupled with excellent interpersonal abilities and exceptional client interaction and networking. Insightful knowledge about SAP and its business-oriented approach. Currently pursuing MBA at Hochschule Darmstadt.

Work Experience

Organization:

Tata Consultancy Services(TCS) 12/2014 – 09/2019

Designations:

IT Analyst 04/2019 – 09/2019
System Engineer 12/2016 – 03/2019
Assistant System Engineer 12/2014 – 11/2016

Projects Worked on:

Tanker Trading BI
SAP IT Application Services 02/2016 – 09/2019
SAP HANA Training 2018

Tools & Technologies Worked on:

SAP ABAP, BW, Business Intelligence
/ Business Objects Reporting: 12/2014 – 03/2015.
BI Launchpad, Webl. 04/2015 – 01/2016.
CRM WebUI, Harmony Deal
Manager 2017, Lean Opportuni-
ty (Harmony Quote 2018). 02/2016 – 09/2019.
MS Office – Word, Excel,
Power Point & Outlook.
SAP HANA Training (Data Modeling, 2018
Data Provisioning from various sources
using SLT, BODS).

Responsibilities Handled:

- Providing Quarter (QEC) & Year (YEC) End Support & service to the business users to meet their requirements for CRM Web-UI, Harmony Deal Manager (HDM 2017) and Lean Opportunity (HQ 2018).
- Did various configurations that include various partner functions (direct & indirect relationship) for opportunity management, partner function configuration for the Internal Order creation for various users to be staffed against that particular Internal Order.
- Involved in the testing during the CRM upgrades for the Opportunity management including scenarios like, renewals, replacement & up-sell.
- Involved in thorough testing at the time of deployment of Harmony Deal Manager & Harmony Quote Application for different scenarios.
- Actively participated in the closing of IT Direct tickets including Incident Management, Service Requests & Change Requests.
- Was involved in spot check activities (functionality testing) for the Release Deliveries(RD) every month.

Education

Master of Business Administration. Oct 2019 - Present

Hochschule Darmstadt – University of Applied Science Darmstadt, Germany.

The MBA curriculum is comprised of 11 modules and a Master Thesis in the 4th semester. Modules cover: 1. Management fundamentals 2. Process, strategies and methodologies 3. Leadership skills 4. Master Thesis. Currently in 3rd Semester.

Bachelor of Technology 08/2010 – 05/2014

Sri Ramaswamy Memorial University, Modinagar - National Capital Region Campus, Ghaziabad, India.

Specialization in Electrical & Electronics with 79.8 % marks.

Achievements

- Got appreciation from the Product Architect of SAP.
- Got appreciation from Key Users for contribution in supporting SAP IT AS and for exceptional Customer Service.
- Got appreciation from QEC Stakeholder Manager for managing the high priority issues during QEC 2/2019.
- Got on Spot Award for putting extensive effort and dedication in Service Requests by working under pressure.
- Got TCS Gems from organization for excellent skills in communication (written & oral) in managing on-call support.
- Received appreciation for providing KT Handovers to Level 1 support team in SAP IT Project from Global ITSD Head.
- Got appreciation from Service Lead for working in fast paced environment, managing the team and prioritizing deadlines independently to provide quality results to the customers.

General Information

Date of Birth: 19th November 1992.

Nationality: Indian.

Visa Status: Valid German Student Visa.

Languages: English (Fluent), German (A2), Hindi (Native).

Signature: