



Richa Kapoor

7 Years Overall Experience

A customer-driven and results driven professional with 7 years of Experience across various domains of Information Technology. A Product Developer and an award-winning Manager of IT Department and Examination/Learning Management Platform. Led the Digital Strategy, Digital Transformation, Digital Marketing and Go to Market Strategy for a Startup.

Industry

Education/EdTech

IT/ITES

Functional Areas

Digital Transformation

Digital Marketing

Digital Product Management

Performance Management

Programming | Product Development

Testing / Debugging

Database Modelling | Database Management

Intrapreneurship | Leadership

Education

Keshav Mahavidyalaya

BSc. Honours Computer Science

2008-2011

Indira Gandhi Delhi Technical University for Women, Delhi, India

Master of Computer Applications

2011-2014

Certification

.NET Development by Microsoft

2014

Certified Scrum Product Owner

2023

Accomplishment

Chairperson's Gold Award for Teaching- 'Best Employee' in Branch Award for 2 consecutive years

Award for implementation of Critical Thinking in Classroom by British Council

Second Position in Debating at Inter-Branch Event

Organizer at IGDTUW College Annual Fest

Branding Committee Coordinator at IIM Indore

Volunteer at Ek Ehsaas Foundation (NGO working for old age home)

Head Girl at School Level

Education

Keshav Mahavidyalaya

BSc. Honours Computer Science

2008-2011

Experience



Strawberry Fields High School, Chandigarh, India

1 Year

Computer Educator

May'21 - May'22

- Imparted Experiential Learning to ~250 ICSE Board students in leading IT technologies- HTML, Java, Networking, Databases, SQL significantly improving Annual Results by 25% and 100% Student Engagement.
- Curated innovative Presentations as part of Digitalization and Digital Transformation, Content Creation achieving inclusion of multiple intelligence and varied learning styles achieving growth opportunities for all students.
- Managed cross functional teams to ensure the Automation and Feature Enhancement in the LMS software to streamline performance management.
- Spearheaded the Digital Citizenship initiative across the School.



Presidium School, Ghaziabad, India

5 Years

IT Educator | Manager-Examinations

Oct'15 - Oct'20

- Managed a team of ~50 teachers for the execution of Automation and Digitalization of assessment process through LMS portal.
- Coordinated with several stakeholders and cross functional teams for managing the UI and Product features of the LMS portal.
- Managed the Digital Strategy, Go to Market Strategy and Content Creation for the School on various social media handles contributing to >70% increase in customer acquisitions.
- Spearheaded management and Anchoring of Annual Events forging strong customer relationships and creating immersive customer experiences
- Created Branding Content for ~250 events in a span of 5 years.
- Managed client-facing engagements in highly organized and efficient setups thereby fostering customer relationships.
- Imparted Experiential Learning for CBSE Board students achieving 85% Average Class X results and with a highest Score of 98.



CSC (now DXC Technologies), Noida, India

1 Year 3 Months

Application designer

Jul'14 - Oct'15

- Handled development, maintenance, testing and delivery of insurance applications for US based clients using .NET Framework in agile teams
- Engaged with clients to gather insights for business requirements, enhancements, and upgrades in the application, enhancing customer experience

- Developed custom interfaces and scripts to help extract data from database using VB.NET
- Developed HTML5 web forms to create customer specific records in database
- Conferred with all the stakeholders to handle Project phases till delivery
- Tested web forms for Quality assurance using JIRA