



Alok Kumar

11 Years 10 Months Overall
Experience

Experienced manager with a demonstrated history of working in the IT consulting and manufacturing industry. Well-versed in cloud implementation projects and digital technologies. Worked in multiple roles involving consulting, project management, implementation & support, offshore-onshore coordination and client engagement.

Industry

Consulting

IT/ITES

Manufacturing

Functional Areas

Data Analytics

Business Development

Client Account Management

Management / Strategy Consulting

Project / General Management

Education

Indian Institute of Technology, Delhi (2010-2012)

M.Tech – Atmospheric Oceanic Science & Technology

UP Technical University, Greater Noida (2003-2007)

B.Tech – Mechanical Engineering

Certification

Salesforce Certified Sales Cloud Consultant

Salesforce Certified Service Cloud Consultant

Salesforce Certified Marketing Cloud Email Specialist

Salesforce Admin & Advance Admin

Accomplishment

TCS Innovation Pride Award

Two times in 2019 & 2020

TCS Contextual Master

TCS Learning Catalyst Award

TCS Special Initiative award

TCS Best team

Two times in 2017 & 2020

TCS Start team

Three times in 2016

Evalueserve Pat on the back

Two times in 2014 & 2015

Education

Indian Institute of Technology, Delhi (2010-2012)

M.Tech – Atmospheric Oceanic Science & Technology

UP Technical University, Greater Noida (2003-2007)

Experience



Tata Consultancy Services, Delhi & Amsterdam

6 years 8 months

Project Lead

Sep'15 – Apr'22

- Led multiple developments and support teams
- Delivered 10+ projects and 50+ enhancements related to **cloud implementation and automation**
- Worked on **proposals** and presented to clients
- Managed **greenfield transformation journey** for staffing industry client; revamped business processes and migrated in-house applications to the cloud.
- Delivered **partner relationship management portal** (sales and service cloud, knowledge management, chatbot and community cloud implementation) for a retail industry client
- Delivered automation that made the client's ATS platform **GDPR compliant**
- Delivered iPad Body Armor design app for a global R&D client, **streamlining data collection**, design and solution
- Delivered Org Merge project that led to cost-saving equivalent to 200+ user licenses



Evalueserve, Gurgaon

2 years 9 months

Senior Business Analyst

Jan'13 – Sep'15

- Coordinated with the stakeholders across the globe to understand requirements, performed analysis and proposed solutions
- Designed and developed **Centralized case management** and **Knowledge management portals** for more than 20 site across EMEA, Americas and APAC
- Managed multi-country rollout **B2B e-commerce portal** for an oils & gas client with standardized procurement processes across the globe



Jiwan Plasto Moulds Corporation, Noida

1 years 4 months

Production Engineer

Sep'08 – Dec'09

- Planned and monitored production activities on the Shop floor
- Troubleshoot any issue related to man and machine



PPAP Co. Ltd, Noida

1 years 4 months

Team Lead Assembly

Jun'07 – Sep'08

- Planed and monitored production activities on the Shop floor

- Implemented **Toyota production system** on shop floor
- **Line balancing study** for Assembly department