KUNAL SHARMA

Alwar, Rajasthan

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Objective

Detail-oriented and results-driven professional with 3+ years of experience in IT, web development, and project coordination. Actively transitioning into Project Management roles to leverage strong technical understanding, leadership, stakeholder management, and project execution skills. Eager to drive operational excellence and deliver business value in dynamic IT environments.

Experience

- **BCES Admissions Abroad pvt. ltd.** February 2023 - Current
  Web Designer
  - Managed website and CRM project integrations, aligning technical solutions with business needs.
  - Spearheaded Teleforce CRM integration, capturing website and social media leads directly into CRM.
  - Conducted employee training on CRM use, increasing CRM adoption rate by 85%.
  - Acted as liaison between BCES and CRM vendor teams to implement customizations based on operational requirements.
  - Provided technical support and maintained hosting, SEO, and website optimization.

  Tools: WordPress, Teleforce CRM, HTML/CSS/JavaScript, Trello, Google Docs

- **I-Kets private limited** February 2022 - December 2022
  Web Designer
  - Designed and developed responsive educational platforms for Korean language learners.
  - Optimized payment gateway processes, enhancing user payment experiences.
  - Ensured cross-functional collaboration between marketing, development, and client teams.

Education

- **Institute of engineering and technology alwar** 2021
  B.tech

Skills

- Project Management Tools: Jira, Trello, Asana, MS Project, Notion
- Web Development: HTML, CSS, JavaScript, WordPress, Bootstrap
- CRM & Reporting Tools: Teleforce CRM, Excel (Basic), Power BI, SQL (Basic)
- Design Tools: Adobe Photoshop, Adobe Premiere Pro, Canva
- SEO and Optimization: SEO best practices, performance optimization
- Core Competencies: Project Planning and Coordination, Agile and Scrum Methodologies, Stakeholder Communication, Team Leadership and Employee Training, SDLC Understanding, Technical Documentation and Reporting
- Soft Skills: Leadership, Time Management, Negotiation, Critical Thinking, Problem Solving, Collaboration

Projects

- **DOWON Restaurant Website**
  Key Achievements:
  - Developed a customer-centric restaurant website from scratch, improving customer inquiries by 10%.
  - Focused on UX enhancements, mobile responsiveness, and timely deployments.

  Technologies Used: HTML, CSS, JavaScript, Bootstrap, Excel, Power BI