

DHRUV KAPOOR
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SUMMARY:

An effective leader and experienced professional with specialization in operations, information management, project management and financial analysis providing solutions and services for businesses to be efficient and effective in implementing strategic initiatives.

EDUCATION:

University of Connecticut School of Business, Storrs, CT

Master's degree in Business Administration (MBA), expected May 2012 (GPA: 3.8)

Awarded Teaching Assistanceship with Full Scholarship based on merit

Concentrations: Operations and Information Management & Corporate Finance.

Nagpur University, Nagpur, India

Bachelor of Engineering, 2000

Concentration: Electronics

RELEVANT SKILLS & TRAINING:

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|-------------------------------|--------------------------------------|-------------------------------------|
| • Project Management | • Business Analytics | • Operations Strategy |
| • Scrum Certified Manager | • Corporate Finance | • Schedule, Budget, Risk Management |
| • Market Research | • Business Decision Modeling | • Information Security and Auditing |
| • ISMS Certified Lead Auditor | • SAS JMP & Enterprise Miner, NodeXL | • Excel, Visio, Power point, SQL |

EXPERIENCE:

Connecticut Center for Entrepreneurship and Innovation, East Hartford, CT

2011-Present

Research Analyst

- Conduct market research to assess potential size of the early market for a high tech start-up business.
- Create a strategic roadmap for a sustainable business model.
- Perform financial statement and pricing analysis, and build models of various commercial packages of the product.

University of Connecticut School of Business Storrs, CT

Business Analyst, Client: Windham Hospital

2010-2011

- Developed a strategic marketing plan for Windham Hospital's new medical center.
- Recommended and implemented a plan to improve operational efficiency of the Rapid Response System.

YAHOO!, Inc., Bangalore, India

2008-2010

Program Manager, Service Engineering

Managed overall processes and projects for Yahoo! Mail property.

- Streamlined projects by implementing Scrum methodology for managing and monitoring projects worked on by cross-functional and remote teams located in the US, UK and China.
- Authored and managed project plans to improve customer experience of Yahoo! Mail and reduce operational expenditures and was awarded "You-Rock" twice.
- Built a seamless process to enable better communication and visibility between remote teams by acting as a liaison between program managers of remote teams that resulted in bringing a higher level of responsibility to Bangalore team.

CAPSILON TECHNOLOGIES, Pune, India

2006-2008

Manager-L1, IT Operations

Led a team of engineers who were responsible for testing, deploying, monitoring, and providing support for the Capsilon product suite.

- Created and managed a team of 20 engineers to maintain Service Level Agreement with clients by maintaining uptime of applications and network.
- Supervised a team engineers and internal auditors for the implementation of SAS-70 Level I-II standard, which helped us bag orders from Flagstar and Fiserv.
- Directed a team to design and maintain data centers located in San Diego and San Francisco.
- Managed operational costs, headcount and budget.
- Proactively sought training for Time Management, ISMS (ISO27001) lead Auditor certification, and Project Management Professional.

AIRTIGHT NETWORK, Pune, India

2005-2006

Manager, Technical Operations (CS)

Hired, trained and managed a team of 8 Technical Support Engineers to support the range of Airtight Networks Wireless LAN security and performance products and solutions.

- Worked with the Airtight Network's President and Director of Operations to establish the Global Helpdesk to provide 1st and 2nd level support to Airtight Network's customers and partners.
- Trained, managed & supported channel partner (OEM, VAR & Reseller Relationship Management). Provided product training to engineers and sales team at Siemens, one of our channel partners, located in Munich, Germany.
- Coordinated with the various departments in the organization to create formal and informal channels for an improved two-way information flow between the organization and Help Desk.

vCUSTOMER SERVICES, Delhi, India**Team Leader, Operations – Linksys, a Division of Cisco**

2004-2005

Led and motivated a team of 8 engineers and a service mentor to facilitate the achievement of SLA and manage client relationships.

- Assisted the management in setting up the operations that provides pre and post sales technical support to the customers for Linksys.
- One of the six chosen team leaders to attend a development center based on seven habits.

Technical Support Engineer

2001-2002

Worked as a technical support engineer to design small networks using Netgear products.

- Trained fellow technical support engineers on new network related products.

iENERGIZER SERVICES, Delhi, India

2002-2004

IT Executive

Led a team of 2 engineers to maintain systems, network and custom-made credit card software for ABN Amro Credit Cards project.

- Created and maintained management information systems for IT related issues.
- Supervised vendor and facility management that required regular communication and relationship development with vendors and internal department.

Personal:

- Traveling, tennis and badminton with my colleagues and unwinding with Travel channel travelogues.