

# Kshitiz Kumar

Principal Consultant – Adobe Sign

+91 8285 484890  
Kshitij.0712@gmail.com  
Noida, India  
[@kshitiz07](#)

## EDUCATION

### B. Tech | 2009-2013

G.L. Bajaj Institute of Technology and Management (U.P.T.U), Greater Noida, India

## TECH SKILLS

- Certified Adobe Sign Expert
- Adobe Sign Integrations :
  - Salesforce
  - Dynamics
  - SharePoint
  - Office365
  - Okta
  - Workday
  - ServiceNow
- Scripting :
  - PowerShell
  - Linux (Basic)
- Programming :
  - Python
  - cURL
  - HTML / CSS
- Operating Systems :
  - Windows
  - MacOS
  - Linux
  - Android
  - iOS

## SOFT SKILLS

- Communication
- Problem Solving
- Leadership
- Time Management
- Decision Making
- Team Oriented
- Public Speaking

## CAREER OBJECTIVE

Subject Matter Expert with over 9 years of extensive experience in Customer Onboarding & Support for Software-as-a-Service solutions. Highly skilled at problem-solving, team leadership, and management.

## EXPERIENCE

### Principal Consultant – Adobe Sign | NTT Data, Noida

AUGUST 2022 - PRESENT

- Automate document retrieval/storage & user management using PowerAutomate, UIPath, & Python Scripts.
- PowerShell scripting for Active Directory Management and Adobe User Sync Tool, Scheduled Tasks, etc.
- Collaborate with developers to create custom Adobe Sign Integrations using Adobe's REST API, Postman, etc.
- Increase adoption of Adobe Sign in all workflows through templates and web forms, as per requirements.
- Change Management to track new features in Adobe Sign release & assess the impact on validated systems.
- Design & Publish Self-Help articles, Technical Specification Documents, User Guides & Video Tutorials etc.

### Lead Consultant – Adobe Sign | Adobe Inc, Noida

AUGUST 2021 – AUGUST 2022

- Collaborate with developers to resolve bugs reported by enterprise clients & address their feature requests.
- Design custom solutions using Adobe Sign REST APIs, Postman, cURL & Python, to meet client requirements.
- Guide clients in configuring Adobe Sign to comply with various regulations like HIPAA, GDPR etc.
- Deployment and customization of Adobe Sign Integrations for Salesforce, Dynamics, etc for enterprise.
- Hire, mentor and manage Service Desk Associates and SMEs for assisting Adobe Sign Enterprise Clients

### Senior Consultant – Adobe Sign | Adobe Inc, Noida

AUGUST 2019 – AUGUST 2021

- Provide consulting and support for Adobe Sign implementation to large businesses / enterprise customers.
- Assist customers in integrating Adobe Sign with Azure AD, Office 365, SharePoint, Dynamics, ServiceNow, etc
- Demonstrate Adobe Sign functionality, suggest best practices, and conduct detailed walkthroughs for users.
- Develop automations (RPA bots) for improving team efficiency by reducing repetitive work / mundane tasks.

### Technical Support Consultant – Creative Cloud | Adobe Inc, Noida

JULY 2015 – AUGUST 2019

- Deployed Adobe Creative Cloud apps into customer environments along with SSO integration.
- Customized app packages through SCCM / AUSST+RUM for unattended installation and updates.
- Mentor & Train newly hired team members to familiarize them with Creative Cloud apps and services.

### Junior Engineer – Product Support | HCL Technologies Inc, Noida

SEPTEMBER 2013 – MARCH 2015

- Provide BT Internet onboarding and support, network, and mailbox configuration consultation.
- Install, upgrade, and troubleshooting / support for computer hardware and peripheral equipment.
- Coach new hires on product functionality, basic troubleshooting steps and communication skills.