# Prince Kapoor

Sales & IT Solutions Specialist

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## Profile

Results-driven sales and technical professional with 1 year 8 months of experience in IT support and B2C software sales. Skilled in identifying client needs, promoting tailored software solutions, suggesting best suited network devices and making the deals while ensuring high levels of customer satisfaction. Strong communicator with a blend of technical and sales expertise, capable of bridging the gap between business needs and customer satisfaction.

## Core Skills

- B2C Software Sales
- Client Relationship Management
- Technical Support & Product Demonstrations
- Ticketing Tools (ServiceNow)
- Lead Generation & Conversion
- Microsoft Windows & Server Environments
- Communication & Upselling
- Basic Azure & Virtualization Knowledge

## Professional Experience

* **Software Sales & IT Support Specialist | Gate-Stone**

Apr 2022 – Dec 2022

- Handled B2B software sales, offering tailored IT solutions to clients in various industries
- Delivered product presentations and demos to explain technical benefits to non-technical clients
- Consistently exceeded upselling targets, contributing to a 15% growth in product feature adoption
- Managed over 500 technical support and sales cases via ServiceNow, ensuring timely issue resolution
- Built long-term client relationships through proactive communication and support

* **System Administrator | MSi Corp**

Jan 2023 – Jan 2024

- Maintained Windows 10/11 systems and enterprise environments for 200+ users
- Managed Active Directory accounts, access control, and Group Policy configurations
- Supported internal IT operations and trained staff on resolving basic technical issues
- Ensured smooth user onboarding/offboarding and maintained technical documentation

## Education

Post-Graduation in Computer Network & Security | Institute de supérieur d’informatique | 2020 – 2022

Bachelor of Computer Applications (BCA) | Trinity Institute of Professional Studies, IP University | 2015 – 2018

## Languages

Fluent in English & Hindi