Kapil Bhola

Primary: Enterprise Application Support / Technical Support | Technical Account Management | Technical or Service Delivery Lead

Also open to: Customer Success | Solution Consulting and Implementation

Most recent role: Lead Technical Support Consultant, Maharshi Tech Solutions — available for new opportunities
Delhi, India · UTC+5:30 (IST) · open to relocation
Remote or hybrid · open to remote roles abroad
Immediate start · authorized to work in India, open to sponsorship abroad

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SUMMARY

Enterprise application support and technical account leader with 12+ years across Adobe Acrobat Sign, enterprise identity integrations and workflow automation, working both for clients and directly with customers. I've supported 200+ enterprise accounts, delivered 200+ SSO/SAML integrations, and worked on solutions serving 12,000+ users — owning the customer relationship and the technical work underneath it. I stay hands-on: resolving escalations, improving service operations, mentoring engineers, and implementing solutions that hold up in production.

12+ Years in technology	**200+** Enterprise accounts	**200+** SSO/SAML integrations	**12K+** Users in customer environment
50+ Complex incidents / mo, as technical lead	**5+** Engineers mentored		

EXPERIENCE

Lead Technical Support Consultant
Jul 2024 – Aug 2026

Maharshi Tech Solutions · Client: Uniper (Germany) · Contract

Uniper's signature process still ran on paper across a 12,000+ user Adobe Acrobat Sign estate. I ran discovery workshops with enterprise stakeholders, planned the phased rollout, supported adoption, and acted as technical lead on 50+ complex incidents a month. The work spanned Adobe Acrobat Sign, Adobe Admin Console, Microsoft 365, SharePoint and Power Automate, including five workflows built to take over manual steps. Paper flows were replaced with automated e-signature.

Lead Technical Support Consultant
Feb 2022 – Mar 2024

Adobe Inc. · Delhi, India

APAC support across 200+ enterprise accounts needed faster case handling. I led escalations from triage through resolution, authored 20+ KCS HelpX articles and coached on resolution metrics, CSAT and SLA compliance.

Career break
Mar 2024 – Jul 2024

Senior Technical Support Consultant
Aug 2018 – Feb 2022

Adobe Inc. · Delhi, India

Enterprise customers needed single sign-on across mixed identity providers. I configured and maintained 200+ SSO/SAML 2.0 integrations via Azure AD, Okta and ADFS, troubleshooting federation at account scale, and delivered identity rollouts for large customer environments within strict SLA limits.

Technical Support Consultant
Jul 2016 – Aug 2018

Adobe Inc. · Delhi, India

Handled more than 200 licensing, activation, and deployment cases a month for enterprise Creative Cloud and Acrobat DC customers.

Customer Support Representative
Feb 2016 – Jul 2016

Dimension India Payroll (contracted to Adobe Inc.) · Delhi

Provided tier-one support for deployment, installation, and enterprise licensing requests from global Adobe customers.

Career break Oct 2015 – Feb 2016

Technical Support Advisor

Nov 2013 – Oct 2015

Teleperformance India · Delhi

Promoted to Outbound Escalations Agent (Mar 2015); managed 60+ escalated cases monthly and handled pre-sales and billing queries.

Career break Sep 2012 – Nov 2013

Technical Infrastructure Administrator

Sep 2010 – Jun 2012

QGS Infotech (NIIT Education Center franchise) · Delhi

Employed by QGS Infotech, which runs the NIIT Education Center franchise. Maintained systems hardware, networks and software provisioning as Center NAS Champion for online examination infrastructure.

LEADERSHIP

- **People leadership:** mentoring, coaching, onboarding and 1-on-1 development plans for teams of up to five engineers.
- **Technical leadership:** acting Technical Lead on a 12,000+ user enterprise estate; 50+ complex incidents a month.
- **Operational leadership:** SLA, CSAT, incident management, support operations and process improvement.
- **Customer leadership:** enterprise stakeholder engagement, discovery workshops and solution ownership.

SKILLS

Customer engagement — Discovery · Requirements analysis · Expectation management · Stakeholder communication · Adoption

Workflow change — Adobe Acrobat Sign · Acrobat Pro · Acrobat Admin Console · SharePoint · Microsoft 365 · Power Automate · Creative Cloud

Enterprise identity — SSO/SAML 2.0 · Microsoft Entra ID / Azure AD · Okta · ADFS

Solution consulting — Solution design · Business process re-engineering · Digital transformation · PoC

Support and enablement — KCS · HelpX · ITSM · KPI & CSAT tracking · Incident management · SLA management · Team mentoring

SELECTED CASE STUDIES

- **Enterprise Adobe Acrobat Sign transformation (Uniper):** legacy paper flows replaced by automated e-signature across a 12,000+ user environment; five Power Automate workflows cut manual overhead.
- **Enterprise identity & SSO at scale:** 200+ SSO/SAML integrations via Azure AD, Okta and ADFS within strict SLA limits.
- **Support transformation & enablement:** 20+ KCS articles authored and 10+ engineers onboarded; on a team of 11 senior support agents closing 500+ cases a month, changes I proposed cut open case aging by half a day and average resolution duration by a full day, quarter over quarter.

RECOGNITION & EDUCATION

- **ACE (Adobe Customer Experience) Award** — Q4 2023
- **People Management Award** — Q2 2023
- **B.Sc. Information Technology** — Kuvempu University
- **GNIIT (Diploma in Software Engineering)** — NIIT