**Key Highlights:**

#### Having two degrees- MCA & MBA.

#### 12+ Years of diversified experience in Information Technology:

#### Application Development and Management

#### SAP-MM, S&D: functional, assistance in customization, O&M, Training&Rollout.

#### Infrastructure deployment and Management,

* New Roll-outs and IT-Operation Support, Business Process, IT-Audit
* Team Management.

#### Working in Reliance Retail Ltd as a Manager- IT; now employment transferred to the Project of Heritage Foods Ltd w. e. f 12 April 17

#### Good Exposure of IT Project &Retail Sector Projects.

#### Strong technical hands on experience &knowledge of S/w developmentSAP functional, implementation & SAP support, Infrastructure& Networking deployment and Management, IT-Rollout & IT-Operation Support.

**OBJECTIVE:**

Perform better on each and every day to add value to the organization and accomplish my professional goals.

**Experience Summary:**

1. Worked in Reliance Retail Ltdfrom 26 March’07 to 11 April 2017; (Continuously worked 10 + Years) and employment transferred to Heritage Foods Ltd as a Manager-IT; w.e.f 12 April 2017
2. Worked at BSES[An Organization of Reliance Energy Ltd& NCT-Delhi] as a “Project Leader”through Nippon Data Systems Limited from April 2006 to March 2007
3. Worked in Challenger Technology as a Programmer from October 2005 to April 2006.

**PROFESSIONAL BRIEF:**

A MCA & MBA professional with a successful career spanning over more than 12years of overall IT department, having experience of working in different sectors, multifunctional experience of overall IT for Application development and management, SAP- MM and S&D, Hardware, Infrastructure & Networking- Deployment and managementand rollout for the 200 + Stores, 12 Plants, 40 MCCs of different Retail and Dairy format in PAN India. Vast experience of IT specifically designed and implemented for theRetail and Dairy sector. Got exposure of several projects for the project planning/scheduling/executionfor IT-Rollouts (Application& Infra.), SAP and IT Operations Support. Good knowledge of SAP MM& SD functional; assistance in customization, implementation,CR raise and Testing of the new changes as per the business requirementand at present working as a Manager-IT with Heritage Foods Ltd.

**SKILLS:**

|  |  |
| --- | --- |
| **Core Competencies** | **Profile Snapshots** |
| Project Development & Management | Proven capability to handle many projects at a time, great coordination and report presentation skills & meet operational goals within the cost, time & quality. |
| Application Rollout | Proficient & proven ability in developing & streamlining systems to enhance operational effectiveness. |
| Business Analysis | Process mapping, Analysis, Familiar with process followed in IT industry during requirement phase. |
| Team Management  SAP-MM & SD | Highly committed and goal-oriented, with a high level of flexibility and resourcefulness. A keen planner, strategist & implementer with demonstrated abilities in accelerating the business growth.  Assistance in SAP customization, support, PR, PO, GRN, budget upload & payments. |

**CAREER PATH:**

1. **Manager IT– Reliance Retail Ltd.,**New Delhi (March, 2007 to April 2017)

Joined Reliance Retail as an Asst. Manager-IT participated in completion of the many Project of Reliance Retail in several for the Reliance Retail and Dairy Projects;Promoted internally as a Dy. Manager and then Manager-IT and worked in Head Office-New Delhi and NHQ-RCP-Mumbai.On date 12 April 2017, employment transferred to Heritage Foods Ltd.

**Responsibilities:**

1. IT projects planning, Project estimation, Budgeting, coordination, scheduling, review, monitoring and MIS, IT Development, Support business process and follow-up for any IT issues, their escalation and provide solution.
2. Good Exposure of SAP SD & MM; assistance in customization, implementation and CR raise and get the changes done as per the business requirement. SAP support, Roll-outs and training.
3. Monitoring and tracking of all IT projects (S/W, SAP, H/w and Networking) including procurement, installation, vendor coordination, monitoring alerts, information analysis and preparation of management reports.Capex&Opex.
4. Application Management (Maintenance & Support) cum Development and Infrastructure deployment and Management.
   1. IT Rollout of Plant, CC,Hyper-mart, Retail Fresh Store &DC
   2. IT Operation Support for any IT issues of s/w, SAP, h/w & n/w.

#### (IT-Rollout of VPP, MCC/BMC and Plant, IT Support, Vendor Co-ordination, Team Management, Inter/intra co-ordination for Budgeting, approval and execution)

**ProjectBrief:**

#### IT Development and Management (S/W, H/W & Networking):

1. IT Rollout of Sites- Stores,Offices & Plants.. (Application, Infrastructure &Networking)for PAN India.
2. SAP –MM (functional & Customization) for Dairy Project.
3. ERP (SAP) functional and technical support as well as assistance in Implementation.

SAP – S&D- Reliance Stores & Warehouse Management; Indent, GRDC, Stock checking/ Correction and PI Audit)

SAP- MM- (Requirement Analysis, Budget Approval, PR/PO creation, GRN, IV, and Payment.

1. IT Rollout and GO-Live and Signoff (Application & Infrastructure) of Hyper mart /Fresh Store/CC/DC/ Wellness

SAP –MM, S&D (GRN, PR, PO, Indent, GRDC, Stock checking/ Correction and PI Audit)

1. IT Operations Support: Effectivefollow-up & resolution with –ITColleague deputed in the field of states, Through VendorFSE(in case of under warranty/ Under AMC), Local Vendor (Repair& Maintenance/retire- in case of equipment areout-of-warranty).
2. Good exposure of SDLC, worked on all the phase of SDLC including Requirement Analysis, Analysis, Designing, Coding, Testing, Implementation, Maintenance as well as Application Support and training to end user.
3. Designing, Coding, Testing, Implementation, Maintenance as well as Application Support and training
4. Good exposure of Database Management- Oracle & MS Sql Server
5. Infrastructure deployment, Supportand Management, Trouble-shooting, Ensure maximumuptime of the equipment.SAP related Support of MM: Assistance inCR, Up-gradation, Testing for  
   the Server (416 & 417) for PO/PR Creation, GRN, Service Entries, IV Checking, Proposals, Co-ordination for Budget upload, Article Code, Vendor Code Creation, Training to End user, Vendor Follow-ups &Co-Ordination for resolution:for Installation & Commissioning, Dispatch andservice delivery, Procurement & Effective Issuestracking, escalation & resolution etc. in the smallestbest possible time. N/w Services-VSAT,LAN,WAN, WiFi,Application Support & Management (Installation, Configuration, Updation,Implementationetc. ), Helpdesk Management, Asset Management, Automation,O&M, User Training, ProjectManagement.
6. IT Roll-outs & Operational IT Support for Server, VSAT, PC, Printer, EWS, USV, EKO, UPS & Batteries.
7. IT Operation Support-- Manage & monitor Incident logging & tracking via Helpdesk
8. IT Rollout (Application & Infrastructure) of Hyper mart /Fresh Store/CC/DC/ Wellness
9. PAN India basis Setup POS machine, PC, Printer, PDA & S/who/W installation.
10. Maintain High standard of IT service support and SLA.
11. New Requirement Analysis for IT (s/w module, new hardware installation/ remove)
12. Database handling: Oracle, MS SQL Server, Technical and Functional document design
13. Develop Design and Deploy Software Application systems as per business requirement
14. Training to the users/ subordinate for effective use of IT systems and solutions
15. Vendor coordination & management, Plan & execute infrastructure for store.
16. Planning, Scheduling, Up-gradation and implementation of IT for PAN India basis.
17. Coordination with State & HO / Vendor and Carry-out operation and maintenance of IT

Activities for internal customer satisfaction take necessary action on survey/feedback.

1. Participation in IT manpower mapping, recruitment and resource planning.
2. IT Operation Management, IT Service delivery management & Asset Management
3. IT resource management, Helpdesk management for timely resolution of all IT issues, escalation.
4. Plan & Installation for procurement of h/w. N/w connectivitymonitoring& security analysis
5. Implementation, Support &maintenance of various s/w for HO, store and regional office.
6. Departmental Approvals e.g. Leave Attendance, LC / Travel Vouchers/Mobile bill and Week off / C-off Management for the executive of IT. Decide G&O for the IT Team.
7. Liaising with vendor for any kind of IT requirement & annual budgeting for IT requirement
8. Follow up with all stake holders for project execution, status monitoring, updating the project plans, compiling the reports and submitting it to the management.
9. Preparation of monthly performance status Collate, analyze and present periodic performance.
10. People Management, Engagement Management
11. Service Delivery Management

**Support on various Software of Reliance Retail:**

1) SAP Application: Support for SAP-MM, training to end users for Indenting, PO Creation, PO Amendment and GRN etc.

2) Retalix: Assistance to the store users, s/w support as well as technical/ functional training to end users.

3) Other Portal services & support: ROMA, Euronet, SEL& Bar Code, eHelpdesk, Wellness, ILO etc

4) IT Support to several formats of Retail : Reliance Fresh & Hyper, Wellness; Coordination with the HO & state team for master data pushing & promotions issues, Implementation of various application s/w, Troubleshoot & maintenance, Installation & configuration of POS (Point of Sale) machines, patch up gradation, Printer installation & maintenance.

**Project: Reliance Dairy Foods limited.**

RDFL is a group company of Reliance Industries Ltd , engaged in procurement and processing of Milk for producing various types of milk and it’s products. It apart from selling to Reliance Retail, it also sells to whole sellers and retailers. I t has consignment agents stocking the products and selling.

#### Area of involvement in SAP: Entire set up of Sales and Consignment sales process for the business as per the requirement. Master Data creation, Development and configuration of entire process, training, authorization roles and hand holding post implementation and rollouts. Managing the team.

#### Scope of Work: Development and configuration customization and modification of sales process in SAP.

#### I have prepared process requirement document and done GAP analysis of SAP vis-à-vis legacy system. Prepared Master Data in consultation with business and operations team for process mapping in SAP.

#### Area of SAP R/3 involvement:

#### Development, testing, configuration , mapping of organizational elements, Master Data, Transactional Data, Customer Data, Material Data, Sales Process, Pricing procedure ,Credit management and Invoice output development.

#### Integration test, User acceptance test. Training to power users and end user .User Manual preparation. Post implementation hand holding and support. Authorization management.

#### Ensured continuous alignment with changing business needs, through modifications and development.

**SAP::**

* Customization of Enterprise structure, Purchasing process and Plant parameters mapping the business process in line with the SAP functionality and configuration of organizational
* Define Plant, Storage location and Purchase organization for Enterprise.
* Responsible for Creation of Master data Such as Material Master, Vendor Master, Purchase Info record, RFQ and Quotation Maintenance
* Customization of Vendor Account Groups, and define no. range for vendor account groups.
* Creation of material groups, Material types, No range assignment.

**Scope: The Scope of Project was implementation of S&D, MM modules:**

* Provide training to end users ,Reporting to Project Manager
* Requirement Gathering, Client Interaction
* Software Requirement Specification Preparation
* Experience in assisting clients and technical teams to define and refine business requirements, reviewing test cases and test plans. Experience of managing audits and quality assurance activities.
* Making proposals and ensuring that the solution suggested is commercially viable and competitive
* Conducted Train-The-Trainer for the business key users and owned the training manuals and SOPs.
* Updating and maintaining new vendor records.
* Gathering requirements of the material to be purchased as per the BOM.
* Understanding business process, study and analyze workflow to design solutions (As-Is and To-Be Analysis and Freezing).
* Designed and implemented training materials for End Users highlighting upgrade enhancements and new functionality.

Gathered system requirements for End User to Super Users and designed and

Providing estimates for various upcoming projects

* + 1. **Project Leader-NDA-BSES, New Delhi (April 2006 to March 2007).**

BSES is a Joint Venture of Reliance Energy Ltd. & NCT-New Delhi and working to manage Power distribution in Delhi where our role was to develop the software of several modules, Software O & M, Testing & implementation. Joined as a S/W Engineer/Programmer then upgraded as a Team Leader and then Project Leader through Nippon Data Systems.

**Project Brief::**

| **Project (Modules):** | **Role** | **Responsibilities** |
| --- | --- | --- |
| **1.Surveillance Module**  **2. Agency Collection Module**  **3. Inventory Management System**  **4. Power Supply Module**  **5. Consumer Complaints Management Module**  6. **Bill Amendment Module**  7. **Legal Information Sys.**  **8. Consumer Application System**  **9.Energy Audit System**  **10. Project Repository Module**etc. | Developer/ Lead | Planning the implementation & execution on the same.  --Developed Web Based Applications.  --Developed Windows based Applications.  --Analysis  --Coding  --Designing (Backend, Front End )  --Testing (Code review , Business Logic)  --Implementation  --Maintenance & Evaluation  --Technical Manual, Help Manual  --Training. |

Projects planning, coordination, monitoring, Module Development, Support business process and follow-up for any application issue their escalation and provide solution. Monitoring and tracking of projects including, monitoring alerts, information analysis and preparation of management reports, Team Management.

Execution on each and every phases of SDLC from SRS, Data gathering, Analysis, Designing, Coding, Testing, Implementation and Maintenance to Database handling. Also Technical and Functional document design for the modules.

Minor: SAP Impelmentation &Infrastructure deployment and management.

**Following was the Responsibilities:**

1. Develop Design and Deploy & support of Software developed for the company.
2. Train the users/ subordinate for effective use of application.
3. Software Testing as well as Business Logic.
4. SAP Functional Training MM.
5. Technical Document design, User Manual and Process Flow.
6. Database handling –Oracle.
7. Maintenance of existing software & Support.
8. Testing of s/w (Code, Database, Exe & version update), Testing roles and rights for the Application Access.
9. Design test cases, test plan, bug tracking & Complete Testing (1st level, 2nd level& Script testing) responsible for the final implementation of new business needs.
10. SRS, Analysis and Designing of several s/w, Demo and Training to the management/user.
11. Designing and drafting manuals, update old one if any changes in processes.
12. Responsible for Code Review, Query optimization, Explain plan & release EXEs
13. Change Management - Provide support and responsible for Change Control process.

**Minor**: Infrastructure Deployment, management & SAP Support.

Software Developed using: VB.Net, ASP.Net, C#, Oracle

Web Based Applications & Windows based applications.

* + 1. **Programmer- Challenger Technology**(Since Oct.-2005).

**Following was the Responsibilities:**

* 1. S/w development (worked on all the phases of SDLC).
  2. Training on Project
  3. Software Testing as well as Business Logic.

Minor: Infrastructure & Networking deployment and Management

Also, I have 2 years and 9 months of part time experience in IT in L M Computers and EtechSoftone.

**Technical Skill:**

Language: VB. Net, ASP.Net, C#, Visual Basic, C, C++, COBOL

RDBMS : Oracle, SQL Server;

Web Technologies: ASP.NET, C#, XML and HTML

**Academics:**

* **M.C.A** (Master in Computer Application)completed with **1st class**in 2004.

(Distinction in “DBMS, RDBMS, Networking, OS and OOPs”).

* **M.B.A** inHRM & Marketing**.**
* **Certification** from **NIIT**, New Delhi (Oracle and Dot Net specialization)
* **B.Sc. [Hons.]** (Bachelor in Science)passed with **1st class** with PCM group in 2000.

**Personal Details:**

* **Residence**: H.No. 317, Badarpur Market,Near Tuglakabad Metro Station, Delhi – 110044
* **Date of Birth**: 21-March-1979
* **Gender**: Male
* **Marital Status:** Married,
* **Nationality:** Indian