

NARENDRA PANKAJ

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CAREER SYNOPSIS

- ✓ Currently associated as **MANAGER – IT** at **GEM INDIA Group**
- ✓ **10 yrs** of exp into (**I.T.- SAP Implementation, Functional Consultancy, Requirement Analysis, Project Management, Technology Infrastructure, Client, Vendor management and MIS**).
- ✓ Certified **Business Analyst** with knowledge about SDLC-STLC and Defect Lifecycle & Strategy Management.
- ✓ Expertise in analyzing and translating Business requirements into technical & functional requirements.
- ✓ **Strong Functional knowledge** and **Domain Expertise** in Travel, Retail (B2B and B2C), Market Development & Sales, Distribution, Manufacturing (Import, Export, Production, Inventory, Warehouse, and Barcode Process) Customer Service, HR & Payroll, AME, Procure to Pay, Accounts and finance modules.
- ✓ Excellent end-to-end understanding of **IT, processes, organization, and techniques** in order to drive the creation of relevant and detailed IT plans as well as **Organizational Policies** and procedures.
- ✓ Lead in **IT implementation of Strategies, IT processes lifecycles of IT project & teams**.
- ✓ Major work area involves **Gap analysis, Process correction** and **Cross Functional support**.
- ✓ Exposure of extensive **customer interaction, resource planning and controlling responsibilities**.
- ✓ Performs feasibility analysis, scopes projects, and closely works with the Development team to **Prioritizes Deliverables**, and **negotiate on product functionalities**.
- ✓ Creation of detailed **Business Requirement Document (BRD)** and translate it into **functional specifications**.
- ✓ **Team Handling:** Single point Escalation for Customer /users Issues. Coordinating and managing 5 Team Members
- ✓ Routine Meeting with Management, HOD, Marketing/Sales team and other stake Holders to understand the business requirement.

EMPLOYMENT HISTORY

- **Manager IT at GEM INDIA Group** from Feb 2017 –Presently.
- **Dy. Manager (IT) at Jaquar & Company (P) Pvt Ltd** from Jul 2011 – Jan 2017(5 +Years).
- **Training Consultant & Business Analyst at Mindmill Software Ltd.** from June 2010- July 2011(1+Yrs).
- **Training Consultant at NIIT Ltd.** from May 2007- June 2010(3+ Years).

CAREER CONTOUR

Feb 2017 to till date with **GEM INDIA Group**, as **Manager – IT**.

Profile: SAP Implementation, Business Analysis, Leading Training processes & Managing IT Infrastructure

SAP Implementation

- ↻ Successful Implementation of **SAP (SD & MM) in One More Foods Pvt. Ltd.** (Part of GEM INDIA Group)
- ↻ Requirement Gathering, Functional and Business Requirement Documentation and **SPOC** for Users and Vendor
- ↻ Coordination with various department for Data Collection and Migration of Data from OLD ERP to SAP
- ↻ Responsible for successful implementation of SAP B1, providing functional expertise, guidance, presentation, and training on **SAP** products to Users.
- ↻ UDF Creation and Business Rules implementation and providing functional documentation to the vendor for reports, Add-ons.
- ↻ Providing alternate solutions where technical constraints impede the business process
- ↻ Smooth execution of training throughout the globe and Evaluation matrix for impact analysis of the training

IT Infrastructure

- ↻ Plan, organize, control and evaluate IT and electronic data operations.
- ↻ **Managing security of data, network access and backup systems, policies and procedures.**
- ↻ Developing and maintaining detailed project plan.
- ↻ Managing project scope and change control and escalating issues where necessary.
- ↻ Managing **Software licensing compliances**.

Vendor Management

- ↻ Direct interaction with vendor on Daily basis with Project Head (Development) and team for Implementation / Design, New Changes and discussion on Rollout Plan for SAP Implementation.
- ↻ Finalizing Time/Cost and Quality involved in SAP Implementation.
- ↻ Vendor Identification, price negotiation and other activities for procurement of Technology, Assets and Infra.
- ↻ Interface with Development and organization for all development, testing and implementation related activities.
- ↻ Testing the developed module provided by development team before providing it to end user.

July 2011 to Jan 2017 with **Jaquar & Co. Pvt. Ltd.** as **Deputy Manager – IT**.

Profile: Business Analysis, Leading Training processes & Managing Software Implementation

Project Roles and Responsibilities:

- ↻ Leading towards **Requirement Analysis, Project Implementation, Data Migration** and Report Generation, Complete **End To End Implementation, Training and Support for:**

- **Web based Sales Management System (Salesforce):** Initial requirement documentation for **500+** Sales Representatives and **50+** Management Employees World Wide to Manage/ Record/ Analyze Sales related activities for Individual/Branch / Zone on **Cloud Computing** technology.
- **Dealer Management System** designed for 100+ Area Dealers (Distributors) and managers of the company. Executed a project for complete transition from Stand Alone Desktop Application to **Web based application**
- **International Projects:** Implemented **Export Application** for all Foreign Employees and customer used in more than **18+ Countries** across the Globe to handle all Sales and Inventory Related operations Complete ERP package designed for Export Division for managing Sales, Production, Inv. etc.
- ↪ Complete implementation of **Bar-coding Process @ factory (4) Warehouse (10+) and Dealers (100+).**
- ↪ **Executing Management Level presentation** on all major modules in organization.
- ↪ Lead team towards release cycles by contributing to scope planning, test effort estimation, UAT, Functional testing and release sign-off. Knowledge Transfer to development team over Functional Specifications
- ↪ Delivered and implemented project as per scheduled deadlines, extending post-implementation and Support to clients.
- ↪ Expertise in Training Management – Delivery, TTT, need assessment, Training Calendar, Training Material and Execute training sessions, webinars, workshops etc.
- ↪ **Lead team towards Business Analysis**
 - **Management Information System:** Support and managing change request protocol for complete ERP package which provides solution to manage Production/Inventory/Import/Sales/Finance of the Organization with options of **Analytical Report, BI tools and Report Builder.**
 - Requirement Gathering and Analysis, Requirement Documentation, Business Process & GAP Analysis and Demo for Sales Management System, Inventory Management System – MIS, Barcode Project – MIS, Accounting Module – MIS, Marketing Module – MIS, Customer care Mode (Wiser), Procure To Planning – MIS, Review & Approval Management System – MIS & HRMS, Sales Management.
 - Reviewing & finalizing Functional document for approved Requirement.
 - Meeting with Management for approval of Requirement gathered from various departments.
 - One to One meeting with HOD and users from different dept. to understand their pain area and working.
 - Knowledge Transfer to the development team on Functional Specifications.
 - Project Governance including day to day management and resolution of risks, issues and dependences.
- ↪ **Lead team towards Software Project Implementation**
 - Develop and execute the Software rollout plan.
 - **Tableau Implementation:** Reporting tool to create multiple management level report
 - Single point of contact for support question and troubleshooting for Sales Management System, **DMS.** MIS Application (Inventory, Accounts, Marketing, Import and others). **Bar coding and WMS** project.
 - Coordinating the tasks to be completed by our implementation team.
- ↪ **Lead team towards Release Management**
 - Designing and implementing the software release management processes
 - Handling all aspects of release management like. Release Planning, Tracking and Monitoring, release plan walkthroughs
 - Maintaining release calendar and coordination about releases with IT and Business Stakeholders
- ↪ **Lead Role in Application Training & Support facilitation**
 - Train the Trainers program for branch level tech support and trainers on the new updates in application.
 - Finalizing and reviewing Documents\User Manuals\Slide Shows for existing modules and new releases.
 - Prepared IT Training calendar and PJP for all Zonal Trainers and Analyzed WPR (Work Process Report) on SOS basis
 - Generating Audit Reports of Training for the management on monthly basis.
 - Lead Train the Trainer (Leadership program) SOS basis.
 - Designing templates for Training, Support, Implementation and Data Migration.

Achievements:

- ↪ Appreciation from HOD for Sales Management (SMS) application implementation
- ↪ Appreciation from Group Advisor for ERP Implementation at corporate
- ↪ Appreciation from Zonal Heads for ERP, SMS application implementation
- ↪ Appreciation from VP for defining Business Analysis process & delivering Training to managers.

June 2010- July 2011(1+Yrs) with **Mindmill Software Ltd. as**

Training Consultant & Business Analyst

Profile: Business Analyst, Training Consultant & Software Implementer

Project Roles and Responsibilities:

- ↪ Complete End to End Implementation of Core Banking Solutions (Bankmill Software) and HR/Payroll application
- ↪ Requirement Analysis for Customization of Sub Module of CBS like Migration Utility, Credit and Legal, Borrowings.
- ↪ Requirement Analysis, end to end implementation, rollout planning, technical support, change analysis and Customizations of application like. Core Banking Solution, HRMS, Payroll, Robot MGMT and Purchase Requisition.

- ↪ Requirement gathering from Client, Creating User Interface and deliver the Business logic/Module to Software Dev. Team and responsible for delivering latest patch to client through Patch Management System.
- ↪ Leading team for UAT before Module delivery and managing issue on Tracker and issuing Ticket No to Client.
- ↪ Monitor Deliverables, Modules, and Groups tasks on mind tracker.
- ↪ Demonstration of software to client.
- ↪ Designing and developing T & D programmes based on both the organizations and the individual's needs Project based Technical/Domain Training to Development Team (TFS, Patch Management, Robot Management etc.)
- ↪ Identifying training needs within an organization through job analysis, appraisal schemes, change of project/module and regular consultation with business managers, project director and PMO and human resources departments.
- ↪ Prepare/Update training materials as per requirement
- ↪ Prepare Training Calendar & ensure training room, Resource, Trainers availability and Prepare Test Paper.
- ↪ Taking Feedback from Internal / Induction Trainees and Evaluation for same.

Achievements:

- ↪ Received appreciation from VP for successful Process Training for verticals (Sales, IT, HR, Admin, Technology, Testing).
- ↪ Appreciation from project director for implementing Training Process (Dept).

**May 2007- June 2010 with NIIT Ltd. as
Training Consultant**

Project Roles and Responsibilities:

- ↪ Preparing Training Calendar.
- ↪ Batch/Resource Planning, Module Milestone Setting, Feedbacks, Slippage Control, Appraisal Review, Certification of the Course, Batch Occupancy Management, and Leakage Control.
- ↪ Training requirement understanding from various stakeholders or Department Heads. Planning & Conducting Corporate Trainings.
- ↪ Designing Customized Training Modules.
- ↪ Planning & Conducting Trainings for various departments for employee development & organizational growth. Giving Feedback & Preparing action Plans.
- ↪ Preparing Monthly Audit-Reports related to the Trainings conducted and contributing to Achievement of Business Targets.

Achievements:

- ↪ Appreciation from Branch Head for identifying process training needs and successful deliverables.
- ↪ Appreciation from HOD for Training Need Analysis process.

ACADEMIA / PROFESSIONAL COURSES

- ↪ **MCA** from S.M.U.2009 Scored 75%
- ↪ **BSC** (Physics Hons.), Magadh University, Patna, Scored 65%
- ↪ **10+2 (Science)** ,B. I. E. C. Patna , Scored 63%
- ↪ **10th** , **B. S. E. B. Patna**, Scored 65%

TRAINED & CERTIFIED

- ↪ **Certified Business Analyst** from Vigorous Quality Management System (VQMS)
- ↪ **Diploma in I.T.** from NIIT
- ↪ **.Net Certification** from NIIT
- ↪ Sun Certified **Web Component Developer** for the Java Platform, Enterprise Edition 5.0
- ↪ Sun Certified Programmer for **JAVA 2** Platform, Standard Edition 5.0

WORKSHOP - TRAININGS DELIVERED

- ↪ **Induction** Trainings at Corporate to Executives & Managers
- ↪ SAP – SD and MM module training to , Junior, Middle and Top Management
- ↪ **Banking Application** to Executives / Managers
- ↪ **HRIS** training to Executives / Managers,
- ↪ **Purchase Requisition Development** to executives / Managers
- ↪ **Sales Management Application** (SMS) to Corporate executives / Managers
- ↪ **Dealer/ Distribution Management Application** (DMS) to Managers, Distributors and End Users,
- ↪ MIS ERP (Production, Inventory, Warehouse, Import, Export & accounts training to Executives / Managers

PERSONAL DETAILS

Father's Name : Late Rama Kant Jha
 Date of Birth : 04-10-1982.
 Sex : Male
 Nationality : Indian

Place: New Delhi.

Narendra Kumar Pankai