**Gopal Jha**

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Bihar, INDIA

**Career Objective**

Associate IT Consultant, having total **6 Years** of IT experience with **5 Years** of relevant experience in Supply Chain JDA where my knowledge in Supply Chain Technology (JDA (BY) Demand Planning /JDA Supply Chain Matrix), PL/SQL, UNIX and competencies in the field of software can be shared and enriched for the promotion of dynamic, vibrant and a growth oriented organization.

**Profile Summary**

* 5 Years of relevant experience as **Techno-Functional** **Consultant** in **JDA SCPO (Demand Planning, Supply Chain matrix, Basic Fulfillment), JDA Application Support and Enhancements, SQL, PL/SQL, UNIX.**
* **Having experience to work at Onshore (Client Location) in Sweden for 1.8 years.**
* Good understanding of **Database** Concepts.
* Rich experience in analysis of JDA application and its functionality.
* Good experience to work with JDA Demand planning, Replenishment Solution or Sourcing & lead-time module.
* **Experience in JDA development like UDT enrollment, UDC creation, FE page creation, Search creation and modification.**
* Work in JDA SCPO Development, JDA Application Support and Enhancements.
* As involved in Application Support, so have experience of On-call support (24\*7) and Batch monitoring.
* Handle different user queries through Incident/Problem management/Change Request and Bug fixing based on JDA Application & PL/SQL.
* Have working knowledge of Agile and Scrum methodologies.
* Experience delivering effectively in a fast paced environment with an ability to adopt quickly.

**Skill Set:**

|  |  |
| --- | --- |
| * **Technology** | * JDA Demand & Basic Fulfillment, JDA Supply Chain   Matrix |
| * **Languages** | * PL/SQL, SQL |
| * **Databases** | * Oracle |
| * **Tools** | * SQL Developer, Toad * Jira, Confluence * ALM * GIT Bash, Bit-Bucket |
| * **OS** | Windows family. |

**Academic Profile:**

**Master of Computer Applications (MCA)**

Sikkim Manipal University

Completed MCA with **70 % (Grade ‘A’)** from Sikkim Manipal University in 2011 – 2014

**Bachelor of Computer Applications (BCA)**

Sikkim Manipal University

Completed BCA with **78 % (Grade ‘A’) from** Sikkim Manipal University in 2007 – 2010

**Educational Qualifications:**

* Passed 12th with **60%** from G.K.P.COLLEGE, SAMASTIPUR (B.S.E.B Board, Patna) in 2007.
* Passed 10th with **63%** from S.R.J, HIGH SCHOOL, Muzaffarpur (B.S.E.B Board, Patna) in 2005.

**Work Experience:**

* **Oracle (OFSS) BPO SERVICES limited, GURUGRAM (Associate)**-> Sep 2014 - Jan 2016
* **HCL Technologies Ltd., Noida**: (**Senior Software Engineer**) -> Aug 2016 – Oct 2020.
* **ITC Infotech, Bangalore**: **(Associate IT Consultant)->** Oct 2020 - till now

**Project Experience (ITC-Lowe’s CANADA)**

* **Project Name: SCPO Demand Program (Oct 2020 – till now)**

**Client: Lowe’s Canada & Rona**

**Role:** Associate IT Consultant

**Technologies:** JDA Demand

**Other tools:** SQL Developer/Toad, Jira, Confluence, Git, Bitbucket

**Project Description:**

A development project which need to implement JDA demand & fulfillment solution to RONA business and also implement the customized solution as per business requirement with help of JDA.

(Lowe’s Canada acquired Rona and implement JDA D & F solution within Rona. Lowe’s Canada has already set up of JDA demand and fulfillment)

**Responsibilities:**

* Build, test & maintain enterprise solution for SCPO Demand for Lowes Canada SCPO.
* Work with integrated teams to deploy scalable distribution solution for supply chain needs.
* Provide probable solutions to client for their Business requirements of Supply chain.
* Enhance and develop new changes in Lowe’s Canada JDA demand based on business requirements.
* Worked on analysis/development of Supply chain requirements in application and its functionalities.
* Worked on development of change requirements on front end as well as on backend.
* Take care of Interface development.
* Support business user queries through Incidents & Ad-hoc.
* Bug fixing based on PL/SQL or UNIX.
* **Project Name: Demand and Supply Planning (Aug 2016 – Oct 2020)**

**Client: IKEA**

**Role:** Senior Support Engineer

**Technologies:** JDA Demand and Fulfillment, PL/SQL, SQL.

**Other tools:** SqlDeveloper, ALM, Jira, Confluence

**Project Description:**

A support and enhancement project which is supporting the business of IKEA, the main aim of this project is to create demand of the products based upon history data and then transfer it to fulfilment according to which planning and order creation of the products occurs and thus according to need there demand is fulfilled.

Also need to take care replenishment of products.

**Responsibilities:**

* Provide probable solutions to client for their Business requirements and problems.
* Solve queries reported by business on time.
* Providing support to the business by solving there issues and bug fixing in functionality in Application as well as on code level
* Leading the Problem Report and SLF team with both at onsite as well as offshore.
* ER/PR investigation & resolution.
* Working in quality support also for the project such as maintaining KPI’s.
* Handled Incident/Problem management.
* 24\*7 on call support, supporting batches which are a critical aspect of the project.
* Educating client on functional features of newer version through demo sessions.
* Business benefit assessment of new functionalities.
* Mentoring fresher’s to be productive by providing them sessions and KT’s(knowledge transfers)
* Functional handover to support team
* Restart the application & their Node
* To provide support other dependent systems while performing the test at several levels specified by IKEA Standards.
* Steered efforts in functioning on Change Request on any existing functionality or a new feature and conducted impact analysis before going to production. Business/Technical benefit assessment of new functionalities.
* **Project Name: STN IT Support (Sep 2014 – Jan 2016)**

**Client: Stonegate**

**Role:** Support Engineer

**Tools:** SQL Developer/Toad, BMC-Remedy, AppWorx

**Project Description:**

A support project which is supporting the business of Stonegate, the main aim of this project is to support business users related to their issue with applications.

**Responsibilities:**

* Provide probable solutions to client for their issues.
* Solve queries reported by business on time.
* Handled Incident/Problem management.
* 24\*7 on call support, supporting batches which are a critical aspect of the project.
* Working in quality support also for the project such as maintaining KPI’s.

**Training:**

* 6 Months of training from HCL Training & staffing services on PL/SQL from **Feb 2016 to Aug 2016**.

**Certification & Achievements**:

* JDA Demand – Level 1
* JDA Demand strategic Concept V2019.1
* ITIL Certified professional
* Receive three time Live Wire awards for outstanding performance in HCL Technologies.

**Personal Profile:**

**Name :** Gopal Jha

**Date of Birth**  **:** 07-Oct-1990

**Father's Name :** Jata Shankar Jha

**Languages Known** **:** Hindi, English

**Nationality**  **:** Indian

**Sex :** Male

**Alternate E-mail :** gopal.jh1@rediffmail.com

**DECLARATION:**

I hereby declare that the above information given by me is true to my belief.

**Gopal Jha**