Ritesh Ghursaria

Program Manager/Solution Architect

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EDUCATION

➢ Master of Science in Information Technology from CV Raman University

➢ Bachelor's in computer application from DAVV University Indore

CERTIFICATION

➢ ITIL® Foundation Certificate in IT Service Management
➢ TOGAF 9.2 Foundation Certified
➢ Oracle certified SOA 12c Professional
➢ Oracle Cloud Platform Application Integration 2018 Certified (PaaS)
➢ Certified Scrum Master (CSM)
➢ IBM Certified E-Commerce Professional
➢ Automation Anywhere Advanced RPA Professional
➢ Diploma in UI Path Automation

WORK EXPERIENCE

➢ Infogain Systems (Program Manager/Solution Architect) – Dec-2016 to Present

➢ Zensar Technologies (Architect) – July 2015 to Nov 2016

➢ Hexaware Technologies (Lead Consultant)- April 2013 to Jun 2014

➢ EDS an HP company (Techno-Functional Consultant)- May 2005 to Mar 2013

Profile

20+ years of 'Information Technology' industry experience as Program Manager, Solution Architect and Business Analyst.

Business strategist, plan and manage multimillion-dollar projects aligning business goals with technology solutions and led complex projects for Merger & Acquisition.

I am TOGAF Foundation, Oracle, ITIL, Scrum Master and RPA certified. I have strong working knowledge on PMP, ITIL framework, TOGAF, SDLC, Agile Scrum and DevOps practices.

Significant experience in Digitalization, Cloud (SaaS, PaaS, IaaS), RPA, Go-To Market Strategies, Further Roadmap, Pre-Sales, Technical Proposal Writing, Whitepaper, Solutions Designing, working on Collaterals, RFP response, SOWs & Business Case Studies.

Extensive onsite client facing role since 2005 in different geographies; USA, UK, Netherlands, Australia, Africa, Singapore and Middle East.

Exposure to multiple business domains including Finance, Procurement, Supply chain, human resource management, e-governance, service portals, UK-Payment System.

Involved in design of product Identifying project risks, planning for mitigation, resolving risks as they arise and timely escalation of risks to Program Manager and Client, as required.

Skill Set

Cloud - Azure, AWS, Oracle Fusion (SaaS), Oracle PaaS, Oracle IaaS

Middleware - Oracle SOA, Integrated Cloud Solution, MuleSoft, ODI, EDI, ETL, API Gateway

ERP Applications - Oracle EBS Release 12.1.3/6, Oracle Fusion

DevOps - Git, Hudson, Jenkins, Docker, Ansible, Kubernetes

RPA - Automation Anywhere, Blue Prism, UI Path

Databases - Oracle and SQL Server

Methodology - TOGAF, SDLC, Agile, DevOps, ITIL, OUM

Major Projects

Client: Freeman, USA

Role: Program Manager/Solution Architect

Responsibilities:

- Plan and execute project roadmap as envisioned by stakeholders
- Provide techno-functional leadership and manage a team of 60+ people
- Resolve integration conflicts and ensure fluid Business Process Integration across multiple Modules in Oracle R12 eBusiness Suite
- Azur DevOps Support – VM, CI/CD, StreamSet Cloud Hub, Azur Account Maintenance, Certification upgrade, Storage Management, Vulnerabilities
- Involved in integration with multiple systems using Streamset ETL/SOA
- Proposed Enterprise Application integration framework for event based microservices.
- Configured API Gateway in different environment using Terraform
- Configured multiple APIs on API Gateway using Terraform
- Involved in life cycle management for microservices, API Gateway and API management
- Coordinate and collaborate with Architecture, quality, and business team to deliver next-generation, high-quality product
- Responsible for people development, capacity planning, delivery management, and stakeholder communication
- Support Pre-Sales team for Proposal, Request for Proposal (RFP), Request for Enquiry (RFE) preparation as a Delivery expert
- Mentoring Project Managers/Leads/Scrum Masters during initial setup

Client: Dubai Customs, Dubai

Role: Solution Architect/ Business Analyst

Responsibilities

- Responsible for defining EBS Upgrade strategy, Data Migration Plan and Execution methodology
- Responsible to create roadmap for multi-environment setup for CNP
- Responsible for Stakeholder Management & Client Interaction for building Client Relationship
- R12.2 COA Mapping Retro-fitment and new account & sub-account mapping with existing system
- Data Migration for 36+ Million records for two years and Reconcile data with AP, AR and GL
- More than 1200+ test case execution for 20+ vertical systems on Test environment and reconcile the records to match with GL
- Sub-Ledger account method modification to handle Lability and Revenue accounts
- Configured REST and SOAP web services using OIC
- Major financial data transformation using ETL and configuration SOA gateway
- Performing continuous process improvisations in Oracle ERP in an effort to make the systems and processes more reliable, predictable and efficient

Client: NTT and Dimension Data Singapore

Role: Business Analyst/Project Manager

Responsibilities:

- Understand the business process for NTT and Dimension data for process Merger
- Design the process to best fitment for NTT and Dimension
- Understand client requirement and identify the process for RPA
- Responsible for design Solution/Process Design Document (SDD, PDD and TDD)
- 30+ Infra Process automation using Blue Prism
- Design RPA Automation for Networking, HR Onboarding / Offboarding, Door Access, DL, Vending Machine, Cisco Configuration for IP and Video Conferencing
- Reduced 50% of operational cost by implementing Infra RPA process
- Production environment preparation for RPA (Installation, configuration and Maintenance)
- Managing and trained resources on latest Oracle integration technologies like OIC, API Gateway

Client: World Health Organization – Malaysia

Role: Solution Architect /Functional Consultant

Responsibilities:

- Implemented/Supported Oracle Fusion Financial Modules GL, AP, AR
- Mentor team for fusion integration technologies (SOA & ICS) & Reporting technologies like BI Publisher, OTBI & FRS
- Strong customer interactions and service orientation so understand customers critical situations and accordingly provide the response, and mobilize the organizational resources
- Design and maintain appropriate documentation for architecture, design, technical, implementation, support and test activities
- Defined Integration Patterns, best practices, and project execution methodology using onsite-offshore model
- Define Dynamic Approval Management Process (AME) for 15 different department within a WHO group
- Involved in design of product Identifying project risks, planning for mitigation, resolving risks as they arise and timely escalation of risks to Program Manager and Client, as required

Client: Actew AGL, Australia

Role: Project Manager/System Architect/Functional Consultant

Responsibilities

- Coordinating system/ requirement analysis for understanding client's (internal/ external) business processes and mapping them to required standard framework
- Keeping track of project deliverables and working out measures to mitigate any risks, thereby ensuring seamless delivery of the project to the client

- Conducting weekly / monthly review meetings to discuss project related issues and problems being faced by the TLs / team & recognizing the team accomplishments
- Suggesting appropriate functional as well as technology-based solutions for enhancing productive efficiency of the organization for achieving business excellence
- Impact analysis for technical and functional components from 11.0.9 to 12.1.3
- Prepared documents for SAD, technical (DS.140), Unit testing (TE.020) and Installation document (IM.090) using Oracle Unified Method (OUM)
- Conducting Steering Committee meeting between Hexaware and Actew AGL.
- Being a part of Statement of Work (SOW) preparation, Resource Billing and estimation
- Coordinating various project related activities involving project planning, execution and management in tune with the core business objectives (including risk management, effort / time / cost estimation)

Client: Department for Work and Pension, UK

Role: Technical Architect/Techno-Functional in Finance

Responsibilities

- Conducting weekly / monthly review meetings to discuss project related issues and problems being faced by the TLs / team & recognizing the team accomplishments
- Key role in preparing proposals, solutions, approaches (Statement of Work) for the engagements in pipeline & estimating project for the upcoming engagements
- Keeping track of all project deliverables and working out measures to mitigate any risks, thereby ensuring seamless delivery of the project to the client
- Involved in implementing the Oracle TeleService (CS) module: gathering business requirements, identifying gaps, design solutions to resolve gaps in the standard Oracle system, configuration/setup, testing, and all documentation
- Involved in Development of Oracle TeleService Service request (CS) Interface for Prepayment and Post Payment and creating tasks (JTF)
- Implement the File processing program using BPEL for process the excel file and archive the file
- Developed WSP PO Load Inbound Interface using the BPEL
- Developed WSP PO Load Response Outbound Interface using the BPEL
- Implemented Human Workflow for Payment Approval process using BPEL
- Maintain, Configuring, Monitoring and Controlling Oracle Web Logic Application Servers
- Implemented WS-Policies in Oracle SOA Suite
- Analyzed, designed and developed SOA interface design patterns connecting Oracle EBS R12 (AP/PO//GL)
- Involved in Development of TCA Architecture structure
- Pay on Receipt process upgrade to determine the cost break from BPA attribute
- Impact analysis for technical and functional for 12.0.6 to 12.1.3 Oracle Apps upgrade
- Documenting business requirements; Data design and process re-engineering to fit with the Oracle system; Prototype new business processes; Design legacy data conversion; Configure applications; Create test scenarios

Client: Vodafone, Netherland, UK

Role: Techno-Functional Consultant

Responsibilities

- Developed and tested Oracle Inventory Transactional Linkage suite of modules to specification. This involved the customization of two Oracle Inventory forms and the development of a series of database packages and a database trigger. Produced supporting documentation
- Customized Oracle Inventory Master Items form with Forms 6i and Custom.pll
- Customized the AR Dunning Letter module so that the letter could be either faxed or emailed
- Customized the PO Print module primarily so that overlays could be used in its output
- Reworked Order Management Returns Authorization & Generation form and Vendor Returns form
- Customized Sales Order Print report
- Customized Calculate Available Credit module using PL/SQL
- Customized existing workflow for Automatic Booking module
- Specified and developed Delivery Note (Outside Processing) with Reports 10G, Oracle Workflow and XML Publisher
- Specified and developed Document Archiving Solution using PL/SQL and Oracle attachment functionality for range of documents and transactions
- Specified and developed Customer Invoice with Reports 10G and XML Publisher
- Created interface to external system for Service Requests

Client: i2 Technologies, USA

Role: Technical Consultant

Responsibilities

- Resolve tickets related to Oracle Finance modules
- Done upgrade for i2 from 11.0.3 to 11.5.9 and 11.5.9 to 11.5.10.2
- Designed and developing server-side PL/SQL for AP, AR, GL, FA, PA flex-fields based Applications. Data Stage based operations and Administration.
- Weekly/Monthly Release for Oracle Objects
- Functional Testing done in iProc module for Create Requisition, PO and Receipt
- In Bound Interface from legacy system (IR System) to FA
- Developed Pro*C Object for Fixed Assets Tag and Serial Number
- Developed FA Cost Summary, Accumulated Depreciation, Catch-up Depreciation Reports
- Developed Java based application using JDeveloper & XML
- Preparing the Technical specification
- Performing Unit and System Integration Testing
- Perform tuning for Oracle Objects like report tuning, Table Tuning, SQL tuning etc