**ASHISH GUPTA**

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**SENIOR BUSINESS ANALYST | ORACLE FUNCTIONAL CONSULTANT**

**PROFILE SNAPSHOT**

* **Oracle EBS SCM Functional Consultant** offering 10+ years of rich experience in Implementation, functional Support and testing of Oracle applications 11i and R12.2.x
* Extensive experience in managing Oracle EBS Implementation and Support for SCM/CRM modules like **Order management, Inventory, Pricing, iStore, Quoting, Service Contract.** Proven expertise in the areas of Business Analysis, Implementation, Testing and Production Support in Oracle Applications, Oracle E-Business Suite ERP testing and possesses good knowledge of **Order to Cash(O2C)** cycle along with EDI Project execution.
* Experienced in creating the Oracle EBS setup documents (BR.100) and the Functional Design documents (MD.050) for the new requirements of the company.
* Proven capabilities in formulating project roadmaps, defining user requirements and prioritization. Deft in requirement gathering and analysis, designing customized solutions, UAT, Testing, Training and Support.
* Experienced in end to end project management, design and development of applications, testing and integration of systems, involved in Quality area of Software Development Life cycle like enhancement review, implementing software design to business, creation of Functional Test Scripts and certifying the software quality for product.

**Technical Expertise**

Oracle EBS 11i and R12 ▪ SCM Modules Order Management

Inventory ▪ CRM modules iStore, Quoting, Service Contract ▪ JIRA ▪ Purchasing ▪ SFDC ▪ ServiceNow

▪ VersionOne▪

**NOTABLE ACCOMPLISHMENTS**

* Distinguished contributions in providing effective engineering support and achieving the project goals by managing the end to end project requirements, implemented best practices and achieved superior project benchmarks by flawlessly addressing project transitions and requirements.
* Involved in testing of various core and custom modules of Oracle EBS SCM/CRM Release 11i & R12 involving P2P cycle, O2C cycle, iStore.
* Demonstrated success in strengthening IT capabilities along with demonstrated competencies in analysis, design, development, client presentations, testing, troubleshooting and support for various business applications.
* Contributed towards process improvement and exceeded the metrics as defined by the client on a time-to-time basis, which resulted in achievement of team’s operational goals.
* Played a key role in achieving superior productivity by streamlining procedures, training teams, building resource capabilities and implementing automation.
* Effectively implemented adequate systems, procedures and compliances for achieving the desired quality standards and metrics.
* Expertly reviewed and approved all functional specifications, managed metrics and identified areas of improvement. Defined test plans and allocated resources for project work, defined and implemented QA methodologies and processes, evaluated software requirements and test procedures to thoroughly test the product.

**EMPLOYMENT SCAN**

**Symantec Corporation, Pune since Sep’ 15**

**Growth Path:**

**Senior Business Analyst, Sep’ 2018-June’2020**

**Senior IT Application Specialist, Sep’ 2015-Dec’ 2017**

**Project –** Oracle Order to Cash Implementation

**Oracle Modules:** Oracle Order Management, Service Contract, Inventory, AR

**Role:** Working as Business Analyst in Global Order to Cash Enablement Team, responsible for Implementation and functional production support to O2C Teams under Finance Shared Services.

* Orchestrate in the implementation of modules in all aspects of Order-To-Cash which includes order management, inventory gathering requirements, creating design documents, and performing impact analysis for Oracle functionalities.
* Strong understanding and implementation of application configuration involving system setups, flex-fields, profile options, lookups, etc.
* Efficiently managed and fulfilled project and operational requirements by ensuring flawless transitions, expansions and any other changes as per the specifications and circumstances.
* Prepare BRDs and requirement gathering, implementation of new change requests & enhancements, providing proactive resolution to issues through root cause analysis for any new Changes requests and enhancements in **Order to Cash Cycle.**
* Met the quality benchmarks consistently and delivered the deliverables within the timelines without any production issues. Provided production support to Order to cash team, performed Perform end to end set-up, configuration, testing and validated changes and enhancements in Order Management Module
* Onboarded all partners during the EDI Implementation resource crisis within specified time and limited resources by arranging a team meeting, grouping partners as per location to group overlapping requirements.
* Onboarding EDI partner using EDI interfaces 850 and 855, and partner onboarding in **Zuora**.
* Demonstrate competency in developing UAT plans, test cases, and test scripts, functional testing, and getting sign off from business users.
* Coordinate with the business and IT teams to confirm design and delivery.
* Worked collaboratively with the key stakeholders like IT Development team, Internal DBA and Oracle Support team and ensured smooth interactions with the end users and provided trainings for minimizing technical issues.
* Strengthened operational capabilities and monitored ERP end-to-end transactional execution and scheduled jobs along with EDI and Order Capture jobs in Oracle Order Management
* Track service requests in SFDC on a regular basis and provides functional support to End users.
* Logging and tracking of Tickets using **ServiceNow** tool
* Provide the month/Quarter end period close support in the O2C area

**Capgemini India Pvt. Ltd, Mumbai as Senior Consultant, Mar’ 14-Oct’ 14**

**Project -** Lend Lease E-finance Program

**Oracle Modules:** Order Management, Inventory, Shipping, Purchasing.

**Role:** Oracle E-Business R12 Order management Implementation across APAC, US and EMEA Regions.

* Managed end-to-end production support activities for Oracle Order Management implementation
* Understanding & coordinating client’s needs / enhancements, customisation, issues, providing solutions in adherence to delivery schedules; interacting with clients and gathering regular feedbacks.
* Preparing **BR100, MD050, TE40, TE50**, CRP execution, User training and coordinating with technical teams on Oracle Apps related Custom design validation for integration between Oracle Apps and legacy applications.
* Collaborated with Pricing & IT Business to obtain clarity on the Business Rules and capture the same.
* Implemented the projects within deadlines as per project plans by understanding the technical & functional specifications, establishing the project road maps and managing the technical nuances and coordinating client’s needs / enhancements, customization of product accordingly.
* Performed all the setups for OM, Shipping, Inventory and Advance Pricing. Accountable for maintenance and support of regular business flow in Oracle Order Management.
* Created reports (Daily status report and Weekly status reports) and developed test matrices to be shared with the Client and senior management.
* Develop test plans and manage UAT testing for system changes.

**Blue Digital Media, Noida as Senior Consultant, Jan’ 12-Feb’ 14**

**Project –Oracle EBS Implementation**

**Modules: Order Management, Inventory, Shipping, Purchasing**

**Role**: Oracle EBS SCM functional Implementation for OM, Inventory, Shipping.

**Responsibility includes**

* Responsible for gathering user requirements, functional design, assistance to developers and testing customizations.
* Worked in Order to cash cycle for all transactional monitoring and setup issues
* Preparing **BR100, MD050, TE40, TE50**, CRP execution, User training and coordinating with technical teams on Oracle Apps related Custom design validation for integration between Oracle Apps and legacy applications.
* Worked on the setups of the OM, AR, Advance Pricing, Shipping, INV, PO modules
* Deliverables included UAT, need analysis, functional mapping, gap analysis, finding solutions, setup and testing
* Created test scripts for UAT (User Acceptance Testing) in TE040 documentation with detailed testing of all the modules
* Review test deliverables defects and test results created by team members.
* Coordinated activities with Testing and the Technical team to resolve daily reported Production issues. Facilitated discussions with end-users / managers to gather functional requirements on their issue
* Providing Post Implementation support

**SunGard Technology Services, Pune as Senior Engineer, Feb’ 10-Nov’ 11**

**Project: Channel-Store, Sales Store and Partner Portal integrated with Quote2Cash (SFDC, Configurator, Inventory, AR)**

**Role**: Senior QA Engineer for Oracle iStore , Oracle Quoting and Order Management, Purchasing modules

 **Responsibility includes**

* Requirement gathering and Analysis
* Perform Functional Setups for new Change requests and Enhancements
* Performed Functional testing & Regression testing
* Involved in Bug tracking and reporting the bug through Quality Center and Jira
* Involved in Reviews of Functional Design documents for new Features and
* Enhancements involving Q2C
* Work on testing integration of iStore with SFDC
* Worked closely with Development and QA Teams in different geographical locations and time zones to resolve product quality issues in a timely manner.

**Oracle India, Bengaluru as a QA Engineer, Jul’ 07-Oct’ 09**

 **Project: Oracle iStore**

 **Role- QA Engineer for Oracle iStore (Product Owner)**

**Responsibility includes**

* Experience with gathering user requirements and understanding and interpreting requirements specifications.
* Responsible for Certifying Oracle iStore (R12, R12.1, R12.1.1,12.1.2 and R12.1.3) functionality from Design Phase to Release
* Involved in doing the setups related to functional module setups; profile options, flex-fields, functional module interfaces.
* Involved in testing for the new changes and enhancements based on the setups
* Product testing in new releases and RUP testing, One-off verifications (Customer Bugs), Certifications like new Techstacks, new Database releases, Browser / Client OS certifications, MAC etc. Understanding the functionalities of the modules
* Designed the test cases and execution from Functional Design Document
* Involved in reporting and Tracking of bugs in BUGDB and report generation
* Worked closely with Development and QA Teams in different geographical locations and time zones to resolve product quality issues in a timely manner
* Worked Extensively on ADA (Accessibility) Testing for iStore
* Worked as the Product Owner and single point of contact for Development and Project management Team handling the Reviews of Functional Design documents for new Features and Enhancements involving iStore and Quoting
* Work closely with Product Managers to review the new Enhancement and make changes if required
* Involved in Demo on Product functionality of iStore and Quoting for the entire functionality and the new enhancements to CRM Development and QA Teams along with Oracle Support, Integration Testing Team and ADS and other internal teams

**EDUCATION**

* Bachelor’s in Technology (B. Tech) in Information Technology from Noida Institute of Engineering and Technology affiliated to UP Technical University, Lucknow, 2005