**AJIT REGALLA**

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**Summary:**

Seasoned ERP professional with proven track record as **Project**/Delivery **Manager** and Oracle e-Biz suite/Oracle **SaaS** consultant, managing projects of various sizes at a Global scale. Led projects for clients across USA, EMEA, and APAC. Handled multiple accounts/projects simultaneously, activities included **project** **deliverables**, resource **allocation/utilization**, Client communication, escalations handling, staffing requirements, project **budgeting** and **control**, participating **in** RFP's, **business process** mapping, leading **project** teams both Onsite-Offshore Models. Strong people leader managing and leading diverse teams.

## Skills:

* Overall 2 decades of experience with over 15 years in the IT industry leading and managing ORACLE E-Biz Suite and over 7 years in **Oracle EBS, Oracle Fusion/SaaS, OBIEE, FMW** Delivery Management and Project Management
* Managing work product delivery for both Consulting and Managed Services (Support) engagements
* Pre Sales, **Business Process** Consulting, Account **Mining** **&** Solution **Architecture**
* Proficient in Oracle **Sales Cloud, Oracle Field Service Cloud,** Oracle Fusion/**Cloud SCM**
* Around 8 years of experience in Sales &Marketing/Strategy Planning and Management
* Currently with Zensar Technologies Ltd. as Project Manager
* Good Exposure to **CRM custom design** of various industry verticals

## Certifications and Credentials:

* PRINCE2 Practitioner and ITIL 2011 Foundation V3 Certified
* Proven expertise in Project and Delivery management
* Technical Expertise – ERP – Oracle – CRM Functional and Oracle **Fusion/Cloud CX** for over 15 years
* Vast knowledge of Marketing Customized Software packages, Designing and Development, Good Experience in designing the custom business process for different clients within the existing Oracle E-Biz
* M.B.A from ITM

**Organizational Experience:**

**Currently with Zensar Technologies Ltd. Project Manager**

**Aug 2016 – Till Date.**

**Projects Handled:**

1. Client : Neopost Inc, USA

Role : CRM/CX Architect/Project Management

Duration : September 2018 till date

Environnent : Migrate 11i Oracle e-Biz Suite to Oracle Cloud ERP, including **O2C**, **P2P**, Leasing, **Subscription**, Usage and Maintenance contracts.

2. Client : WindRiver Systems, USA

Role : **CRM, SCM** Architect/Project Management

Duration : August 2017 till date

Environnent : Upgrade 11i Oracle e-Biz Suite to R12.2.7

3. Client : Groupo UNICOMER, Latin America

Role : Project Management/Business Process Re-engineering

Duration : August 2016 to March 2017

Environnent : Business process consulting and mapping business to ERP Cloud Applications

**Responsibilities:** Project delivery management.

* Managing work product delivery
* Resource utilization and management, Conflict resolution and management
* Project costing and controlling, internal and external stakeholders management
* Pre Sales, **Business Process** and Technology Consulting along with **Solution Design**

**Managing Principal Consultant/Delivery Manager with Apps Associates Pvt. Ltd.**

**May 2012 – Aug 2016.** Apps Associates is an IT service provider offering proven expertise in Oracle, BI, FMW and Microsoft technologies.

**Projects Handled:**

1. Client : RISO, EMPIRIX, ALKERMES, DUNKIN Brands

Role : Delivery and Project Management – Application Managed Services

Duration : May 2013 to August 2016

Environnent : Oracle EBS, CRMOD, OBIEE, Hyperion, FMW

**Responsibilities:** Project delivery management for 4 customers.

* Managing work product delivery for both Consulting and Applications Managed Services (Support) engagements
* Resource utilization and management, Conflict resolution, Project costing and controlling
* Pre Sales, Business Consulting & Technology Consulting
* Liaison and coordination between internal and external stakeholders

**Oracle CRM Consultant, Datacore Technologies Pvt. Ltd.**

**January 2012 – May 2012.** Datacore a company providing Onsite Project Delivery, Staff Augmentation, Application development to its wide range of clients, placed as contract consultant for Infosys Ltd.

**Projects Handled:**

1. Client : Thermax Ltd.

Role : Track Lead

Duration : January 2012 May 2012

Environnent : Oracle CRM 11.5.10.2

**Responsibilities:** Implement **Oracle Service Contracts, Field Service, Depot Repair, Installed Base, Sales Online, OM/Inventory and TCA. Solution design** for customization.

**Polaris Enterprise Solutions Ltd. As Project Lead**

**March 2011 – December 2011 -** PESL is an enterprise solutions provider to a wide range of clients.

**Responsibilities:** Handling the client’s offshore team and assign the tasks based on the resource’s skill set, Preparing the documentation for new implementations adhering to best Business Practices and within the protocols of the client, Point of contact between the client and the offshore team and the PESL Leadership.

**Projects Handled:**

1. Client : Toshiba Australia Pty.

Role : Project Lead

Duration : March 2011 till December 2011

Environnent : Oracle CRM 11.5.10.2

**Senior Analyst with Diebold Software Services Pvt. Ltd. Hyderabad, India**

**September 2007 - February 2011.** Diebold is a manufacturer of ATM’s having IT application support center in Hyderabad India.

**Responsibilities:** Support Implemented **Oracle Service Contracts, Field Service, Depot Repair, Installed Base, Sales Online, Telesales, iSupport and TCA**, Provide resolutions to the issues raised by users, documentation for new implementations, Handling key roles for all new implementations in the CRM Modules.

**Projects Handled:**

 Client : Diebold Inc.

Role : Analyst – Oracle CRM

Duration : March 2007 to February 2011

Environnent : Oracle CRM 11.5.10.2

**Oracle Consultant – Rendezvous Solutions & Services Pvt. Ltd., Hyderabad, India.**

**January 2005 - August 2007**

**Projects Handled:**

1. Client : Ashok Leyland

Role : Oracle CRM Functional Consultant

Duration : Jan 2005 to July 2007

Environnent : Oracle CRM 11.5.8

**Responsibilities:** Support Implemented Oracle Service Contracts, Installed Base. Provide resolutions to the issues raised by end client. Study client Business Process, requirements mapping to Oracle, gap analysis, prepare functional Documents

**Domain experience of over 7 ½ years into Sales & marketing, Customer relationship, Team management and general management & administration. Between Jun 1997 and Dec 2004.**

**Passport Details:**

Number – Z2830012

Expiry – 08th April 2024