**Abhishek Bhushan Tadka**

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**Job Profile-JDA (Blue Yonder) TMS Consultant, Infosys Ltd. (March 2021 till date)**

Currently working in Infosys Ltd., Hyderabad designated Senior Consultant with 4 plus years of relevant experience on JDA Transportation Management System (TMS) Solution Suite, Supply Chain

***Career Summary***

* An astute professional with 8 years 8 months of extensive experience in Application/Production Support
* 4 years 7 months of experience in JDA Transportation Management System Software Suite supporting end to end Strategic Customer solution across geographies as L3 Project Lead (JDA TMS) /Solutions Consultant working closely with customer on COE deliverables related to Go-lives/Hypercare/Minor Enhancement activities apart from solving Realtime business issues/defects within SLA’s by providing apt resolution
* Worked on two successful Cloud implementation projects as SPOC from Support Standpoint as solution advisor and coordinated closely with JDA consulting team from DEV to Production Go-Live
* 8 plus years of experience in Client facing role
* Analytical thinker that consistently resolves ongoing issues or defects, often called upon to consult on problems that have eluded resolution by others
* Ability to pick up and deliver new project deliverables very quickly along with effective analytical, problem solving and debugging skills

***Skillset***

Techno Functional Consultant in JDA Transportation Management System Software Suite with expert Support knowledge and able implementation knowledge with commendable hands-on experience, Electronic Data Interface (EDI), Requirement gathering and Business analysis, Team Management, ITIL, Customer Engagement, Excellent communication and customer facing skills

**Infosys Ltd:**

**Senior Consultant/Lead Consultant-JDA TMS (Transportation Management System)**

**Location: Hyderabad (March 2021-Till Date)**

* Working as JDA TMS Offshore Solution Lead in building/configuring customer requirement/Design into the system
* Unit testing the builds
* Assisting Interface teams as Single Point of Contact with mappings API/SOAP calls and in addressing queries/concerns on the same
* Working of User Stories/Sub tasks assigned with respect to the Project in Sprint/Agile mode on timely deliverables
* Working with JDA directly for defects/bug fixes

**Tata Consultancy Services:**

**Technical Architect/Technical Lead-JDA TMS (Transportation Management System)**

**Location: Hyderabad (July 2019-Feb 2021)**

1. ***Technical Role and Responsibilities***

* Worked with a leading International reputed client on JDA TMS in providing smart Business solutions/supporting Go-Lives/Hypercare, enhancements and implementation and solving Support related Incidents/Service Requests/Problem Records with RCA
* Responsible/Accountable in leading In and Out Support Operations; one of Customer’s major demanding market which was very unstable and volatile. Recognized by Customer/TCS in streamlining Operations, resolving incidents by sharing DIY solutions in avoiding reoccurrence issues, zeroing escalations in few months of joining the organization by exhibiting knowledge/expertise on Customer front, educating the business on processes, setting the right expectations despite language barrier
* Drove weekly calls with Business Leadership across regions in understanding the solution/BAU pain points and discussing with customer in working on a Road map to resolve the same, striving for permanent resolutions and ensuring quality service
* Worked closely with Vendor (JDA) in resolving critical issues, bug fixes/enhancements by providing apt demonstrations, analytical support and assisting with environment related queries/information sharing
* Supported UAT testing/Operations per request basis from Stake holders and by collaborating with internal teams
* Worked closely with Integration/Development team in resolving issues and knowledge sharing

1. ***Managerial Responsibilities:***

* Accountability and ownership of Offshore Customer Operations ensuring seamless support/coverage to Onshore 24\*7 and working in coordination with Onsite counterpart (US)
* Leading a Team of five (Offshore) ensuring consistent knowledge improvements through mentoring/candid Knowledge sharing/motivation/encouragement/recognitions and providing Technical and Operational Support
* Ensuring 24\*7 shift coverage with proper Roster Plan avoiding deviations by considering the leave plans in collaboration with the team ensuring zero impact to operations
* Conducted regular Knowledge Transfer on new learnings, documenting and contributing to customer knowledge base by preparing Knowledge articles
* Worked closely with Senior leadership in ensuring the SLA’s/OLA’s, Team/Project operations are adhered with zero escalations, analyzing the team’s performance metrics on regular basis

**Rewards and Recognitions:**

* Received frequent unsolicited praise directly from customer for ensuring smooth operations, providing apt solutions and in working directly with delivery partners in meeting business objectives and deadlines from Support standpoint
* Received “Best Performer Award” Certificate for H2- 2019 and in-person from Vice President-IT Operations (Client’s Organization)

**JDA Software Pvt Ltd. (Blue Yonder since 2020)**

**JDA-TMS (Transportation Management System) Functional Consultant-L3 Cloud Support Services**

**Location: JDA Software, Hyderabad (September 2016-July 2019)**

***Roles and responsibilities***

Worked on JDA Transportation Management System (TMS) Solution as Cloud Support Functional Consultant

* Solution Lead L3 for Strategic challenging Customers Johnson & Johnson, Staples Inc, The Proctor and Gamble Company, Merck, Essity Hygiene
* Good Hands-on experience on EDI interfaces and performed many carrier Onboardings from development to Production
* Responsible for handling customer end to end TMS functional solution, resolving cases within SLAs defined and with less TAT
* Conducted weekly calls with customers on open cases/defects raised and ensuring the same are with SLA and customer satisfaction providing apt updates
* Worked independently on new Project implementation from Support Standpoint for existing customers like setting up TMS operations in new geographies internally coordinating with Consulting/Project team and passing on the information to the Support team via solution documents
* Worked closely with Cloud Delivery Managers and Customer Engagement Managers for the respective accounts on daily basis with internal calls in ensuring customer satisfaction.
* Worked closely with Product team by replicating defects raised by customers and creating JIRA's. Testing the fixes provided by Product team and helping customers in testing the same in Development and Quality to promote the same to Production
* Trained new associates with knowledge sharing and providing guidance on customer case handling and day in and out operations
* Annual Webinar presentation to customers on topics related to JDA Transportation Management System (TMS) application
* Prepared Knowledge Based Articles (KCS) for closed cases and in turn contributed to case deflection; organization initiated Digital Experience program
* Good knowledge on ITIL process
* Collaborated with internal teams and peers in ensuring customer satisfaction with Customer First attitude
* Received rewards/recognitions from customers and management for excellence in ‘Customer First’ attitude and in being engaged day in and out interaction in solving business issues

**Projects at Tech Mahindra:**

**Smart Outage-Global iOS Application (Application Support)**

**Location: Tech Mahindra, Hyderabad (July 2015-August 2016)**

***Contribution***

* Worked on L2, L3 level Application/Production support
* Worked on P1, P2, P3, P4 incident and service requests. Generating reports for the customers
* Provided E-mail and voice support troubleshooting and resolving issues experienced by user/customers and other technical issues with apt information and accuracy with zero escalations
* Performed deployments on Unix servers and other server related activities
* Providing apt/accurate information to customer queries in timely manner, escalating issues to development team and handling the same in well versed professional way
* Shared knowledge with team members about the functionality of the application. Analyzed code/logs and worked on the modules involved in building the application
* Apart from these interacted efficiently with customer through mail and over phone, provided manual/automated generation of reports on ad hoc basis
* Have received accolades from project/customer/management for being a Quick learner and for timely deliverables.
* Resolving user incidents logged through a tracking tool for GE, over mails and Jabber sessions
* Involved in troubleshooting user issues, debugging both at client and server end, services through rest clients.
* Worked in line with dev team and logging tickets for the same provided there is a functionality gap/dev error
* Worked in par with various upstream/downstream teams in resolving user/application issues

**Project: GE-GDC Corporate Portal (Application Support)**

**Location: Tech Mahindra, Hyderabad (November 2013-March 2015)**

***Contribution***

* Good Customer interaction with excellent written & communication skills. Have received accolades from the project management and users
* Solved thousands of user/process owners’ issues/logical bugs and have contributed exclusively on the support front in bringing the tool’s stability from 20-25% to about 75-80% till date
* Independently handling production support user issues on daily basis related to tool, providing apt information/suggesting appropriate changes to avoid knowledge issues with almost 100% individual effort
* Worked on analysis of user issues/logical bugs independently and fixing the same with apt end to end impact analysis
* Worked with the team in resolving the reported issues/logical bugs which has high impacts and suggesting appropriate fixes to the development team
* Involved in DEV, UAT testing
* Involved in discussions/meetings with the development team in understanding the changes/requirements in the existing functionality
* Involved in knowledge transfer to the peers

**Project: BT-CMP Transition (Application Support Member (ASG))**

**Location: Tech Mahindra, Pune (March 2013-November 2013)**

***Contribution:***

* Worked on user tickets as part of Application Production Support

**Educational Qualifications**

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| **Qualification** | **Specialization** | **Name of the Institution** | **Year of Passing** | **Aggregate** |
| B.E. | Information Technology | MLR Institute of Technology, Hyderabad | 2011 | 64.84% |
| Intermediate | M.P.C | Sri Chaitanya Junior Kalasala, Hyderabad | 2007 | 89.00% |
| S.S.C. | … | Red Rose High School, Hyderabad | 2005 | 79.33% |

**Certifications & Seminars**

* JDA (Blue Yonder) Accredited Consultant-Luminate Control Tower Functional Consultant
* JDA (Blue Yonder) Transportation Management System Functional Certified Professional
* JDA (Blue Yonder) ABPP Components Functional Certified Professional
* Attended seminars on Windows 7 (August 2009) and Windows Phone 7 (September 2010), Hyderabad
* Participated in a 3-day developer conference “Sun Tech Days 2009” conducted by Sun Microsystems at HICC, Hyderabad.
* Participated in “Microsoft SQL Hands on Lab” at Microsoft Campus, Hyderabad, February 2010

**Interpersonal Skills**

* Quick learner
* Excellent communication, Written Skills and Analytical Skills
* Excellent Customer facing Skills
* Strive to work with minimum dependency

**Personal Particulars**

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| Date of Birth | August 13, 1990 |
| Nationality | Indian |
| Gender | Male |
| Marital Status | Unmarried |
| Language Known | English, Hindi and Telugu |
| Hobbies | Photography, Current affairs, like being engaged up-to-date information across different genres by surfing the internet, Cycling, Console Gaming, listening to music and truly enjoy traveling/driving. |

**Declaration**

I hereby declare that the above information is true to the best of my knowledge.

**Place: Hyderabad**

**Date:** 05th April 2021

Abhishek Bhushan Tadka