

**Ashish Kumar Rai**  
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**Place:** Hyderabad

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### **Summary:**

Over 14 years of experience with a proven background of Customer Implementation, Product Management, Project Management, Requirement Gathering, Team Management, Delivery, Bookings Forecast, Resource Utilization, CSAT, ESAT, Pre-Sales & Solution Support, Organization & Employee growth via Hiring, Handling & Supporting multiple applications, Professional Services, Fulfilling Client Requirements, Understanding Business Needs, RFPs & RFQs and engaged in various responsibilities/assignments/projects.

- ✓ Working with clients across globally (APAC, EMEA & US).
- ✓ Communications between internal business, marketing partners, product managers, design teams, QA teams, development teams, project managers, stakeholders & vendors to fulfill the business needs.
- ✓ Implementations of various applications like Customer Relationship Management, Learning Management System, Talent Management System (HCM – Performance & Onboarding) & Attendance Management System.
- ✓ Handling & supporting the applications of CRM (Salesforce), E-learning (Sumtotal LMS & Oracle Taleo Learn), Performance, Onboarding & Attendance Management Systems etc.
- ✓ Product Management.
- ✓ Professional Services.
- ✓ Understanding business ideas/opportunities to understand requirements.
- ✓ Elicitation, validation, communication & documentation of requirements.
- ✓ Build strong relationships with internal & external stakeholders and to turn proposals into reality.
- ✓ Providing training to support teams.
- ✓ Tracking Projects
- ✓ Managing Team.
- ✓ Mentoring Team Members.
- ✓ Risk Mitigation.
- ✓ Project Plan.
- ✓ Working on Presales activities like demo the product to clients, fulfilling RFPs & RFQs requirements.
- ✓ Preparation of Business Requirement Documents (BRDs).
- ✓ Data migrations.
- ✓ Managing production support to end users facing application.
- ✓ Working closely with various vendors & support teams.
- ✓ Working on JIRA.

### **Career Summary:**

- Sumtotal Systems India Pvt Ltd.
- Aon Hewitt Mumbai
- Tech Mahindra Mumbai / Mahindra Satyam Mumbai.
- J. P Morgan Services India Pvt Ltd. Mumbai.
- C&S System Technologies Pvt Ltd. Mumbai.
- Developer Institute of Computer Technology. Jabalpur (M.P).

### **Key Skills:**

Business Analysis, Project Management, Implementation Consultant, Business, Microsoft Project, Consultant, SDLC (Agile & Waterfall), Salesforce, E-Learning (Sumtotal & Taleo), Talent Management (Performance & Onboarding), UML, MS Project, User Stories, Wireframe (Visio), Oracle TALEO Learn, Articulate, Captivate, Application Support, Requirement Gathering, Elicitation, Team Management, Presales, Vendor Management, Production Support, CSAT, ESAT, .

### **IT Skills:**

**Languages:** SQL, PL/SQL, HTML/DHTML.

**DB Server:** MS SQL Server.

**Operating System:** Windows Server.

**Web Services:** IIS.

### **Implementations:**

- Salesforce.
- Sumtotal LMS.
- Performance & On Boarding Talent Management System.
- Taleo Learn.
- Attendance Management System

### **Education:**

- Msc (I.T) with 70% in 2005 from Sikkim Manipal University.

- **Work Experience:**

- 1) **Organization:** Sumtotal Systems India Pvt Ltd.  
**Role:** Business Consultant  
**Period:** From 10<sup>th</sup> Aug. 2015 to till date.
- 2) **Organization:** AON Hewitt  
**Client:** Bank of Montreal, Aon Hewitt & Mariott  
**Role:** Business Technical Analyst.  
**Period:** From 10<sup>th</sup> April 2014 to 18<sup>th</sup> July 2015.
- 3) **Organization:** Tech Mahindra / Mahindra Satyam Mumbai.  
**Client:** Reliance Capital Limited Mumbai.  
**Role:** Sr. Business Analyst.  
**Period:** From 3<sup>rd</sup> May 2011 to 8<sup>th</sup> April 2014.
- 4) **Organization:** J. P Morgan Services India Pvt Ltd. Mumbai.  
**Project Name:** Lockbox  
**Role:** Analyst Engineer.  
**Period:** From 7<sup>th</sup> June 2010 to 28<sup>th</sup> Apr 2011.  
**Technologies:** MSSQL Server 2005 and Windows Server 2003.
- 5) **Organization:** C&S System Technologies Pvt Ltd Mumbai.  
**Client:** Reliance Capital Ltd.  
**Project Name:** Fastrack (Sumtotal Learning Management System).  
**Role:** Application Support Engineer.  
**Period:** From 9<sup>th</sup> Oct 2007 to 5<sup>th</sup> June 2010.  
**Technologies** MSSQL Server 2005.
- 6) **Organization:** Developer Institute of computer technology.  
**Designation:** Database Administrator.  
**Period:** April 2005 to Jun 2007.  
**Technologies:** MS SQL Server 2000.

**Personal Details:**

Name: Ashish Kumar Rai.  
Father's Name: Mr. Rajkumar Rai.  
Date of Birth: 10th March 1981.  
Marital Status: Married.  
Nationality: Indian.  
Languages: English & Hindi.