

Ashish Kumar Rai
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Place: Hyderabad

Summary:

Over 11 years of experience with a proven background of Customer Implementation & 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 Learning Management System, Talent Management System (HCM – Performance & Onboarding) & Attendance Management System.
- ✓ Handling & supporting the applications of E-learning (Sumtotal LMS & Oracle Taleo Learn), Performance, Onboarding & Attendance Management Systems etc.
- ✓ 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.
- ✓ 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.

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 Consultant, SDLC (Agile & Waterfall), E-Learning (Sumtotal & Taleo), Talent Management (Performance & Onboarding), UML, 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:

- Sumtotal LMS & 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 10th Aug. 2015 to till date.

- Leading end to end implementation for new clients.
- Pre-Sales.
- ESAT.
- CSAT.
- Hiring.
- Resource Utilization.
- Risk Analysis.

- Conduct Product Trainings.
- Competency Development.
- Productizations/Customizations.
- Assessing Project Budgets.
- Data migrations.
- Upgradations/Customizations for the existing client.
- Requirement gathering.
- Providing product awareness sessions.

2) Organization: AON Hewitt
Client: Bank of Montreal, Aon Hewitt & Mariott
Role: Business Technical Analyst.
Period: From 10th April 2014 to 18th July 2015.

Description:

Managing & Supporting (Technically & Functionally) business facing applications like Sumtotal LMS (8.8), Oracle TALEO Learn across all the clients.

- Onsite client communication.
- Business requirement gathering in enhancing the systems.
- Handling & supporting E-learning applications (Sumtotal LMS, Oracle TALEO Learn) etc.
- Application & Server management.
- Change Management.
- Documentations.
- Working closely with various vendors & support teams.
- Working on Windows Server 2003.
- Checking logs.
- Creating Reports.
- Applying Patches.

3) Organization: Tech Mahindra / Mahindra Satyam Mumbai.
Client: Reliance Capital Limited Mumbai.
Role: Sr. Business Analyst.
Period: From 3rd May 2011 to 8th April 2014.

Description:

Managing & Supporting (Technically & Functionally) business facing applications across Reliance Capital Limited group of companies.

- Business requirement gathering in enhancing systems.
- Change Management.
- Team Management.
- Handling & supporting the applications like E-learning (Sumtotal LMS 7.6), Attendance Management System etc.
- Managing and providing production support to end user facing application (22000 user base).
- Provide training and handling L1 support team.
- Application & Server management.
- Working closely with various vendors & support teams.
- Managing Web admin.
- Different Types of Backup.
- Database Mirroring
- SQL / PLSQL.
- Working on Windows Server 2003.
- Checking logs.
- Creating Reports.
- Resolving application issues by running queries in MS SQL server 2005 and 2008.
- Applying Patches.
- Restoration of Database.
- DB Securities on SQL Server 2005.
- Attach Detach DB.
- Log Shipping.

4) Organization: J. P Morgan Services India Pvt Ltd. Mumbai.
Project Name: Lockbox
Role: Analyst Engineer.
Period: From 7th June 2010 to 28th Apr 2011.
Technologies: MSSQL Server 2005 and Windows Server 2003.

Description: Supporting the Financial application (lockbox) by using MSSQL Server 2005 and Windows Server 2003.

Activities Included: -

- Stopping and Starting Services.
- Managing Web admin.
- Different Types of Backup.
- Database Mirroring.
- SQL / PLSQL.
- Working on Windows Server 2003.
- Checking logs.
- Creating Reports.

- Solving application issues by running queries in MS SQL server 2005 and 2008.
- Applying Patches.
- Restoration of Database.
- DB Securities on SQL Server 2005.
- Attach Detach DB.
- Log Shipping.

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 9th Oct 2007 to 5th June 2010.
Technologies MSSQL Server 2005.

Description: The web application (**Sumtotal 7.6 Learning Management System**) was being used by 30 thousand employees at Reliance Capital Ltd. The web application managed the online training for the employees, where I was playing a pivotal role in supporting the web application technically and functionally.

I was also responsible in back-end activities using MS-SQL 2005 and involved in servers maintenance as well.

Activities Included: -

- MS SQL Server 2005 Installation.
- Maintaining Application and DB servers.
- Queries creation in MS SQL server 2005 by using T-SQL and Query Editor.
- Restoration of Database.
- Log Shipping.
- Log Archiving.
- Different Types of Backup.
- Automating Administrative Task.
- Maintaining Users Permissions.
- Manage Webadmin.
- Applying Patches.
- Managing Permissions.
- Database Maintenance.

6) Organization: Developer Institute of computer technology.
Designation: Database Administrator.
Period: April 2005 to Jun 2007.

Technologies: MS SQL Server 2000.

Description: Involved in providing support to ACCA college Jabalpur website which included active Backup, Restoration, Creating Jobs, Version upgrades to ensure flawless working of the Server.

Responsibilities: -

- Software Installation.
- Version upgrades.
- Patch Implementations.
- Execution Queries.
- Restoration of Database.
- Taking Different types of Backup.

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.