



EDUCATION

Master of Computer Applications

CDAC Pune

72%

2002

B.Com

University of Rajasthan

58%

2000

ASHISH GUPTA

Project Management

PERSONAL DETAILS

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05/05/1978

PROFILE

I have got 10 years of experience in Project Management including 4 years of Team Lead experience at IBM. I Managed a Team of 10 Members. I have worked on Support, Enhancement and Transition of Projects in Telecom Domain and in SAP CRM Technology. I have worked on both Waterfall and Agile Scrum. Client Interaction and Requirement Gathering. Mapping the Requirements to Functional Specification. Manage the Project Development Life Cycle. Do UAT, Functional and Regression Testing. Manage Build, Release, Delivery and Transition of Application. Prepare Project Traceability Matrix. Provide IT Service Management. Troubleshooting of SAP CRM Functional Issues. Create MIS and Operational Dashboard. Identity and Access Management. Management of Sales Order, Invoice and Purchase Order, Bidding, Sales Process and Sales Team, Opportunity, Customer Master Record and Org Structure.

WORK EXPERIENCE

1. Senior Consultant at ATOS Bangalore (Feb 2015 – Feb 2018)

Project Name – Nokia

Project Details – Nokia Project developed in SAP CRM Technology as per Agile Scrum for Nokia Global Sales and Marketing Team. Nokia Global Sales and Marketing Team use this SAP CRM Application across Globe for Sales Order Management, Invoice and Purchase Order Management, Opportunities Management, Bidding Management, Sales Process Management, Org Structure Management and Revenue Forecast Management in Sales and Marketing Cluster and in Services Module.

Job Profile – Client Interaction and Requirement Gathering. Mapping the Requirements to Functional Specification. Pass on the Requirements to Technical Team for Development. Manage the Project Development Life Cycle as per Agile Scrum. Work Closely with Technical Team to Clarify the Issues and Monitor the Development. Feasibility Analysis and Effort Estimations. Do User Accepted Testing, Functional Testing and Regression Testing. Manage Build, Release, Delivery and Transition of Application. Prepare Project Traceability Matrix. Provide IT Service Management. Provide Custom Design Solutions and Troubleshooting of SAP CRM Functional Issues. Provide Post Delivery Support to Client in SAP CRM Application Usage Maintenance and Enhancement by Resolving SAP CRM Functional Incidents in Service Now Ticketing Tool. Provide Sales Order Management, Invoice and Purchase Order Management, Opportunities Management, Bidding Management, Sales Process and Sales Team Management, Identity and Access Management, Organization Structure Management and Customer Master Record Management. Create Operational Dashboard Reports and MIS Report Using Advance Excel.

Team Size – 20

Technology – SAP CRM

Domain – Telecom

Tools – SAP CRM, SQL, Service Now, Advance Excel

2. Project Leader at IBM New Delhi (Nov 2009 – April 2014)

Project Name – Vodafone

Project Details – Vodafone Project developed in SAP CRM Technology as per Waterfall Methodology for Vodafone Global Sales and Marketing Team. Vodafone Global Sales and Marketing Team use this SAP CRM Application across Globe for Sales Order Management, Invoice and Purchase Order Management, Opportunities Management, Bidding Management, Sales Process Management and Revenue Forecast Management in Sales and Marketing Cluster and in Services Module.

Job Profile – Manage a team of 10 members. Client Interaction and Requirement Gathering. Mapping the Requirements to Functional Specification. Pass the Requirements to Technical Team for Development. Manage the Project Development Life Cycle as per Waterfall Methodology. Work with Technical Team to Clarify Issues and Monitor the Development. Feasibility Analysis and Effort Estimations. Do User Accepted Testing, Functional Testing and Regression Testing. Manage Build, Release, Delivery and Transition of Application. Prepare Project Traceability Matrix. Provide IT Service Management. Provide Custom Design Solutions and Troubleshooting of Complex SAP CRM Functional Issues. Provide Post Delivery Support to Client in SAP CRM Application Usage, Maintenance and Enhancement by Resolving SAP CRM Functional Incidents in BMC Remedy Ticketing Tool. Provide Sales Order Management, Invoice and Purchase Order Management, Opportunities Management, Bidding Management, Sales Process and Sales Team Management, Identity and Access Management, Organization Structure Management and Customer Master Record Management. Create Operational Dashboard and MIS.

Role – Project Leader (Manage a Team of 10 Members)

Team Size – 15

Technology – SAP CRM

Domain – Telecom

Tools – SAP CRM, SQL, BMC Remedy 8.1, Advance Excel

SKILLS AND SOFTWARE TOOLS

- Project Management, Project Delivery and Project Transition
- Business Analysis and Business Support System
- Agile Scrum Methodology and Waterfall Methodology
- Client Interaction and Requirement Gathering
- Team Management and Work Force Management
- User Accepted Testing, Functional Testing and Regression Testing
- SAP CRM, SQL, BMC Remedy 8.1, Service Now, Advance Excel