

Abhishek Nirgudkar

ERP Consultant

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PROFILE

- Capable ERP Consultant with total 6+ years of work experience as Business Analyst and CRM Consultant
- Oracle certified Sales Cloud specialist
- Successfully implemented enterprise wide applications with specialization on Oracle EBS 11i to R12.2.9
- MBA Graduate, Business Enthusiast and Customer Oriented Professional. Highly passionate about Diversity and Inclusion of thoughts and ideas

Infosys Technologies Ltd.

Pune, (MH)

Senior Associate Consultant

Aug-17 to Present

- Lead the technical and functional discussion with customers, understanding their business processes, mapping out the AS-IS and defining the TO-BE process
- Implementation, Rollout and Support project experience on various modules of CRM – Service Contracts, Install Base, Depot Repair and (Mobile) Field Service and of Oracle SCM – Inventory, OM and Purchasing
- Create/update business requirements documents, system configuration documents BR100, detailed functional design documents MD50, test plans and test cases
- Involve in business discussion with client. Plan, design review and test complex user stories through application components CEMIs / RICEFW
- Experience in full life cycle implementation of Oracle CRM as a Solution and Functional architect
- Experience in managing client workshops, CRP1, CRP2, SIT, UAT, Go Live, Hypercare and production support
- Experience of working in 24x7 support project. Troubleshoot CRM and SCM issues, system and unit testing, work with product support regarding enhancement and data fix
- Work with business customers, developers and Oracle Support to research, document and resolve Oracle system issues
- Thorough understanding of Oracle CRM integrated modules. Oracle Engagement Service and Sales Cloud. Certified in Oracle Sales Cloud. Trained on Oracle CPQ cloud, Inventory, Purchasing and OM cloud
- Formulate reports & dashboards to review performance, performing data analysis, generating insight and monitoring using excel and service now
- Implemented Kanban dashboards in support project to monitor KPIs and SLA

Ericsson

Bengaluru, (KA)

Network Analyst

Dec-12 to May-15

- Design the network architecture for US telecom service providers
- Analyze, troubleshoot and enhance network performance to drive efficiency by various KPIs to find out the Optimum resource utilization and Shortest Path between the nodes
- Measure various KPIs using data platform such as Excel, SQL and R
- Work with the NetOps and NOC to drive their resolution of network-related incidents
- Part of a team which help to implement Agile and Kanban methodologies in the project delivery domain

INTERNSHIP/PROJECTS

Internship: Academy of Carver Aviation

Mumbai, (MH)

Management Trainee

Apr-Jun 2016

- Analyzed and researched market trends, demand and competition
- Identified target markets/group, STP analysis
- Suggestions provided were well appreciated by the management
- Organized marketing campaigns, promotional activities, events and product exhibitions
- Brought on board Business and potential customers

Project: Six Sigma at Ericsson (Process Improvement and Re-Work Reduction)

- Interacted with all the teams involved in T1 delivery to fix process errors and set new quality parameters. This aids in quality improvement and saved man hours
- Reduced Re-Work rate (Jeopardy per order/ Re-Work) from ~ 31% to 20%
- Used various tools including Excel, Visio, Tableau and SQL for data collection, data analysis and data visualization

EDUCATION

K J Somaiya Institute of Management Studies and Research

Mumbai, (MH)

PGDM (7.6 CGPA)

2017

- Major in Marketing and Operations
- Convener of Guest Lecture Committee and Gita Club

Institute of Engineering and Technology, DAVV

Indore, (MP)

B.E. (76%)

2012

- Major in Electronics and Telecommunication
- Participated in many national level Robotics events

Lokmanya Tilak Higher Secondary School

Ujjain, (MP)

12th/HSC (78%)

2007

Lokmanya Tilak Higher Secondary School

Ujjain, (MP)

10th/SSC (81%)

2005

ACCOMPLISHMENTS

- Excellent Performance and Customer Satisfaction award at Infosys
- Employee of the Quarter Award at Ericsson
- Oracle Certified Sales Cloud Implementation Specialist
- Infosys certified IOT and Blockchain professional
- Infosys certified Oracle SCM and CRM consultant

SKILLS

- Strong work ethic and personal initiative
- Strong client engagement skills and business acumen
- Efficient Team Player with Strong Leadership quality
- Expert in MS Office tools
- Conceptual Thinking
- Ability to be Flexible

