# Siddharth Sharma

JDA FUNCTIONAL CONSULTANT

C-5, Manyata Residency

Nagawara, Bangalore

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### Brief Profile

* **5+** years of experience in implementing, managing and supporting various JDA Solutions -Demand, Fulfillment, Sales & Operations Planning.
* Ability to lead efforts on requirement gathering, analysing and understanding system requirements to visualize the solution development, as a product/system/capability overall.
* Supported extensively for Application issues related to Planning, Forecast, Demand, Supply, Sales & Operations Planning.
* Good experience in software development with knowledge in Software development lifecycle and Agile Software development.
* Preparing SOP's for Recurring issues and their solution to optimize the ticket count.
* Supporting big releases and deployments.
* Having knowledge on tools like Toad & Appworx and good knowledge of PL/SQL to write queries.
* Ability to work in collaboration with Oracle DBA and System Administrators on Application issues
* Technical expertise well augmented by excellent analytical and problem solving skills, with the ability to interact with individuals at all levels
* Excellent presentation, communication and organizational skills.
* Good experience on client interactions, proficient in unambiguous communications.

### Work Experience

Tech Mahindra JDA SCPO Consultant [Sep 2014 – Sep 2018]

Cognizant JDA Functional Consultant [Sept 2018- Till Date]

### Awards and Certifications

* Bravo Award in Tech Mahindra for 2 consecutive years (2016 & 2017)
* Philips Client—Best Assimilation award in COGNIZANT for 2019.
* Philips - F2P program won the prestigious 2018-19 “PIO Excellence Award” for Delivery Excellence.

### Projects Executed

1. **Philips(F2P) Sep’18 – Till Date**

**Philips N.V.** (literally *Royal Philips*, stylized as **PHILIPS**) is a Dutch multinational technology company headquartered in [Amsterdam](https://en.wikipedia.org/wiki/Amsterdam) currently focused in the area of healthcare and lighting.

Cognizant is implementing solution for PHIILIPS as F2P project.

I am responsible for:

* **Developed Functional requirements for implementing JDA S&OP solution and integration with Demand 360 and ESP.**
* Work on Business Queries with regard to any data issue (on- front end) or the Interface Issues.
* Assisting business users with problems and provide resolution to application issues independently.
* Preparing Daily Tracker of the Issues addressed in our Project and publishing them to Management.
* Working on critical issues to find out the root cause and sharing the appropriate action plan.
* Providing guidance to team members and lead to Support as and when needed.
* Prepares Weekly & Monthly Dashboards to be shared with the stake holders.
* Understanding client requirements & providing best optimum solution.
* Giving updates to PHILIPS management every day and on daily& Weekly calls.
* Creating Solution Design Document, Functional design document and reviewing Technical Design documents.

**Served Organization :** Cognizant

**Module**  **:** Sales & Operations Planning/ Demand Planning

**Role :** Sr. Functional Consultant

1. **Order Lifecycle Management ( JDA) Mar’15 – August 2018**

**Client Name: AT&T**

AT&T is the second largest provider of mobile telephone and the largest provider of fixed telephone in United States, and it also provides broadband subscription television services.

OLM JDA is a mission critical application for AT&T and is using JDA Manugistics 8.2.0 for its Collaborative Demand & Replenishment Planning. Currently, Tech Mahindra is providing maintenance and support of this application.

I am responsible for:

* **Providing Level 2 support** to business users about how to use the application efficiently and
* effectively in fulfilling business objectives.
* Perform internal Quality Audits and ensure SLA adherence.
* Work on Business Queries with regard to any data issue (on- front end) or the Interface Issues.
* Production Support for 24\*7 Application & Batch issues. Onsite-offshore coordination.
* Supported extensively for Application issues related to Planning, Forecast, Demand, Supply, collaboration, Purchase Orders/Store Orders and Reporting.
* Assisting business users with problems and provide resolution to application issues independently.
* Preparing Daily Tracker of the Issues addressed in our Project and publishing them to Management.
* Working on critical issues to find out the root cause and sharing the appropriate action plan.
* Ability to work in collaboration with Oracle DBA and System Administrators on Application issues related to the Oracle E-Business suite SCM modules.
* Build up queries for resolving the issues by using SQL in Toad.
* Preparing SOP's for Recurring issues and their solution to optimize the ticket count.
* Providing guidance to team members and lead to Support as and when needed.
* Prepares Weekly & Monthly Dashboards to be shared with the stake holders.
* Hosts weekly calls with the stake holders and provide weekly updates to them
* Prepares ticket data reports to check ticketing SLAs are met and share reports with the clients. Takes care of Acknowledgment, restoration & closure SLA of tickets received daily.
* Involved in incident & bug fixing for the issues faced by users in day to day transactions.
* Involved in monitoring & handling issues with various interfaces with third party system..
* Understanding client requirements & providing best optimum solution.
* Giving updates to AT&T management everyday and on daily& Weekly calls .

**Served Organization :** Tech Mahindra

**Module**  **:** Demand, Supply, Fulfillment.

**Role :** JDA SCPO Consultant

**Duration** **:** Mar’15- August 2018

### Academic Details

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| --- | --- | --- | --- |
| **Year** | **Institution/University** | **Qualification** | **Marks/CGPA** |
| 2009-2013 | Khalsa College Of Engg & Tech | B.Tech(ECE) | Grade - A+ (78% ) |
| 2008-2009 | DAV International School, Amritsar | Senior Secondary | 72.3% (First Division) |
| 2006-2007 | Pinewood International School, Amritsar | Secondary | 87% (First Division with Distinction) |

### Personal Details

**Name :** Siddharth Sharma

**Fathers Name :** Prem Sagar Sharma

**Mothers Name :** Veena Sharma

**Permanent Address :** Village-Gopalpur, P.O-Kathunangal, Tehsil & District-Amritsar(Punjab)

**Email :** siddharthsharma685@gmail.com

### Declaration

I hereby declare that the above mentioned details are correct to the best of my knowledge.

Place: AMRITSAR

Date:  **(Siddharth Sharma)**