# PROFILE

**HARISH SUNDRU**

E R P & A P P L I C A T I O N S C O N S U L T A N T

Tech-savvy ERP Aftersales Consultant over 8 years’ experience in pitching, Presales, build-up, implementing, analyzing, supporting & documenting the state of the ERP solutions. Maintained a high level of confidentiality and customer satisfaction. Experience in implementing the ERP solutions at multiple client locations and maintained a strong relationship with them.

**L A N G U A G E S**

**English**

**SQL**

**Dealer Management Systems**

**Tableau**

**HTML**

**S K I L L S**

**ERP Applications**

**Birth Date**

31-Aug-1986

**Nationality**

Indian

+96566915267

harish843@gmail.com Kuwait City, 80001, Kuwait

# EDUCATION

## Master of Computer Applications, Jawaharlal Nehru Technological University

### Hyderabad, Telangana | 2008 March - 2011 March

# EMPLOYMENT HISTORY

## Senior ERP Consultant, Ali Alghanim & Sons Automotive WLL

### Kuwait City, Kuwait | 2019 March - Present

Dealing with the clients and participating & proposing the solutions in the Discovery & Deployment sessions to streamline the functionality within the client’s organization.

**Achievement:** Proposed 5 solutions which are developed by the organization which leads to 60% of profits by the organization.

Involved in the maintenance of the Kerridge/ADP/Autoline Dealer Management System Rev 8/Drive, SAP MM, Dhow Vehicle Management Systems & Focus 9 solutions

**Achievement:** The maintenance given by me reduce the company cost to 30% which we pay to the vendor.

Working with the Onshore team to make sure that the solution fits the business needs.

**Achievement:** 7 projects were deployed by communicating with the Offshore team remotely which has reduced the cost almost to 55%

Responsible for gathering and analyzing requirements and collaborating with the technical team to give the feasible approach or solution for the requirement.

**Achievement:** Acted as a Presales Consultant gathering the business to the organization and now 60% of the revenue comes through it.

Defining the requirement and functional documents for the internal use and for clients to follow up the action items and ensure for the completion of each phase.

**Achievement:** I have achieved the solution deployment with a success rate of 95% without any stakeholder complaints.

Collaborate with the technical and development team to ensure that the requirements and functionality are being developed as per client’s expectation.

**Achievement:** 100% success rate in deploying the solutions to the stakeholders without any issues. All the solutions deployed were onspot with the stakeholder and the client requirement.

Plan, define, document and document the test scenarios in the UAT.

Closely working with the project manager to evaluate the build quality prior to the delivery of the solution

**L A N G U A G E S**

**English**

**SQL**

**Dealer Management Systems**

**Tableau**

**HTML**

**S K I L L S**

**ERP Applications**

**Birth Date**

31-Aug-1986

**Nationality**

Indian

+

Providing the appropriate access levels to the users on the ERP Systems, resolving the issues raised by the end users.

Develop and maintain the reports from the ERP systems and also from Tableau BI Tool for the management which helps in business decisions.

**Achievement:** Best business analysis award given by the organization for timely reports given to the management on the business trends there by increasing the revenue to 30%

Directing the team to achieve the goals set by the management through rigorous training programs.

**Achievement:** Increased the team availability and productivity by 45%

Inspiring the team to take new assignments and assigning new roles which makes them do multi-tasking and to perform different tasks.

Evaluating the team performance and providing the necessary feedback. Also, identifying and applying career advancement opportunities by providing the necessary learning platforms.

**Achievement:** Increased the team availability and productivity by 45%

##  Senior ERP Analyst, CDK Global Pvt. Limited

### Hyderabad, Telangana | 2015 September - 2019 March

Responsible for implementing and supporting the CDK/Kerridge/Autoline Dealer Management System.

**Achievement:** Successfully implemented 15 End to End solutions with more than 500 license renewals which resulted in the profit of 22%. Awarded with the best consultant in the year 2013 & 2014.

Responsible for gathering and analyzing requirements from the clients and collaborate with the technical team to give the feasible approach or solution for the requirement.

**Achievement:** 100% success in gathering and analyzing the requirement given by the stakeholder without any miss. Always been ready for the learning path from the technical team which made the clients/stakeholders satisfy with the output of the solution.

Working with the technical and development team to ensure that the requirements and functionality are being developed as per client’s expectation.

Serve as a primary Point of Contact in the requirement definition phase of the solution.

**Achievement:** Served as a Point of Contact for more than 52 clients and achieved the star of the award for the year 2012, 2013 & 2015.

Plans, documents and executing the test scenarios in the UAT.

Responding to the issues raised by the end users and ensuring the reliability and performance of the ERP solution.

**Achievement:** Achieved 100% SLA with 100% response rate which has made the clients renew the licenses. No clients were lost.

Ensuring that the solution is implemented as per planned and it is void of issues.

**Achievement:** Achieved 99% of the success in implementing the solutions without any issues and on time. This has reduced the burden of over budgeting and made the clients/stakeholders happy with every solution I implemented.

Having experience on the ITIL Platforms like JIRA, Confluence, Salesforce

Addressing the team in the standby meetings regarding the status of the cases and taking the action steps to get the issues resolved at the earliest

**Achievement:** Increased the team performance and ability to resolve the issues to 60% by rigorous brainstorming sessions and Knowledge transfer sessions.

 Providing training on the ERP system to the new-joiners.

 **Achievement:** Made the new joiners hit the floor within one month of training. This resulted in increase in the team productivity by 60%

## Senior Member Operations, Tanla Solutions

### Hyderabad, India | 2014 June - 2015 June

Providing resolution to the customer as per the service level agreements defined as per the project and ensure smooth process delivery. Assist using the monitoring tools like Rabbit MQ.

Calculating the Team metrics and providing the same to the Management for performance review

Responding to the end users who are the using the inhouse built system. Working on the ITIL ticketing systems to resolve the issues.

## Support Officer, Knoah Solutions

### Hyderabad, India | 2012 June - 2014 June

Communicating with the end users of the Samsung Electronic device users. Handling the issues faced by them using chat as a medium. Troubleshooting the Samsung Laptops and all the IT related products including the Tablets, Smart phones, Smart TV’s, Smart Refrigerators and Washing machines.

Follow up with the customers on the unresolved complaints by the frontline service agents.

**Technical Skills:**

1. SQL - Intermediate.
2. Tableau – Advanced
3. Python - Basic Level
4. HTML – Advanced

**Achievements:**

1. Developed solutions for streamlining support tickets and documenting customer relations in Jira that achieved an increase in employee productivity and a 25% achievement rate for data analysis KPIs
2. Implemented the CRM module which helped the automated Marketing tools increasing LTV and increased customer returns by 35%.
3. Implemented the Aftersales system increased the productivity of the resources to 65%.

# P My Goal:

 I have gained knowledge on couple of business ERP solutions such as CDK,

 Autoline, Dhow Auto Management Systems in Aftersales, Retail, Point of Sale, and I will continue to enrich my knowledge.

 Besides, I will continue to improve my leadership skills as a Lead and on Project

 Management as my aim is to be a Project/Product Owner or Project Manager.