EDUCATION

Masters of Computer Applications
CDAC Pune
72%
2002

B.Com
University of Rajasthan
58%
2000

ASHISH GUPTA

Business Consultant
Project Management

PERSONAL DETAILS

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05/05/1978

PROFILE

I have got 10 years of experience in Business Consultant and Project Management Profile including 4 years of Team Lead experience at IBM. I Managed a Team of 10 Members. I have worked on Implementation, Support and Enhancement Projects in Telecom Domain and in SAP CRM / SAP C4C. I have worked on both Waterfall and Agile Scrum. I have got experience in 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. Troubleshooting of SAP CRM / SAP C4C Functional Issues. Create MIS and Operational Dashboard. Identity and Access Management. Manage Sales Order, Invoice and PO, Bidding, Sales Team, Opportunity, Customer Master Record.

WORK EXPERIENCE

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

<u>Project Name</u> – Nokia

<u>Project Details</u> – Nokia Project developed in SAP CRM / SAP C4C Technology as per Agile Methodology for Nokia Global Sales and Marketing Team. Nokia Global Sales and Marketing Team use this SAP CRM / SAP C4C Application across Globe for Sales Order Management, Invoice and Purchase Order Management, Opportunities Management, Bidding Management, Sales Team Management and Revenue Forecast Management in Sales and Marketing Cluster and in Services Module.

<u>Job Profile</u> – 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 Methodology. Work Closely with Technical Team to Clarify Issues and Monitor the Developments. Do the Feasibility Analysis and Effort Estimations. Do User Accepted Testing, Functional Testing and Regression Testing. Manage Build, Release, Delivery and Transition of Application. Provide Custom Design Solutions and Troubleshooting of SAP CRM / SAP C4C Functional Issues. Provide Post Delivery Support to Client in SAP CRM / SAP C4C Application Usage Maintenance and Enhancement by Resolving SAP CRM / SAP C4C Functional Incidents in Service Now Ticketing Tool. Provide Sales Order Management, Invoice and Purchase Order Management, Opportunities Management, Bidding Management, Sales Team Management, Identity and Access Management, Organization Structure Management and Customer Master Record Management. Create Operational Dashboard and MIS Report Using Advance Excel.

Team Size – 10

Technology – SAP CRM / SAP C4C

Domain – Telecom

Tools – SAP CRM / SAP C4C, SQL, Microsoft Project, Service Now, Excel

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

<u>Project Name</u> – Vodafone

<u>Project Details</u> – 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 Team Management and Revenue Forecast Management in Sales and Marketing Cluster and in Services Module.

<u>Job Profile</u> – Manage a team of 10 members. 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 Waterfall Methodology. Work Closely with Technical Team to Clarify Issues and Monitor the Developments. Do the Feasibility Analysis and Effort Estimations. Do User Accepted Testing, Functional Testing and Regression Testing. Manage Build, Release, Delivery and Transition of Application. 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 Team Management, Identity and Access Management, Organization Structure Management and Customer Master Record Management. Create Operational Dashboard and MIS Report Using Advance Excel.

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

Team Size – 15

Technology – SAP CRM

Domain – Telecom

Tools – SAP CRM, SQL, Microsoft Project, BMC Remedy 8.1, Excel

SKILLS AND SOFTWARE TOOLS

- Business Analysis and Business Support System

- Agile Scrum Methodology and Waterfall Methodology

- Client Interaction and Requirement Gathering

- Project Management, Project Delivery and Project Transition

- Team Management and Work Force Management

- User Accepted Testing, Functional Testing and Regression Testing

- SAP CRM, SQL, Microsoft Project, BMC Remedy, Service Now, Excel