# Monali Chavan

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**Professional Summary**

* Dedicated Senior Application Consultant offering extensive 9+ years of diverse operational experience in managing ERP systems - Infor EAM, M3 (2+ yrs) & Engineering applications for Food, Promotional Merchandise, Oil & Gas industries. 2+ years of experience in developing solutions for Finance & Hospitality industry.
* Proven track record in business intelligence analysis coupled with creating customized solutions.
* Improved overall system performance up to 45% by monitoring & troubleshooting bottlenecks in real time.
* Increased data efficiency of web applications by 55%. Boosted Accounting revenue retention by 25%.
* Specializes in ERP, Infor EAM, M3, SCM, Oracle PL/SQL, SQL server, MySQL, XML, HTML, Testing, Cross functional team collaboration, JIRA, ServiceNow.

**Education**

* Bachelor of Computer Engineering | University of Pune, India |May 2006 | Distinction (Grade A+)
* Diploma in Computer Engineering | MSBTE Board of Maharashtra, India | May 2002

**Technical Skills**

* **Programming Languages** : C, C++, SQL Server, Oracle PL/SQL, T-SQL, XML, HTML, UML, JCL [Mainframe], COBOL.
* **Expertise**: ERP, Infor EAM, Infor M3, Infor ION, SCM, EDM (Enterprise Data Management), MDM(Master Data Management), Upload Utility, Ad-hoc reporting, SOAP API, JIRA, MS word, Power Point, Excel, SharePoint, Trello, Birst reporting, SSRS, Rational Rose, Ultipro, Workday, TIBCO integration gateway, Citrix Receiver/Studio, Peloton DB Security & Alert Manager, SQL Server Management Studio, CSV, Crystal Reports, HP Extreme Dialogue Design Manager, CSF (Custom Statement Formatter), MS Visio, SCCM, Service-Now, Active Directory, Birst reporting, Cognos report Studio 11, VDI, Lotus Notes, ChangeMan ZMF, Metavante CSF.

**Work Experience**

Employer: **Intellisoft Technologies, Irving, TX**

***CLIENT: RUIZ FOODS | BIRLASOFT, DINUBA, CA***

**INFOR M3 Application Consultant- Financial Upgrade Project (02/2020 – Current)**

* Worked on analysis & implementation of automation for different supplier payments methods ACH, SCF, EPY, ePaybable Transfer Liability for AP module with Electronic Bank statements confirmation, Bank reconciliations, Supplier payment formats of outbound & inbound process flow using MEC mapping, APIs & Infor ION.
* Developed Go-live Configuration handbooks, Configuration checklist, Functional specifications, technical documentation, data mapping for different process flows.
* Designed test plan & executed unit/SIT/UAT/integration testing for both inward-outward flow processes successfully.
* Good working knowledge of ACP module in Invoice entry, Invoice matching with Receipts, Cost invoices, Supplier Credit notes, Matching Credit notes with invoices, ACP reports
* Familiar with configuring Chart of Accounts, Dimensions, Trans types, Periods, Month closing, Year closing, Payment Terms, Journal entries in GLD module.
* Performed analysis for Sales Order model regarding the customer order process such as invoiced and not invoiced orders, and value or quantity by status.

***Key accomplishments*: By automating the AP process:1) Improved Customer relationships & sales conversion rate by 23%. 2) Reduced Cost by 17% in processing finance transactions 3) Eliminated security risks.**

***CLIENT: HALO BRANDED SOLUTIONS | SOGETI, CHICAGO, IL***

**INFOR M3 Test Lead/Functional Consultant- Finance Project (06/2019 – 01/2020)**

* Led GL module of the Finance First phase for M3 project; assisted in defining integration of the ERP system, designing acceptance agile test plans and agile test cases for USA/UK divisions.
* Drafted & tested Functional, Automation test cases. Tracked defects using JIRA software.
* Assisted in conducting, planning, and monitoring of AP/AR/GL module test cases with core & automation team
* Successfully aided automation team by addressing their queries regarding functional processes resulting in timely implementation of the project phase.
* Proven ability in different test processes for M3: Quality assurance techniques, Security testing, regression testing, automation testing, producing test plans, test scripts covering all aspect of the SDLC.

***Key accomplishments*:**

* Reconciled discrepancies between process & business requirements for Finance project phase leading to **increase in customer satisfaction from 66% to 95%**.
* Successfully delivered GL module programs resulting in zero defects/zero testcase failures.

***CLIENT: Pioneer Natural Resources****,* ***Dallas, Tx***

**Infor EAM Consultant - INFOR EAM Project(I) (10/2011- 05/2019)**

* Extensive experience in Infor EAM application implementation, customization, management & maintenance using SDLC principles & agile methodologies.
* Managed EAM Work Order, Requisitions, POs & PO Receipts for PNR & its subsidiaries. Successfully resolved stakeholders queries regarding the same in timely manner.
* Developed Inboxes, grids, alerts, screens, email notifications, Flex SQL, Dataspys & monitored KPIs to enforce business processes.
* Proactively facilitated integration project focused on improving efficiency of processes for various modules such as Inventory management, work order planning, Purchasing, Material Management, Procure to Pay, Supplier returns, GRNI, Preventative maintenance, User management modules activities.
* Served as a liaison between client business units & technical teams by analyzing business needs & user needs, defining requirements.
* Determined operational objectives for Infor EAM focused on business functions study, gathering information, evaluating output requirements & formats as being SME for development team.
* Responsible for various project activities like GAP Analysis, preparing Design Prototypes, Designing Functional & Technical specification documents; Created use case diagrams, test cases & flowcharts.
* Created User Training Documentation & conducted system specific trainings for new user base.
* Expert in providing post Go-Live support, ensuring data accuracy & resolving defects in a timely manner.
* Supported operations in review of WO data accuracy & work requests, preventive maintenance & inspections.
* Implemented & optimized diverse SQL queries to resolve reported issues for production transactions & to maintain relational databases.

***Key accomplishments*:**

* Researched & **Reconciled invoices discrepancies** between ADP invoices with integrated accounting system [iSeries] & saved on prepaid discounts **resulting in increase of monthly revenue by 44%.**
* Identified the root causes & **implemented the corrective actions** for reoccurring production incidents resulting in **reduction of these incidents by 23%.**
* **Enhanced & configured 1000+ users/employees/supervisor’s profiles in EAM** across various departments like finance, inventory, engineering, corporate & IT is resulting in improved performance growth.

**Techno Functional Consultant - IT Sarbanes-Oxley Project(II) (01/2016 – 05/2018)**

* Successfully performed quarterly EAM SOX internal audits. Reviewed these findings with stakeholders to address the corrective actions in a timely manner. Example: Processing change control requests to ensure internal controls over technology systems are effective.
* Presented quarterly EAM reports and its findings. Documented IT processes on company portal repository.
* Reviewed External Audit findings & provided evidence of corrective actions to the Senior Management.
* Record of addressing corrective actions and customer queries in timely manner.

***Key accomplishments*:**

* Continuous Improvement: Proactively reviewed & modified IT processes documents on portal repository resulting in **improved stakeholder satisfaction & reduction in SOX compliance Audit findings by 28%**
* Assisted in maintaining & improving the transparency in corporate governance.

**Techno Functional Consultant - Field Applications Project(III) (06/2018 – 05/2019)**

* Managed 30+ engineering applications/software packages to devise project plans, configure, test & execute application upgrades from inception to completion.
* Successfully executed & synchronized the deployment of corporate wide system upgrades across multiple offices and for over 300+ individual users. Expert in requirements gathering, issue tracking & testing.
* Managed database cleanup using SQL queries and monitored system performance.
* Built & maintained relationships with clients, vendors & stakeholders resulting in timely completion of project.

**Key accomplishments: Resolved 150+ incidents & requests weekly & achieved 99% of customer’s satisfaction.**

***CLIENT: HSBC |*** *Employer****: Capgemini | Pune & Hyderabad, India***

**Senior Software Associate (07/2007 – 04/2010)**

* Ensured system stability and timely issue resolution by providing 24/7 support via team rotation.
* Minimized project risks by identifying critical issues impacting timeline and by providing technical/business solutions. Partnered with customers, stakeholders, and functional managers in delivering quality projects.
* Responsible for detail analysis and technical design of the HSBC Bank Card/Non card statements, dispute letters processing for multiple development projects across North America, Asia Pacific, Middle East & Europe.
* Responsible for developing comprehensive implementation and back-out plans.

***Key accomplishments:*** Awarded with “**Team-de-Excellence**” award for recognition of exemplary contribution and appreciation for 100% Quality & On-Time successful projects delivery to HSBC (COE).

**ShawMan Software | Mumbai, India**

**Jr Software Engineer - Accounting & Club Information Management System (03/2007 – 07/2007)**

* Responsible for developing business intelligence solutions that help the client’s/ end users’ access and analyze data in data warehouse or operational system using ASP.NET and VB.NET.
* Tested application module to ensure efficient and correct data transfer between multiple interfaces.
* Developed reports using Crystal Reports in various databases (Oracle, SQL Server 2005, & MS Access 2000).