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| ADKEY SKILLS* Business & Tech Transformation
* Program Management
* Product Management
* Strategy Planning & Execution
* Offshore Resourcing & Staff Management
* Vendor Management
* Change Management
* Supply Chain Management
* ERP Consulting (Oracle/others)
* Business Systems Consulting
* Process Optimization
* Requirements Gathering & Gap Analysis
* Agile & Waterfall Methodology

industry knowledge* Telecom & ISP
* BPO
* Energy
* High-tech Manufacturing
* Internet security
* 3PL & Logistics
* Retail
* Automotive
* Aerospace & Defense
* Interactive Marketing
* Digital Media

Additional accomplishments* Developed Several B2B initiatives that **saved $5 per transaction** in a high-volume order processing organization
* Implemented an instance management tool that **saved $250,000+ more per Oracle** Implementation project
* Lead generation work in A&D segment led to closure of **$5m in Sales** during the fiscal year
* Successfully **setup the first overseas business unit for an Interactive Marketing & Digital Media client** in spite of resource constraints

software & technology skills* **Microsoft Office, Visio, Project, Teams**
* MS **SharePoint** advanced user
* **Oracle** EBS ERP R12
* **Infor** (Baan) LN 10.4 ERP
* **SQL, MySQL**
* **ConfigSnapshot** for Oracle
* MS **Dynamics CRM**
* SalesForce CRM
* **Rally** ALM/PPM Tool
* **JIRA, Confluence**
* **HP** PPM, Quality Center & QTP
* **VMWare** Workstation & Fusion
* Familiarity with HTML, Java, C, JavaScript & SQL

Languagues Spoken* **English**
* **Hindi**
* **Spanish**– Basic

Education & CertificationsMBA – Management Info. Systems •*Northwest missouri state univ.*BS – Computer science • *University of Mumbai*pmp certification • *in progress – project management institute* |

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| Ayan Daftari, M.B.A., B.S.Business & Tech Transformation | STRAtegy | Digital | ERPDallas/Fort Worth area |

SUMMARYAn experienced IT and Business Leader that: * Led Org Transformation Initiatives to reduce email traffic by 45%, mailbox sizes by 70%, meeting times by 20% and increased Tool Driven collaboration by 70% by implementing Microsoft Teams & Teams Rooms with effective requirements, implementation, change management & adoption
* Delivered 10 International ERP Supply Chain Implementations for new and existing businesses
* Shortened onboarding time per customer by 70% through process redesign & optimization along with a PMO methodology overhaul
* Owned & successfully implemented the first Mobile App serving Customers, Shippers, Drivers & Brokers for quick quotes & shipment rating across transportation modes in the 3PL & Supply Chain Industry
* Generated pipeline of $64m in prospective customer revenue by building and executing Social Media Strategy, Online presence and through Trade Shows thus securing Gold Partner Status with Oracle

Experiencesenior PROGRAM Manager•OMnitracs•May 2018 – present | Dallas, TX * **Worked closely with Executive Leadership & Stakeholders to build teams across multiple sites, lead & execute strategic enterprise transformation MBO Program** to:
* Transform Employee Collaboration & Org Effectiveness by deploying Microsoft Teams & AV Conference Rooms including Training, Change Management, End User Adoption after analyzing 1000+ users, studying metrics, conducting requirements sessions & soliciting feedback to develop effective recommendations
* Implement integrated telephony solutions across campuses and a new cloud-based contact center management solution to improve customer & tech support experience
* Upgrade & Transform Infrastructure across all campuses to new managed network platforms to increase productivity and supply chain efficiency
* Modernize end-use compute fleet with new hardware, security requirements, remote software deployment & OS upgrades
* Reduce tech-debt by migrating On-Prem Infrastructure to the cloud (AWS, Azure & Zadara)
* Responsibilities for the above MBOs included project & team management, budgeting, prioritization, policy updates and working with integrated & distributed teams
* **Managing & selecting vendors** through the RFI/RFP process & negotiation

senior PROGRAM Manager & Product Owner •transplace • aug 2016 – Jan 2018 | Dallas, TX * **Managed & Executed a strategic program reporting closely to Executive Leadership & stakeholders to on-board 50+ customers** from an acquisition **impacting thousands of end users, multiple businesses & their supply chain** and managed every customer’s on-boarding to the TMS SaaS platform
* **Re-designed project management methodology** to create lean & efficient processes including business process design, mapping & documentation for future acquisitions and onboarding thus establishing PMO Mandate
* **Provided technology consulting, product & project management for 3PL Integration for Transplace’s first mobile app** for Customers needing real-time logistics & tracking and for drivers delivering shipments. This app enabled drivers to submit updates and shippers/customers to view those updates.
* **Delivered several high visibility Transportation & 3PL projects** for Fortune 100 Oil & Gas, Automotive & Pharmaceutical customers.

ORACLE PORTFOLIO & PROJECTS LEAD •business & decision• Dec 2014 – AUG 2016 | Dallas, TX* **Reported to the executive team & led the Oracle Practice as the PMO Lead** for B&D’s North America division including activities such as P&L management, resource investment / allocation, budgeting, organizational strategy, CRM oversight & HR functions
* **Led the design of new Project Management Strategies** that supported service and implementation agility while maintaining necessary standards
* **Delivered multiple international ERP & Supply Chain projects as** **Engagement Manager** using Waterfall, Agile and other SDLC methodologies with responsibilities that encompass all Project Management functions including Conception, Planning, Execution, Staffing, Delivery, Transitioning, Support and Handoff.
* **Created & presented project plans, deployment strategies** and road maps that included a blend of offshore and onshore resources
* **Organized and ran on-site client meetings** and converted leads to revenue
* **Worked on proposals & statements of work** for current and prospective clients
* **Facilitated Change Management & Turnover** at the end of each project
* **Designed and executed the** **Oracle Campaign strategy** for new business acquisition to contact over 1000 organizations to create a **$64 million prospect pipeline**
* **Built and executed the** **Social Media strategy, Online presence** and **Trade Show Literature** working closely with Marketing for the Oracle Practice

Business & Systems integration Lead• Accenture • FEB 2013 – Dec 2014 | Dallas, tx* **Roles at client engagements:** Project Manager, EDI Project Lead, SCRUM Process Lead/Product Manager
* **Manage, designate and coordinate** client, resources and task assignment as **Project Manager** in addition to staffing decisions, deployment and testing strategy on several Oracle R12 implementation projects with **budgets exceeding $2 million**
* **Mentor and develop team members** for career success
* **Provide performance rating and feedback** to associates
* **Design, Configure and Implement** various Oracle EBS Supply Chain modules in the Order to Cash & EDI space upon gathering detailed requirements working with System Analysts & Developers
* **Managed the implementation** of a custom web ordering B2B solution with integration to SalesForce CRM for a telecom client as a SCRUM Master & Product Owner
* **Lead and develop Test Strategy** for end-to-end project testing
* **Change Management** across all business transformation initiatives, implementations & upgrades
* **Business Process Design, Mapping & Documentation** across clients
* **Industries Consulted in:**

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| • Internet Security | • Telecom, Internet & TV Providers |
| • Energy Industry Manufacturing |

erp apps & Project manageR • garmin • jan 2008 – feb 2013• Kansas CITY* **Design, execute & manage several global Supply Chain ERP & B2B projects** as **Project Manager and Functional Lead** for major business transformation initiatives across

• Australia • New Zealand • Spain • Italy • UK • Taiwan* **Business Process Design, Mapping & Documentation**
* **B2B initiatives included**

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| • 3PL Integrations | • Direct-to-customer Fulfillment Process |
| • Cross ERP Dealer Locator & Ordering System |

* Developed above B2B initiatives that **saved $5 per transaction** in a high-volume order processing organization
* **Evaluated and implemented** a cutting edge, award winning ERP instance management and tracking tool **saving upwards of $250,000 per ERP rollout** project on documentation, troubleshooting and analysis labor costs
* **Onboarding & Change Management** upon completion of Business Transformation & Oracle Implementation projects
* **Reviewing and approving** maintenance patches and upgrades for Garmin’s ERP systems
* **Mentor and develop newer team members & interns** to enable them to succeed in their career goals
* **Design and setup Oracle configuration in E-Business Suite** across Order Management, Advance Pricing, Shipping Execution & WMS modules

International contracts & Project work • may 1998 – apr 2007* **Service Delivery, Change Management, Customer Management and Project Management** across Digital Media, Telecom support, Interactive Marketing and CRM loyalty programs & ERP Deployment projects
* **Office Automation, Paperless Transformation, Change Management and Training** for a leading Biomedical Devices manufacturing company
* **Generated key business leads** in the Aerospace & Defense sector leading to substantial generation of revenues of $5 million in the 5-month contract period
* Successfully setup the first overseas business unit for an Interactive Marketing & Digital Media client in spite of resource constraints
* **Market Research, Business Development, Project Management and Sales presentation** work for various international clients in A&D and Interactive Marketing lines of business
* Generated leads for own assembled PC business along with providing configuration, delivery and after-sales support to customers
* **Developed the first resource scheduling tool** for the QA resource lab at H&R Block
* Set up the test lab with computers and networking equipment (cabling, server rack setup, ISP connectivity) for H&R Block
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