510-393-4961   **Utpal Jadia**   utpaljadia@gmail.com

A very versatile IT professional with 15+ years of experience in design, development, upgrade, implementation and management for various IT projects, utilizing a wide range of Oracle ERP / EBS / eBusiness Suite modules. Very strong techno-functional candidate with extensive hands-on experience. Also, experienced in effectively managing onsite / off-shore IT teams, working on critical projects, successfully meeting strict deadlines, achieving high results at low cost.

Education:

Master's Degree (Computer Applications) & Bachelor's Degree (Mathematics & Physics)
Maharaja Sayajirao University of Vadodara, INDIA

Experience Summary:

- **Highly motivated, enthusiastic** professional with high degree of commitment to succeed individually as well as being part of a team. Has been recognized and awarded by management for expertise, dedication, contribution and leadership in various projects; **recognized as Oracle Go-To person.**

- **Extensive hands-on experience** with functional / technical knowledge of Oracle EBS **R12 / 11i** / 10x and integrations, as well as **RICEW, CEMLI components, Forms Personalization, XML Publisher**, **OAF** and related components.

- Expertise in providing strategic solutions for various Business Processes, using Oracle EBS – **Financials**, Order Management **AR, AP, GL**, Fixed Assets, Project Accounting, **OM, Purchasing, CRM** (Service Contracts **OKS**, Installed Base **IB**), Supply Chain Planning **SCP / ASCP / SCM**, **Shipping Execution**, Inventory **INV**, Purchasing **PO**, **Adv. Pricing, WMS**, Leasing **OLM, EDI**

- Complete understanding of several business tracks, **Order-to-Cash**, **Procure-to-Pay, Secure-to-Pay, Record-to-Report, Sales-to-Service**, Inventory Management, Product Life Cycle, and many more.

- **Extensive experience in designing and developing solutions to meet complex business needs.**

- **Managing and leading all testing phases (UAT, SIT, CRP)**, using manual and automated testing

- Experienced with documenting all phases of software development life cycle.

- In-depth knowledge and extensive hands-on experience working with **Oracle Workflow, Oracle Forms 6i & Reports 6i,** Discoverer 4i, **RICE** components, EDI, **Shell Scripts**, FTP scripts; **middleware – webMethods, Fusion, legacy integrators**, **standard APIs, etc.**

- **Experienced in Oracle ERP Cloud,** Oracle Integration Cloud **(OIC), SOA, VBCS, FBDI, ADFDI**

Subject Matter Expertise (SME)

Oracle Financials	**OM - Order Management, PO - Purchasing, DropShip Orders**
	AR, AP, GL, INV - Inventory, BOM, WIP, Supply Chain / Scheduling, Shipping / Fulfillment, TCA, Adv. Pricing, iPayments
	RICEW, CEMLI, FRICE components
	Oracle ERP Cloud, SaaS, PaaS, OIC, FRS/FRC, FBDI, ADFDI, OTBI
CRM	**IB - Installed Base, OKS - Service Contracts, Salesforce, CPQ, ServiceMax**
Other Modules	**iStore, Configurator, iPayments, Lease Management OLM,**
	Integration with diff ERPs, using webMethods
Business Process Tracks	**Order–to–Cash O2C, Procure–to–Pay, Drop-Ship, Sales–to–Service, Secure-to-Pay, Record–to–Report, Incentive Compensation**
Workflow	**Order Management – OM, Purchasing – PO, Approvals, COGS Account Generator, Oracle Contracts – OKS, Workflow Customization and Performance**

Skills / Working Knowledge:

Functional / Technical	Complete SDLC – Requirements gathering, Solution Design, POC, Development, Testing Automation (UAT, CRP, SIT), Code Release Management, Deployment, Post Go-Live Support
ERP Expertise	**Oracle ERP / EBS → ver. R12, 11i** / 11.5.x, 11.0.3, 10.7; **Oracle ERP Cloud**, **SaaS, PaaS, FBDI/FBDL, ADFDI, OTBI** Siebel, SAP, Salesforce / SFDC
Database	**Oracle RDBMS v. 12c, 11g, 10g and prior,** SQL Server, MySQL, MS Access
Scripting	**SQL**, **PL/SQL**, **Shell Scripts**, XML, C / C++, Java, JavaScript, jQuery **OAF -- MVC,** JavaBeans, QueryBean, BC4J, JDR, MDS Repository, **FNDLOAD, WFLOAD** for Oracle EBS migrations
Tools	**Oracle Forms/Reports 6i**, **OA Framework, ADF, TOAD**, XML Publisher, Discoverer, OBIEE, **Workflow**, BPEL
Integrations	**Oracle EBS and SAP**, **Siebel, Salesforce, Apttus CPQ**, ServiceMax, eCommerce, **webMethods**, EDI; **Oracle Integration Cloud OIC**, Oracle and legacy systems, Oracle and Web Portals, Partner Portals
Team Lead	Project Planning, Execution, Budgeting, UAT / Release Management; Managing and Mentoring Onsite / Off-shore teams, **&** User-Training
Other	**Code Release Management, Upgrade,** Data Conversion, Kintana, PVCS **CyberSource / iPayments** integration for Credit Card Processing

Professional Experience:

Sr. Functional Team Lead / Project Lead - Oracle EBS   **2012 - Current**

Neopost USA / Quadient Inc.

- In my role of **Sr. Business Analyst / Techno-Functional / Development Team Lead**, I am responsible for successfully leveraging Oracle EBS out-of-box features to map / re-design business processes to achieve maximum benefits of an ERP system; **with major focus on AR, AP, GL, Fixed Assets, Order Management (OM), Supply Chain SCM, Product Configurator, BOM Purchasing (PO), Cost Accounting, Service Contracts (OKS), Installed-Base (IB)**

- **Managing design, development and testing** for multiple projects in parallel, work with different business teams (executive-level as well as end-users), for Gap Analysis, Process and Solution Design for implementing and supporting overall business objectives by applying my technical and functional knowledge, expertise of ERP systems and various modules.

- Responsible for designing and developing solutions using standard functionality as well as supported enhancements (RICEW, CEMLI) and integrations with many other ERP systems, like, Salesforce, SAP, eCommerce, Apttus CPQ and other in-house legacy systems.

- **Managed UAT, CRP and SIT phases with manual as well as automated testing**

- Expertise in supporting various business process tracks, Order-to-Cash O2C, Procure-to-Pay P2P, Record-to-Report R2R, Quote-to-Cash Q2C, Service Contracts/Installed-Base

- Documenting all processes throughout all phases of SDLC - functional MD50, technical MD70, test plans, migration requests MD120, setups/configurations BR100, maintaining complete details for issue resolution/tracking, during unit-testing, UAT and Post-Go Live phase.

- **Experienced with Oracle Integration Cloud OIC, VBCS, PCS** for meeting specific user requirements by extending standard functionality using Customizations, Extensions, Localizations, and Personalization.

Below is a list of some recently completed projects

- ❖ **<u>Rebranding</u>** – After recent acquisition, Neopost is changing its brand to Quadient. As part of this project we have to modify entire ERP system to replace Neopost with Quadient, starting with Customer Facing Documents, System Setups/Screens, Configurations, Websites (external and internal), and Electronic Data Interfaces with external entities (like Bank, Vendors, Dealers, etc.)

- ❖ **<u>Oracle ERP Cloud Implementation</u>** – Successfully lead team to upgrade to Oracle ERP Cloud, supporting various business tracks R2R, O2C, P2P, with various modules GL, AR, AP, Fixed Assets, OM, INV, PO, and more. Leveraged out-of-the-box functionality to map various business processes, with minimum customizations. Lead the project throughout complete SDLC, starting with requirements gathering, solution design, proof-of-concept, development, unit-testing. Leading all testing phases, UAT. CRP, SIT successfully, with complete tracking for any issues/bug-fixes during testing. Lead a team for any post-go-live issues, ensuring we meet all SLAs so that there is no impact to the business processes.

- ❖ **<u>Oracle-Salesforce Integration</u>** – As part of implementing new CRM, CPQ and ServiceMax on Salesforce, I was responsible for leading overall project to deliver solution that integrates many business processes between Salesforce/SFDC and Oracle EBS, bi-directional. Some of these real-time and near-time integrations included Sales Orders, Customer Accounts/Sites, Service Contracts, Installed-Base, Products & Pricing, Return Orders, Case Management, etc. We also integrated Oracle ERP with Apttus CPQ, Order Import/Updates, eCommerce and ServiceMax on SFDC Platform. All integrations were designed using Oracle EBS standard APIs, REST APIs.

- ❖ **<u>Zenith Product Launch</u>** – This project was to enhance our data-sharing with USPS, as per their enhanced regulations. In this project, I was responsible to design and deliver a solution in O2C / Order-to-Cash track, to capture additional data-elements via Forms Personalization as well as custom forms and integrate to in-house/legacy system, which would then push it to USPS.

- ❖ **<u>Event/Usage-based Auto-Ordering</u>** -- In this project, we had designed a solution to fetch usage data from our products (installed at customer sites) at regular intervals; and, on reaching pre-defined thresholds, we would auto-order certain supplies/consumables so that we can automatically replenish it for our customers before they run out of these supplies.

- ❖ **<u>Oracle EBS Upgrade (11i to R12)</u>** – In this project, I was responsible for managing various business process tracks, O2C, P2P, R2R, as well as other modules IB, Service Contracts, CRM, iStore, etc.; ensuring a smooth upgrade to next Oracle EBS version. My team was responsible for data-extraction/import/migration, process re-mapping, enhancements and eliminating/retiring unwanted customizations.

Sr. Functional Lead / Project Manager - Oracle EBS   2010 - 2012

Independent Consultant

- As an independent consultant, I had got various opportunities to work on a variety of projects, requiring short-term development as well as complete project from requirement analysis up to deployment.

- Involved in each step of system development life cycle, starting with requirements gathering from end-users, documenting and preparing proof of concept, preparing design documents (high-level as well as technical), development & unit-testing, UAT preparation and Production deployment.

- **Lead testing in all phases of SDLC, using automated testing with RingMaster and WorkSoft**

- Involved in analysis and conversion/upgrade of reports originally developed with Oracle Reports, SQL Scripts, PL/SQL into new versions using Reports Developer, XML Publisher, BI/ETL, etc.

- Involved in analysis and conversion/upgrade of various custom forms originally developed with **Oracle Forms 6i**, into new versions of Forms Developer, OA Framework, Personalizations, etc.
- Involved in designing integration / interface between Oracle EBS and other ERP/CRM Applications like SAP, Siebel, Oracle Lease Management, and various in-house / legacy systems.
- Successfully leveraged Oracle EBS out-of-box features to map / re-design business processes to achieve maximum benefits of an ERP system; **with major focus on Order Management, Supply Chain / Advanced SCM, WMS / Warehouse Management System, Purchasing, Dropship Ordering, AR, AP, GL, Cost Accounting, Revenue Recognition, Project Accounting etc**.

Sr. Functional Analyst - Oracle EBS Applications & Development 2004 - 2010

Neopost USA, Hayward, CA

- As a key player, achieved continuous growth in career while performing many roles at Neopost. I was managing Oracle team to enhance and support Oracle EBS to meet business needs.
- Responsible for managing and mentoring Oracle Team of Functional Analysts and Developers. Completed many IT Projects including Oracle EBS Upgrade / Implementation, Enhancement, Streamlining Reporting, Integrations / Interfaces; while providing continuous Production Support.
- Responsible for designing integration / interface between Oracle EBS and other ERP/CRM Applications like SAP, Siebel, Lease Management, and various in-house / legacy systems.
- Responsible for explaining users various key Oracle EBS out-of-box features to map / re-design business processes to achieve maximum benefits of an ERP system.
- Responsible for managing and scheduling Code-Releases, on a monthly basis; as well as acting as a gate-keeper for any data-fixes needed to be done upon business approval.
- Successfully completed many critical projects on tight budget and under strict time-line. Some of these critical projects are listed below.
  - ❖ **Project-ONE : JDE Conversion**
    Currently playing a major role in Neopost / Hasler's JDE Conversion to Oracle, "Project-ONE", one of the most important project for Neopost USA. My responsibilities in this project are - Solution Architect & Track-Lead for completing conversion of Orders, Installed-Base, Service Contracts, OLS, ATLAS, etc.
  - ❖ **Project-ONE : Oracle EBS Upgrade (10.7 to 11i)**
    Successfully completed Oracle Upgrade "Project-ONE", which is the most important project for Neopost USA to progress towards company goal "One Company One System". My responsibilities in this project were - Solution Architect & Track-Lead for Order-to-Cash / Order Management & Integrations between Oracle and other systems. Responsible for mentoring and managing off-shore development team to ensure timely delivery of quality code. We had a very successful launch and Post-Go-Live Support was smooth with no critical issues. This was one of the most successful project in Neopost USA.
  - ❖ **ATLAS : Oracle & Meter Tracking System (ATLAS) Integration**
    Successfully managed and led this project to integrate Oracle EBS with legacy Meter Tracking System - ATLAS, in a very tight schedule, at low cost utilizing off-shore development resources. Responsible for analyzing requirements, designing solution, defining integration points and managing development team. This project helped Neopost USA take first step towards company goal "One Company One System".
  - ❖ **ELVIS : Oracle & SAP Integration**
    Successfully completed the project to re-design Order Management & Order Fulfillment processes, integrate Oracle EBS with SAP. Responsible for requirement analysis, solution design, re-designing business processes leveraging out-of-box functionality (Drop-Ship Orders) in Oracle

EBS. Responsible for mentoring and managing development team to complete all tasks on schedule.

Re-designed Order Management Workflows, Purchasing / PO Approval Workflows, Requisitions Approval, Purchase Order Approvals to improve performance in auto-creating approved POs to be sent to SAP. Developed UNIX Shell Scripts to automate FTP of data-files between Oracle and SAP.

❖ **Workflow Cleanup**

Successfully completed this project to clean-up workflow tables by identifying and purging stale workflow records that were not purging automatically because of issues in Workflow processing. We had to take this initiative as workflow tables were growing enormously, becoming difficult for DBAs to manage it and adding large amount of time to daily back-ups. At the end of this project, we were able to reduce workflow tablespace size by 75%.

❖ **Process Improvements in WMS**

Successfully re-designed many setups and configurations to achieve higher efficiency, productivity and real-time stock availability. Implemented enhancements for automatic replenishments, lot/serial/date controls, FEFO picking, RFID based processing, multiple UOMs, location reservations, stacking limits, etc.

AlphaSoft Services Corp., Walnut Creek, CA   **1998 - 2003**

Sr. Oracle Applications Consultant

As Sr. Oracle Applications Consultant, I was providing my Oracle ERP expertise to various clients to implement, upgrade and support **Oracle Applications** ERP suite.

Below are some of the projects accomplished while working for AlphaSoft.

Jul'03 - Apr'04   :: Oracle Applications ERP Implementation
Client   :: Life*Style* Furnishings International, High Point, NC
Role   :: Oracle Apps Consultant: Techno-Functional

Involved in implementing **Oracle Applications 11.0.3**, for Life*Style* Furnishings International. Designed and developed RICE / Reports, Interfaces, Customizations and Extensions in Inventory, OE/Shipping (Order Fulfillment), Order Import / Conversion, Sales Compensation etc.

Jun'02 -Jun'03   :: Oracle Applications ERP Implementation
Client   :: SONY Electronics, Pittsburgh, PA
Role   :: Oracle Apps Consultant: Techno-Functional

Involved in implementing Oracle Applications 10.7, for SONY Electronics. Designed and developed Extensions, Interfaces for BOM, INV, WIP, Master Scheduling/MRP, and PO. Extensions include new and customized Reports (**ver. Oracle Reports 6i**), custom forms (**ver. Oracle Forms 6i**), PL/SQL Packages.
Environment:
Oracle Applications 10.7.0 SC161, **Developer 2000 (Forms / Reports 6i)**, PL/SQL, SQL*Plus,
SQL*Loader, HP UNIX 10.1, Windows NT/'95

CMC Limited, INDIA   **1996 - 1998**

Engineer – Systems Integration

At CMC, I was part of the Oracle team developing an Oracle ERP software system (GEMS) for GNFC.
I was privileged to be one of the two candidates selected for this job offer, from final year batch of 200+ Computer Science engineering students.
Environment: Oracle Database 7.x, Developer 2000, Forms/Reports Builder 6i, PL/SQL, SQL*Plus