San Jose, CA

ANURADHA SINGH

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Skills and Highlights:

- 18 years of IT experience with primary focus in project management
- Extensive ERP knowledge in SAP HCM, Workday, and SuccessFactors
- Proficient in configuring CRM (Salesforce, SugarCRM) solution with QTC (Quote to Cash) knowledge
- Utilize Agile, Scrum, and Waterfall Methodologies
- Successfully delivered various small and large-scale projects on schedule
- Collaborated with global teams from APAC, EMEA, NA region for project deliverables

Professional Experiences:

SAP HCM Functional Consultant   **Avnet EMEA**
                                             Germany (Remote)   **May 2019- Present**

- Support Workday-SAP Payroll Connector for modification due to upgrade or SAP support packs update.
- Innovatis HR project included SAP HCM modules (PA, TM) configuration and development modification to ensure Avnet's business process and data alignment in both SAP and Workday system.

Senior Project Manager   **SugarCRM**   **April 2015- Nov 2018**
                                      Cupertino, CA.

- Successful project go-live and delivery for a HR Recruitment business process for a Global Consumer Mobile and Electronics company with $800K budget.
- Ensured adoption of On-site and On-cloud SugarCRM (Customer Relationship Management) solution for MGM Macau, Tyson Foods, and IBM with budgets ranging from $500K to $2M.
- Analyzing various CTI (Computer Telephony Integration) application (Genesys, Avaya) for Click to Call product solution.
- Integrating Third-party integration software services product (CallidusCloud, Apttus) and Single Sign-On Solution (OKTA) on SugarCRM product.
- Designed API solution for migrating data and customization from Salesforce to SugarCRM.
- Incorporated Customer's feedback directly in Professional Services implementation to customer satisfaction
- Constantly identifying development tools or processes that increase Customer's overall efficiency.
- Responsible for defining project standard processes and templates for PMO office.
- Communicating project governance (Steering committee meetings, Quarterly Business Review (QBR), Weekly project status) and delivering deliverables (SOW, Change request, Project plan etc) for all projects.
- Partnered with the cross functional Team (Product, Engineers, UX, Sales) to document RFI, RFPs, SOWs.
- Analyzing and resolving product issues or requirements and communicating production bugs or issues status and resolution.
- Collaborate with product and engineering team to enhance product features to be included in the roadmap.
- Prioritize and delivered change managements issues and designed risk register for all projects.
- Managed project tasks, resources, timeline and deliverables.
- Ensure iOS and Android seamless deployment on all the devices.

Project Manager   **Cisco**   **Feb 2010- April 2015**
                               San Jose, CA.

- Delivered consecutive releases for 2-Tier Next Gen project (service growth)– with a cost saving of $500K/qtr/
- Managing 2-Tier Nextgen project releases for quarterly and monthly concurrently.
- Collaborated and facilitated meetings with project Team (Business Analysts and developers) to deliver product enhancement while following Waterfall and Agile methodologies.
- Tracking project deliverable and milestones, resolving issues, and mitigating risks, conducting cross-functional meetings, and communicating weekly project status to management and stakeholders.
- Senior Business lead for 2-tier sales model project on Cisco Service Contract Center Management (CSCC).
- Worked with Theaters Lead, Business Operation Managers, Project Managers, Change Management, and cross-functional teams to deliver functionality on B2B.
- On-boarded APAC regions distributors with Cisco's Service B2B capabilities and supported customer with B2B process production queries.
- Conducted workshops (meetings, sessions, and demos) with business stakeholders and documented business requirement (BRD), reviewed Functional Specification document (FSD), executed business acceptance testing (BAT), and trained users on B2B product.

SAP HCM Functional Consultant ***Department of Corrections and*** ***Sept 2008- May 2009***
Rehabilitation (CDCR)
Sacramento, CA

- Lead SAP Human Resources-SAP HCM -Training and Events (T&E) consultant.
- Completed Realization (design and implementation) phase and User Acceptance Testing (UAT) phase.
- Documented functional design specification (FDS), reviewed unit and integration test script.

Business Analyst ***Children's Hospital Boston.*** ***Feb 2007- May 2008***
Boston, MA.

- Provided key support to business users (Office Of Sponsored Programs and Clinical Trial Office) for all technical and business process related inquiries with Children's Hospital Electronic Research Portal (CHeRP).
- Collaborated with an internal development team and business users for all CHeRP enhancement.

SAP HCM Functional Consultant ***SAP Public Services.*** ***May 2004- Oct 2006***
Washington, DC.

Client: United Nations, New York, NY (July 2006-Sept 2006)
- Completed Blueprint phase for SAP HCM- Personnel Development (PD) module which included gathering requirements from the key stakeholders to create key deliverable (Customer Input Template, Workshops (agendas, presentations, demos), and process flows).
- Conducted demo session to analyze and discuss critical flows and integration within SAP HCM-PD module including Performance Management, Qualification Catalog, Career and Succession Planning, Training and Events, and Talent Management (including Learning Solutions and E-Recruitment).

Client: University of Cincinnati, Cincinnati, OH(Jan 2005-July 2006)
- Responsible for configuring and implementing the SAP HCM-Personnel Administration (PA) module with Concurrent Employment (CE) and Position Budget Control (PBC).
- Completed scoping, SOW, Blueprint phase, realization, training, go-live, and post go-live support.
- Delivered training documentation and training workshops, and supported the client with post-go live data and business queries.

Client: University of Kentucky, Lexington, KY (July 2004-Oct 2004)
- Completed Blueprint phase in SAP HCM- Benefits and Time Management(TM) modules.
- Gathered requirements from the stakeholders to create key deliverables (e.g Customer Input Template, Workshops (agendas, presentations, demos), and Process flows).

SAP HCM Application Consultant OCPS , Florida ***Sept 2003- May 2004***

- Supported users on SAP HCM Modules: Organizational Management, Personnel Administration, and Benefits.
- Completed training on various SAP HCM modules focusing on processes, configuration, and testing.

System Analyst ***Circuit City. Richmond, VA*** ***Jan 2002 – Sept 2003***

- Verified hardware and software compatibility for Point of Sales (POS) machines from different vendors (NEC, IBM, Fijitsu, PC-PoS).
- Configured Microsoft Windows XP Embedded and Windows NT operating on POS.
- Deployed and supported POS machine beta roll out in Circuit City retail store.

Technical Skills:

Languages:	HTML, XML, CSS, Java Script, SQL, CGI, Shell Scripts, Java, C, C++, PHP.
Database:	Microsoft Access, MySQL, Tableau
Applications:	MS Office Suite (Office, Project, Teams, Visio, Excel, Access, Powerpoint, Sharepoint, Skype Business), iWork (Pages, Numbers, KeyNote, OmniPlan), G Suite (Docs,, Sheets, Forms, Slides, Drive) , Atlassian products (JIRA, Confluence, Lucid Chart)**,** Rally, Trello.
Operating System:	UNIX, LINUX, MSDOS, Windows NT/XP, MacOS

Education and Certifications:

University of Florida, Bachelor of Engineering in Computer Engineering
Certified ScrumMaster (CSM), Scrum Alliance