Ravi Kumar (**Certified SCRUM Master / S4 HANA Project Manager - SAP TM/EM –EWM –SD - EHS Solution Architect**)
Capgemini, Bangalore

✉: ravi.ab.kumar@gmail.com
☎ +91-9113938611, 9748598770

Linked in: **linkedin.com/in/ravi-kumar-56036a50**

Ravi Kumar
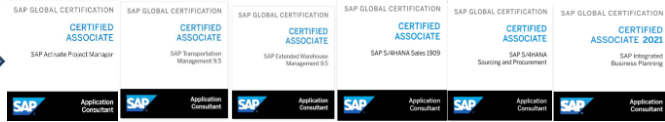
Certified SCRUM Master / S4 HANA Project Manager - SAP TM/EM-EHS-EWM-IBP-SD-MM - Solution Architect

OBJECTIVE

To pursue a challenging career in SAP that exploits my abilities to the maximum, while providing me wide exposure, sufficient responsibilities, independence of thought and an opportunity to learn and share.

PROFESSIONAL SUMMARY

- Around 10.5 + years of functional certified experience in SAP TM/EWM/ YL /EHS /EM/CRM / SD/GTS.
- Expertise in gathering requirements, designing, customization, testing, and production support.
- Worked on 4 full life cycle implementations, 2 upgrade project, 2 rollout assistance, and integration aspects of TM/EM/EWM/EHS/SD /CRM/EM/GTS/EHS using ASAP, Agile and S/4 HANA Activate methodology.
- Experienced in Logistics and Transportation Management domain.
- Proficient in identifying data issues (Configuration, Master and Transaction data), and Gap analysis AS IS and TO BE processes.
- An effective communicator with keen analytical ability and demonstrated excellence in executing large-scale projects from vision through implementation and post implementation product support.

AREAS OF EXPERTISE

- **Transportation / Logistics Management:** Expertise on Logistics Domain in all possible Scenario for Ocean, Air, Road, Rail with Co load, Milk run, Consolidation, Back-to-Back Process, Direct Shipment, Shipper Consolidation, Buyers Consolidation, Cargo Management, Tendering, Planning etc.
- **Environment, Health & Safety:** Incident Management, Risk Management, Chemical Management, Occupational Health. Dangerous Goods, Hazardous Goods Classification, Industrial Hygiene and Waste Management.
- **SAP ERP Master Data**: Customers and Vendors , SAP TM Master Data , Application Administration in SAP TM, SAP TM Customizing, ERP Logistics Integration, Order Management, Creation of Organizational Models, Transportation Network Setup in SAP TM, Planning , Execution , Scheduling , Resource, Charge Management and Service Product Catalogs Charge Management, Rail Transportation, Parcel Shipment, Troubleshooting, Freight Booking, Air Cargo Security, Shipper's Declaration, Freight Order Management, Forwarding Order Management, Back-to-Back Process,, Direct Shipment, Co-Load, Agreement and Calculation Sheet Determination, Freight Tendering , Cost Distribution.
- **Customer Relationship Management:** CRM Functional, Quotation and Contract Management, Marketing, Sales, Services, Analytics etc.
- **Event Management:** Logistics and Transportation management event types, Event Handler, Event Monitoring.
- **Global Trade Services:** Customs & Compliance, Export – Import Transportation Business.
- **Extended Warehouse Management/Yard Logistics Execution**: EWM – TM integration, Warehouse monitoring, Warehouse Billing, Shipping Receiving cockpit, Yard Logistics, Cross Docking.
- Basic Knowledge of Workflow, BRF+, PPF, SAP EM, SAP EHS, SAP GTS and SAP EWM.

Ravi Kumar (**Certified SCRUM Master / S4 HANA Project Manager - SAP TM/EM –EWM –SD - EHS Solution Architect**)
Capgemini, Bangalore

✉: ravi.ab.kumar@gmail.com
☎+91-9113938611, 9748598770

SKILLS

Domain	Transportation Logistics Industry Business Process and activities.
SAP	S/4 HANA , SAP TM/EM , SAP EWM, SAP EHS, SAP SD
Operating System	Linux, Windows, solaris
Databases	Oracle 9i, Max DB, MS SQL
Languages	C, C++, ASP.NET, C#, Core Java
Tools	Sap Net weaver, HPQC , JIRA , SOLMAN / CHARM

PROFESSIONAL EXPERIENCE

1. **Since Dec '19 as SAP TM / EHS Consultant and Logistics with Capgemini , Bangalore, India.**

Client :	**Leading Food supply chain company**
Company :	**Capgemini**
Work location :	**Bangalore , India**
Period :	**Dec 2019 to Present**
Role :	**SAP TM / EWM / EHS Functional Consultant**
Project Description:	**S/4 HANA 1909 / SAP TM / EWM embedded / SAP EHS**
Responsibilities :	➲ Worked as Project Manager / Solution Architect on SAP Functional track.
	➲ Worked as a competency lead for business unit on SAP TM.
	➲ Worked with client team to analyze their requirements, prepare and participate in workshops, requirement documentation
	➲ Worked on preparing Functional Specifications, conducting workshops with the business for requirement gathering, feasibility analysis, End user s, Preparing the User Guides
	➲ Worked on defining document types Freight Unit, Freight Order/Booking Order, Freight Unit Building rules(FUBR), Planning Profiles, Carrier Selection settings, Automatic Freight Planning through Strategy setup, Carrier assignment based on Direct Shipment option
	➲ Worked on defining Charge Calculation process by setting up Charge Profiles for Settlement, Charge Categories & Charge Type, Freight Agreement Set up, Freight Agreement assignment to Carrier and Purchase Org, Calculation sheet creation with necessary Rate table and Scales
	➲ Master Dataset up, Configuration and Customization of various scenarios.
	➲ Freight Booking, Creation and Editing of Freight Bookings, Manually Creating Freight Bookings, Pick-up and Delivery Freight Orders, Freight Orders for Customer Self-Delivery and Pick-Up.
	➲ Freight Order Management, Forwarding Order Management, ERP Logistics Integration, Transportation Network, Transportation Mode, Freight Agreement, Tendering, Cost distribution

	➲ Worked on warehousing distribution Scenario using SAP TM .
	➲ Worked on EWM – TM integration, Warehouse monitoring, Warehouse Billing, Shipping Receiving cockpit , Yard Logistics , Cross Docking.
	➲ Experience on TM – EWM integration via TU
	➲ International / Domestic / Outbound / Inbound process with TM - EWM

2. **Since Dec '19 as SAP TM / EHS Consultant and Logistics with Capgemini , Bangalore, India.**

Client :	**Leading Synthetic / Chemical Industry**
Company :	**Capgemini**
Work location :	**Bangalore , India**
Period :	**Dec 2019 to Present**
Role :	**SAP TM /EWM/ EHS Functional Consultant**
Project Description:	**S/4 HANA 1909 / SAP TM 9.5 / SAP EHS**
Responsibilities :	➲ Worked as Project Manager / Solution Architect on SAP Functional track.
	➲ Work on SAP TM 9.5 as a Functional Consultant on S/4 HANA platform.
	➲ Worked on warehousing distribution Scenario using SAP TM by Waterfall methodology.
	➲ Master Dataset up, Configuration and Customization of various scenarios.
	➲ Freight Booking, Creation and Editing of Freight Bookings, Manually Creating Freight Bookings, Pick-up and Delivery Freight Orders, Freight Orders for Customer Self-Delivery and Pick-Up.
	➲ Freight Order Management, Forwarding Order Management, ERP Logistics Integration, Transportation Network, Transportation Mode, Freight Agreement, Tendering, Cost distribution
	➲ worked on Master data set up like Business Partners, Location, Transportation Lanes and Products and, have worked in setting up CIF models for Master data transfer from ECC -> TM
	➲ Worked on Integration configurations like Order and Control key set-ups for Transactional documents like Sales Order/Stock Transfer Order and Delivery from ECC -> TM.
	➲ Experience in product safety, phrase management, specification management, hazardous substance management, report management
	➲ Experience on MSDS report management
	➲ Experience in developing, implementing, customizing, integrating and testing
	➲ End to End process in SAP EHS. For industrial hygiene safety, occupational health, product safety
	➲ Domain experience on EHS Environmental, Health and Safety, OSHA and REACH Compliance
	➲ Experience in work area management, incident / accident management, risk management, measurement management,
	➲ Experience in report template creation for MSDS

	➲ Supporting issues for changes in WWI reports due to regulatory changes

3. Since January '18 as SAP TM /EM Consultant and Logistics with Accenture, Bangalore, India.

Client :	**Sanofi**
Company :	**Accenture**
Work location :	**Bangalore , India**
Period :	**July 2018 to Nov 2019**
Role :	**SAP TM/EM /EWM/ EHS Functional Consultant**
Project Description:	**SAP TM 9.5**
Responsibilities :	➲ Work on SAP TM 9.5 as a Functional Consultant on S/4 HANA platform. ➲ Worked on Customizing standard integration process and enhancements according the business requirements to flow the necessary custom data between the systems ➲ Worked on preparing Functional Specifications, conducting workshops with the business for requirement gathering, feasibility analysis, End user s, Preparing the User Guides ➲ Worked on Dangerous good integration with SAP TM. ➲ Worked on warehousing distribution Scenario using SAP TM by Waterfall methodology. ➲ Master Dataset up, Configuration and Customization of various scenarios. ➲ Freight Booking, Creation and Editing of Freight Bookings, Manually Creating Freight Bookings, Pick-up and Delivery Freight Orders, Freight Orders for Customer Self-Delivery and Pick-Up. ➲ Freight Order Management, Forwarding Order Management, ERP Logistics Integration, Transportation Network, Transportation Mode, Freight Agreement, Tendering, Cost distribution ➲ Product, Resources, Charge Management and Service Product Catalogs, Mapping services in charge. ➲ Integration of SAP TM with EM, ECC, S/4 HANA etc. ➲ Export, Import, Multimodal, Inbound / Outbound and many important real time business scenario exposures. ➲ Expertise on Logistics Domain in all possible Scenario for Ocean, Air, Road, Rail with Co load, Cutover, Milk run, Consolidation, Back-to-Back Process, Direct Shipment, Shipper Consolidation, Buyers Consolidation, Cargo Management, Tendering, Planning etc. ➲ Pick-up and Delivery Freight Orders, Freight Orders for Customer Self-Delivery and Pick-Up. ➲ Good Knowledge of Transportation Zone/Lane, Trade lane, Scheduling, Resource. ➲ Integration with SAP Extended Warehouse Management, Orders and Deliveries. ➲ Good knowledge of Transportation Cockpit Planning, Freight Order Management, Settlement FSD, Charge Management, Event Monitoring. ➲ Event management configuration and Integration with SAP TM.

Ravi Kumar (**Certified SCRUM Master / S4 HANA Project Manager - SAP TM/EM –EWM –SD - EHS Solution Architect**)
Capgemini, Bangalore

✉: ravi.ab.kumar@gmail.com
☎+91-9113938611, 9748598770

4. **Since January '18 as SAP TM Consultant and Logistics with Accenture, Bangalore, India.**

Client :	**COOP**
Company :	**Accenture**
Work location :	**Bangalore , India**
Period :	**Jan 2018 to July 2018**
Role :	**SAP TM/EM / EWM Consultant**
Project Description:	**COOP SAP TM 9.1/9.4**
Responsibilities :	➲ Work on SAP TM 9.1/9.4 as a Functional Consultant. ➲ Worked on Application Development and Application Maintenance requirements. ➲ Worked on defining document types for OTR/DTR, Freight Unit, Freight Order/Booking Order, Freight Unit Building rules(FUBR), Planning Profiles, Carrier Selection settings, Automatic Freight Planning through Strategy setup, Carrier assignment based on Direct Shipment option ➲ Worked on setting up Transportation Management Master Data like defining Business Partners, Partner Role codes, Locations, One-time locations set-up, Transportation Lane, Transportation Mode, Default Routes, Mean of Transport, Means of Transport assignment to Transportation Mode ➲ Worked on defining Charge Calculation process by setting up Charge Profiles for Settlement, Charge Categories & Charge Type, Freight Agreement Set up, Freight Agreement assignment to Carrier and Purchase Org, Calculation sheet creation with necessary Rate table and Scales ➲ Worked on EWM – TM integration, Warehouse monitoring, cockpit ➲ Export, Import, Multimodal, Inbound / Outbound and many important real-time business scenario exposures. ➲ Pick-up and Delivery Freight Orders, Freight Orders for Customer Self-Delivery and Pick-Up. ➲ Freight Order Management, Forwarding Order Management, ERP Logistics Integration, Transportation Network, Transportation Mode, Freight Agreement, Tendering, Cost distribution ➲ Good Knowledge of Transportation Zone/Lane, Trade lane, Scheduling, Resource. ➲ Integration with SAP Extended Warehouse Management, Orders and Deliveries. ➲ Event management configuration and Integration with SAP TM . ➲ Dangerous Goods Integration scenario ➲ Worked on Fiori , Collaboration Portal , Biztalk , Legacy systems etc. ➲ Good knowledge of Transportation Cockpit Planning, Forwarding Order Management, Freight Order Management, Settlement FSD, FWSD, Charge Management, Event Monitoring.

5. **Since June '16 as SAP TM / EHS Consultant and Logistics with Infosys, Bangalore, India.**

Client :	**Hershey**
Company	**Infosys**
Work location :	**Bangalore , India**
Period :	**June 2016 to December 2017**
Role :	**SAP EHS / TM Consultant**
Project Description:	**S/4 HANA Hershey Implementation: SAP EHS**
Responsibilities :	➲ Worked on SAP EHS Track for S/4 HANA Implementation as a Team lead. ➲ Worked on supporting TM project on bidding and POC for S/4 HANA ➲ Track Lead and handling onshore offshore delivery. ➲ Experience of Creation of FSD, FSE, BPP and Case documents. ➲ Developing test scripts and test data strategies. ➲ Implemented Incident Management. ➲ Implemented Risk Assessment. ➲ Implemented Chemical Management. ➲ Implemented Occupational Health. ➲ Incident / accident management, specification management, safety measurement, risk management, accident reports. ➲ Risk Assessment: Identify Risks, Mitigate Risk, Risk Matrix, Control Inspection, Risk Assessment Summary Report etc. ➲ Accident investigation, reporting and suggesting preventive measures and implementation status. ➲ Chemical Risk, Agents, Hazards and Control, Master Data Location Hierarchy, SEG etc. ➲ Experience in occupational health in basic data, addresses, and health questionnaires, health surveillance protocols medical services and scheduling, injury /illness log. ➲ Medical service, injury /illness log, health surveillance protocol, questionnaires, scheduling planning. ➲ Configured and made settings for basic data like exposure groups, agents, medical examinations, health surveillance protocols for persons exposed to agents, physician's diagnosis, approved health clinics, etc. ➲ Settings for hazardous substances, Inventory linking storage locations and work area, incident/accident reporting ➲ Configured for exposure management and risk assessment relating to agents, entering reference values. ➲ Interface design to 3rd Party system and System Integration. ➲ Working with project teams to understand business processes and specifications. ➲ Experience in developing, implementing, customizing, integrating and testing ➲ End to End process in SAP EHS. For industrial hygiene safety, occupational health, product safety ➲ Domain experience on EHS Environmental, Health and Safety, OSHA and REACH Compliance

➲	IA creation, FSD creation, FUT, Smoke Testing Upgrade Testing, Configuration, Customization etc.
➲	Experience of Creation of FSD, FSE, BPP and Case documents.
➲	Developing test scripts and test data strategies.
➲	Working with project teams to understand business processes and specifications.
➲	Very much aware of all Testing methodologies and help in Quality Work Analysis approach.

6. Since Jan '14 as SAP TM Functional Consultant and Logistics with IBM, Kolkata, India.

Client :	**DHL Global Forwarding**
Company	**IBM Global Services**
Work location :	**Kolkata , India**
Period :	**Jan 2014 to May 2016**
Role :	**SAP TM Consultant**
Project Description :	**DHL Global Forwarding**
Responsibilities :	➲ Work on SAP TM 9.0/9.1 as a Process Consultant ➲ IA creation, FSD creation, FUT, Smoke Testing Upgrade Testing, Configuration, Customization etc. ➲ Very Good Knowledge of creating Marketing Plan, Segmentation, Target Management, Quotation, Contract, Opportunity, Services. ➲ Master Dataset up, Configuration and Customization of various scenarios. ➲ Freight Booking, Creation and Editing of Freight Bookings, Manually Creating Freight Bookings, Pick-up and Delivery Freight Orders, Freight Orders for Customer Self-Delivery and Pick-Up. ➲ Freight Order Management, Forwarding Order Management, ERP Logistics Integration, Transportation Network, Transportation Mode, Freight Agreement, Tendering, Cost distribution ➲ Integration of SAP TM with GTS, EM, ERP, SAP CRM and Legacy. ➲ Export, Import, Multimodal, Inbound / Outbound and many important real time business scenario exposures. ➲ Expertise on Logistics Domain in all possible Scenario for Ocean, Air, Road, Rail with Co load, Cutover, Milk run, Consolidation, Back-to-Back Process, Direct Shipment, Shipper Consolidation, Buyers Consolidation, Cargo Management, Tendering, Planning etc. ➲ Very Good Knowledge of 8 DHL Business processes like T2C, O2C, P2D, R2P, R2R, C2R, I2C, and P2C to map with SAP Module. ➲ Export/Import Processing, Service Order, freight Tendering, Scheduling, Planning, Freight Unit Building Rule, Incompatibilities. ➲ Background Processing: Forwarding Order Management Preparation, Planning Run, Carrier Selection, Tendering, Process FQs and Overdue RFQ, Confirmation,

	Create Deliveries in ERP, Mass Processing of Freight Bookings (FBs), Mass Processing of Freight Orders (FOs), Processing of Triggers, Communication of Settlements with SAP ERP, Mass Creation and Transfer of FWSDs and FSDs.
	➲ Create FWA, Forwarding Order, Freight Booking Freight Order and settlement, Service Order etc. for ordering parties.
	➲ Good Knowledge of OTR / DTR, ASN, MBL, HBL, LCL, FCL, LTL, FTL Cargo Management, ULD, Container specification etc.
	➲ Good knowledge of Transportation Cockpit Planning, Forwarding Order Management, Freight Order Management, Settlement FSD, FWSD, Charge Management, Event Monitoring.
	➲ SAP TM 9.0, SAP CRM, EM 9.0, BRF+, PPF module having good understanding.
	➲ Experience of Creation of FSD, FSE, BPP and Case documents.
	➲ Developing test scripts and test data strategies.
	➲ Working with project teams to understand business processes and specifications.
	➲ Good Knowledge of Foreign Trade, Customs, Compliance, Embargo check and Dangerous Goods Regulations Transportation Zone/Lane, Trade lane, Scheduling, Resource.
	➲ Very much aware of all Testing methodologies and help in Quality Work Analysis approach.

7. **From Sep'12 to Jan'14 as SAP TM/ CRM Functional Consultant in TATA Consultancy Services Pune, India.**

Client :	**DHL Global Forwarding**
Company	**TATA Consultancy Services**
Work location :	**Pune**
Period :	**July 2012 to Jan 2014**
Role :	**SAP TM Consultant and SME**
Project Description :	**DHL Global Forwarding**
Responsibilities :	➲ Work on SAP TM 9.0, 8.1, SAP CRM Functional.
	➲ Knowledge of SAP CRM Functional (Sales, Services, Marketing, Analytics, Ecommerce etc.)
	➲ Very Good Knowledge of creating Marketing Plan, Segmentation, Target Management, Quotation, Contract, Opportunity, Services.
	➲ Impart training to Team on SAP TM 9.0, Logistics Business Processes.
	➲ Good Knowledge of SAP TM 9.0 Architecture, Master data.
	➲ Freight Booking, Freight Order Management, Forwarding Order Management Transportation Network, Transportation Mode Pick-up and Delivery Freight Orders, Freight Orders for Customer Self-Delivery and Pick-Up.
	➲ Expertise on Logistics Domain in all possible Scenario for Ocean, Air, Road, Rail with Co load, Cutover, Milk run, Consolidation, Back-to-Back Process, Direct Shipment, Shipper Consolidation, Buyers Consolidation, Cargo Management,

	Tendering, Planning etc.
➲	Export, Import, Multimodal, Inbound / Outbound and many important real time business scenario exposures.
➲	Very Good Knowledge of 8 DHL Business processes like T2C, O2C, P2D, R2P, R2R, C2R, I2C, and P2C to map with SAP Module.
➲	Good Customization and Configuration knowledge of SAP TM 9.0.
➲	Integration with SAP ERP Shipment Processing, SAP Extended Warehouse Management, Orders and Deliveries.
➲	Export/Import Processing, Service Order, freight Tendering, Scheduling, Planning, Freight Unit Building Rule, Incompatibilities.
➲	Configuration of Dangerous Goods Processing, Configuration of Dangerous Goods Processing and Without ERP Logistics Integration.
➲	Create FWA, Forwarding Order, Freight Booking Freight Order and settlement, Service Order etc. for ordering parties.
➲	Good Knowledge of OTR / DTR, ASN, MBL, HBL, LCL, FCL, LTL, FTL Cargo Management, ULD, Container specification etc.
➲	Good knowledge of Transportation Cockpit Planning, Forwarding Order Management, Freight Order Management, Settlement FSD, FWSD, Charge Management, Event Monitoring.
➲	Developing test scripts and test data strategies, Uploading Test cases in HPQC, Preparing Test set and prepare Test execution, defect Plan in HPQC.
➲	Good Knowledge of Foreign Trade, Customs, Compliance, Embargo check and Dangerous Goods Regulations Transportation Zone/Lane, Trade lane, Scheduling, Resource.
➲	Mainly responsible for Creating Test Cases, executing the existing Test scenarios and coordinating with the client and developers to fix the necessary.
➲	Defect Coordination with Onsite and Defect Triage Team.
➲	Created Test Strategy for Client and helping manager in analysis of daily reporting work.

8. **From July'11 to Aug'12 as SAP SAP Basis Consultant in TATA Consultancy Services Bangalore, India.**

Client :	SAP Labs
Work location :	Bangalore
Period :	July 2011 to Aug 2012
Role :	SAP Basis Consultant
Project Description :	SAP By Design
Responsibilities :	➲ Daily Activities Performed: Checking whether all R3 Servers are running, Checking for Server and Work Processes, Checking for Short Dumps and System Messages, Checking for any Failed Updates, Checking for any Lock Entries, Checking for Table spaces, Checking for Workload. ➲ The Assignment includes SAP Security Activity, Change & Transport System, User Management, Client Copy, Performance tuning & Performance monitoring. ➲ Performing Client administration includes, Creating Logical Systems, RFCs',

	Client copies, Client export-Import, Remote Client Copy.
	➲ Updating SPAM, Applying Support Packages using SPAM tool.
	➲ Monitoring SAP Instance and application servers.
	➲ Starting and stopping the SAP Server.
	➲ Managing lock entries lock/unlock transaction codes.
	➲ Checking user process, analyzing space problem and adding data file to table spaces.
	➲ Changing the SAP instance Profile parameters for tuning the system.
	➲ Performing transport of developed objects to quality and subsequently to production box.
	➲ Creating the Users and assigning roles.
	➲ User Maintenance/User modification on PRD, QAS, & DEV Server.
	➲ Notifying system admin. For adding data files to table spaces..
	➲ Analyzing buffer and Database Admin.

Qualifications

DEGREE	SCHOOL / COLLEGE	UNIV/BOARD	YEAR	GRADE
BTECH	GIET Gunupur, Orissa	BPUT	2010	First Division
INTERMEDIATE	DAV ,Ranchi	CBSE	2005	First Division
Matriculation	S.B.M, Ranchi	CBSE	2003	First Division

Certifications:

Certification	INSTITUTE	Dates
SAP TM 9.5	SAP	Aug , 2020
SAP EWM 9.5	SAP	Sep , 2020
EHS Health and Safety	The International Association of Chemical Safety	April 2020
The COSHH Manager	The International Association of Chemical Safety	May 2020
EHS COSHH Risk Assersor	The International Association of Chemical Safety	May 2020
EHS Safety Data Sheet	The International Association of Chemical Safety	May 2020
EHS PPE Awareness	The International Association of Chemical Safety	May 2020
SAP TM 9.1	IBM	Apr, 2014
SAP TM 9.0	TCS	Jan 2013

Ravi Kumar (**Certified SCRUM Master / S4 HANA Project Manager - SAP TM/EM –EWM –SD - EHS Solution Architect**)
Capgemini, Bangalore

✉: ravi.ab.kumar@gmail.com
☎+91-9113938611, 9748598770

Personal Details:

Date of Birth	18-05-1988
Nationality	INDIAN
Sex	Male
Marital Status	Single
Current Working Company	Capgemini
PAN Card	BCXPK9202N
Passport	H9800081
Email	ravikr409@gmail.com
Permanent Address	# 4701 , SBR Horizon, Kadugodi , Bangalore – 560067 , India

Declaration :

I hereby declare that all the statements made in above are true and understand that any discrepancy found in the above information will render liable for the cancellation of the candidature at your esteemed Organization.

DATE: - 23/02/2021   SIGNATURE:-

PLACE: - Bangalore   (Ravi Kumar)