

ANUSTUP GANGOPADHYAYEmail : anustup11@gmail.com

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CAREER OBJECTIVE:-

To secure a profession in communications and strategy to use my skills and abilities for the development of the Organization.

PROFILE “what can it translate to”

- Working with business leaders to accurately forecast financial and operational performance metrics, including cloud renewal rates, sales productivity, operating profit, and provide LoB leadership with insight into sales forecast/sales KPIs, Annual Contract Value Bookings etc.
- Own and manage the long term plan and Portfolio Planning Process for SAP SuccessFactors.
- Experienced in Implementation, Support and Configurations of ERP, SAP SF PMGM / Employee Central / Succession Planning and interaction with Service Delivery Leads, interacting with Senior Management levels at a client and integrating the solution with SuccessFactors / SAP or 3rd party using Dellboomi or SAP CPI in terms of global business requirements understanding and proposing solutions to businesses and in designing functional and technical solutions.
- Managed teams and/or work efforts (if in an individual contributor role) at a client or within Project Team Orientation & Train the user communities (End users / BPOs / Super Users) and delivered training and configured SAP Success factors, SAP HR, SAP MM, SAP EWM, SAP FICO, SAP Basis, Procurement Operations, Warehouse Management, Supply Chain Management, SAP S4 Hana & End user support.
- Expertise in providing Consulting Services to the Global organizations in HCM Best Practices and help clients to migrate to SAP HCM Cloud solutions and existing methods and procedures to create possible alternative solutions to moderately complex problems.
- Understanding the strategic direction set by senior management as it relates to team goals.
- Involved actively in conducting product training for the teams and adept knowledge of giving best experiences to customers and negotiations, vendor managements and developments in fast paced environment and managing Customer Relationship Management, Shipping, Warehouse Management, Container Services, Logistics, Procurement, Sales, Order Management, KYC, and Onboarding.
- Successfully delivered HR technology/process deliverables/SAP Solutions; in the Success Factors BizX Talent Modules, including Goals, Performance, Recruiting, Compensation, Learning, Succession, Workforce Planning and Analytics.

WORK EXPERIENCE:-

Senior Consultant SAP ERP – Teamone Software Technologies, (2014 to till date)

Responsibilities:

- Accountable for Implementation, Support and Configuration of SAP, Success factors, SAP HR, SAP MM, SAP EWM, Procurement Operations, Supply Chain Management, SAP S4 Hana & End user support.
- Expertise in integrating the solution with SuccessFactors / SAP or 3rd party HRIS & solutions, SAP SF PMGM / Employee Central / Succession Planning and Configuring and Implementing ERP, SAP Success factors and integration with 3rd party using Dellboomi or SAP CPI.
- Configured Successfactors Employee Central, Data models and MDFs, propagation data models. Pick lists management, User access through role-based permissions, Foundational Objects Configuration, Country-Specific Fields (CSF) customization, Configured Self Service (MSS / ESS) Transactions, Workflow Configuration, EC Position Management, Rules Management, Meta Data Framework (MDF) Objects Configuration, business rules configurations, EC Timesheets and Time off configurations, Proxy management, Import and Export Data, Configure Object Definitions, Holiday Calendars, Work Schedules, Accrual Rules, Period End Processing Rules, Time Account Types, Time Types, Time Profile etc , Absence

Management, Rating Scales, Route Maps, Performance Management & Goal Management, Template Management, 360 Review and Calibration, Form Settings.

- Delivered Corporate and End user training for SAP Success factors, SAP MM, SAP EWM, SAP HR, SAP and Procurement Operations, Supply Chain Management, SAP S4 Hana & End user support.
- Responsible for building strong and lasting relationships with customers and provide second-to-none customer services and addressing the root causes and seek continuous improvements and constantly look for ways to improve work process.
- Assisting the team in realizing Goals and Standards and share knowledge and best practices and cross functional coordination.
- Followed and adhered Standardized processes and tasks without compromising Customer experiences.
- Supervising the process of Invoices, Pay Orders and discounts as per Customer Relationship History through various tools and SAP systems.
- Working with partner organizations to support the quote preparation process such as GSS team, CMD (Customer Master Database team) and Regional SPOCs and contacts for resolving issues of such as Pricing, Discounts, and Quantities of service and Support items.

Senior Practitioner - IBM, Noida, (2012 – 2013)

Responsibilities:

- Reporting and troubleshooting issues in Service Desk and Incident Management Systems, BMC REMEDY and maintaining high level of Customer service and adhering to customer service parameters
- User account creation for Active Directory, Exchange Mailboxes. SAP End-user Support.
- Collecting Customer / Device data from Event Management and BMC Remedy and input to standard template to initiate on-boarding.
- Obtaining Auto ticketing rules from legacy event and Incident management tools.
- Worked on agree new auto ticketing rules to be applied based on current rules, polling classes and input from Operations teams.
- Liaise with Level 5 teams to complete configuration of new Event Management systems.
- Test event management to incident management, workflow prior to and post go-live.
- Own and manage resolution of identified defects with appropriate technical resolver teams.

Executive Administration & HR - Astrol Info Technologies, Noida, (2009 – 2012)

Responsibilities:

- Responsible for Human Resources' new hire Induction process and recruitments, administrative tasks, events arrangements and Logistics.
- Involved in **Full Cycle Recruitment** involving sourcing, identifying, and screening, formatting and placing personnel in quick turnaround time in contract, and contract-to-hire positions in the industry throughout India and abroad.

Process Associate (Voice) – Dell Laptops at Wipro, New Delhi. (2007 – 2008)

Responsibilities:

- Reporting and troubleshooting issues in Service Desk and Incident Management Systems, BMC REMEDY and maintaining high level of Customer service and adhering to customer service parameters and attending to US Inbound Voice calls for Troubleshooting issues for Dell Laptops.
- Providing Technical Support and Troubleshooting issues with Remote Access and checking the settings, and solve the issues. Educating the Customers about their systems warranties.
- Worked on agree new auto ticketing rules to be applied based on current rules, polling classes and input from Operations teams.
- **Liaise** with Level 3 teams to complete configuration of new Event Management systems.

EDUCATIONAL QUALIFICATION:-

- Bachelors in Science, from IIHM.
- Executive Masters in Business Administration from ISBM University.
- Senior Secondary: From CBSE, Bharti Public School, New Delhi.
- Secondary: From CBSE, D.A.V. Model School, Durgapur.

ACHIEVEMENTS:-

- Awarded highly commendable merit certificate in Essay Contest & Quiz Contest Bournvita, India Organized by Bharti Public School, New Delhi.
- Represented "Bharti Public School" as a Young Reporter for Times of India "Newspaper in Education" for the Academic Session 2002-03.
- Participated in "Adventure Course" Organized by THE HIMALAYAN HIKERS, Durgapur, and WEST BENGAL in 1997 & has won highly commendable merit certificate.

LEISURE PURSUIT & HOBBIES:-

- Going on Road trips, travelling, and Wildlife photography.
- Cooking, listening to music, Reading books, Web surfing.
- Involved in various Voluntary Activities and Social Service activities with NGOs.

PERSONAL DETAILS:-

Father's Name : CHANDAN KUMAR GANGOPADHYAY
Languages Known : English, Hindi, Bengali
Date of Birth : 9th December, 1985
Nationality : Indian

If I get an opportunity to serve in your esteemed organization, I shall discharge my duties to the entire Satisfaction of my superiors with my hard work and good conduct.

PLACE:**DATE:****(Anustup Gangopadhyay)**