EDUCATION

Master of Computer Applications
CDAC Pune
72%
2002

B.Com
University of Rajasthan
58%
2000

ASHISH GUPTA

Project Management

PERSONAL DETAILS

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05/05/1978

PROFILE

I have got 10 years of experience in **Project Management** including **6 years of Team Lead experience. I Managed a Team of 10 Members.** I have worked on **Support, Enhancement** and **Transition of Projects** in Telecom Domain and in SAP CRM Technology. I have worked on both **Agile Scrum and Waterfall. Client Interaction** and **Requirement Gathering.** Mapping the Requirements to **Functional Specification. Manage the Project Development Life Cycle.** Do **UAT, Functional** and **Regression Testing. Manage Build, Release, Delivery** and **Transition of Application.** Prepare **Project Traceability Matrix.** Provide **IT Service Management. Troubleshooting of SAP CRM Functional Issues.** Create **MIS** and **Operational Dashboard. Identity and Access Management.** Management of Sales Order, Invoice and Purchase Order, Bidding, Sales Process and Sales Team, Opportunity, Customer Master Record and Org Structure.

WORK EXPERIENCE

1. Senior Consultant at ATOS Bangalore (2015 – 2018)

<u>Project Name</u> – Nokia

<u>Project Details</u> – Nokia Project developed in SAP CRM Technology as per Agile Scrum for Nokia Global Sales and Marketing Team. Nokia Global Sales and Marketing Team use this SAP CRM Application across Globe for Sales Order Management, Invoice and Purchase Order Management, Opportunities Management, Bidding Management, Sales Process Management, Org Structure Management and Revenue Forecast Management in Sales and Marketing Cluster and in Services Module.

<u>Job Profile</u> – **Client Interaction** and **Requirement Gathering.** Mapping the Requirements to **Functional Specification.** Pass on the Requirements to Technical Team for Development. **Manage the Project Development Life Cycle** as per **Agile Scrum.** Work Closely with Technical Team to Clarify the Issues and Monitor the Development. **Feasibility Analysis** and **Effort Estimations.** Do **User Accepted Testing, Functional Testing** and **Regression Testing. Manage Build, Release, Delivery** and **Transition of Application. Manage Implementation, Support, Enhancement and Transition of Projects.** Prepare **Business Requirement Document, Software Requirement Specification, Functional Requirement Specification** and **Project Traceability Matrix.** Provide **IT Service Management.** Provide Custom Design Solutions and **Troubleshooting of SAP CRM Functional Issues** of Application Usage, Maintenance and Enhancement in Service Now Ticketing Tool. Provide Sales Order Management, Invoice and Purchase Order Management, Opportunities Management, Bidding Management, Sales Process and Sales Team Management, **Identity and Access Management,** Organization Structure Management and Customer Master Record Management. Create **Operational Dashboard and MIS.**

Team Size – 20

Technology – SAP CRM

Domain – Telecom

Tools – **Microsoft Project**, SAP CRM, SQL, Service Now, **Advance Excel**

2. Project Leader at IBM New Delhi (2009 – 2014)

<u>Project Name</u> – Vodafone

<u>Project Details</u> – Vodafone Project developed in SAP CRM Technology as per Waterfall Methodology for Vodafone Global Sales and Marketing Team. Vodafone Global Sales and Marketing Team use this SAP CRM Application across Globe for Sales Order Management, Invoice and Purchase Order Management, Opportunities Management, Bidding Management, Sales Process Management and Revenue Forecast Management in Sales and Marketing Cluster and in Services Module.

<u>Job Profile</u> – **Manage a team of 10 members. Client Interaction** and **Requirement Gathering.** Mapping the Requirements to **Functional Specification.** Pass on the Requirements to Technical Team for Development. **Manage the Project Development Life Cycle** as per **Waterfall Methodology.** Work Closely with Technical Team to Clarify the Issues and Monitor the Development. **Feasibility Analysis** and **Effort Estimations.** Do **User Accepted Testing, Functional Testing** and **Regression Testing. Manage Build, Release, Delivery and Transition of Application. Manage Implementation, Support, Enhancement and Transition of Projects.** Prepare **Business Requirement Document, Software Requirement Specification, Functional Requirement Specification** and **Project Traceability Matrix.** Provide **IT Service Management.** Provide Custom Design Solutions and **Troubleshooting of SAP CRM Functional Issues** of Application Usage, Maintenance and Enhancement in BMC Remedy Ticketing Tool. Provide Sales Order Management, Invoice and Purchase Order Management, Opportunities Management, Bidding Management, Sales Process and Sales Team Management, **Identity and Access Management**, Organization Structure Management and Customer Master Record Management. Create **Operational Dashboard** and **MIS Report.**

Role – **Project Leader (Manage a Team of 10 Members)**

Team Size – 15

Technology – SAP CRM

Domain – Telecom

Tools – **Microsoft Project**, SAP CRM, SQL, BMC Remedy, **Advance Excel**

SKILLS AND SOFTWARE TOOLS

- **Project Management, Project Delivery** and **Project Transition**

- **Business Analysis** and Business Support System

- **Agile Scrum** Methodology and **Waterfall** Methodology

- **Client Interaction** and **Requirement Gathering**

- **Team Management** and Work Force Management

- **User Accepted Testing, Functional Testing** and **Regression Testing**

- **Microsoft Project**, SAP CRM, SQL, BMC Remedy, Service Now, **Excel**