PERSONAL INFORMATION	

MEHAMOOD SYED

Solution Architect

Flat No. 401, Sultan Residency, Hyderabad, Telangana, India – 500089

Phone: (+91) 767-1882- 511

Email: mehamoodhussain@gmail.com

LinkedIn URL: https://www.linkedin.com/in/mehamood-syed-a607a0114/

Skype ID: mehamoodhussain

Nationality: Indian | Date of Birth: 05.05.1984 | Male

PERSONAL STATEMENT	

Experience:

- An accomplished professional consultant, with over nine years of experience in end to end retail and supply chain management, forecasting & labor planning, Advance Scheduling to Time & Attendance, strategic services and Enterprise software solution design. Delivered successful value-based implementations to CPG and retail clients worldwide.

Expertise:

- Hands-on experience in the Retail ERP implementations, and delivery in on- premise and cloud-based (SAAS) enterprise solutions.
- Expertise in the entire gamut of JDA WFM (Workforce Management) Suite, JDA Enterprise Store Operations (ESO), Salesforce CRM and BY Interfaces.
- Specialized in the areas of Forecasting, Advance Scheduling, solution design, mobile solutions like shift marketplace, business process analyst, enterprise operations solutions.
- Spearheaded in enhancing quality across organization and provide stable performance to customers through solution design and consulting.
- Proven competency in technical integrations with Microsoft SQL server process, API's and tracing quality of solution through multi-tier environment configurations.
- Highly energetic and enthusiastic in learning and implementing new technologies and methods.
- Demonstrates critical thinking and problem-solving skills, ability to gather information from clients to understand new products and deploy solutions with customer centric approach. Worked extensively in managing retail store operations and warehouse logistics.

GLOBAL EXPOSURE	

- Successfully working with cross-functional teams, business stakeholders and Product Management team from onshore and offshore, value-based ERP Implementations & consulting experience. Customers from diversified backgrounds & geographies are mentioned below:

Onshore Customer Location

- USA – Starbucks Inc.

Offshore Customer Location

	- Australia – Aldi Stores and Warehouse
	- NETHERLANDS – Praxis
	- NETHERLANDS – HEMA
	- USA – Walmart
	- USA – Bed, Bath and Beyond
	- USA – Boston Market
	- USA – Raley's
	- USA – Nike
	- INDIA – Dr. Reddy's Labs
	- USA – Image Solutions Inc.

KEY ACCOLADES

- CEO Award for Starbucks - 2019
- JDA Pillar Team Award for Walmart – 2017
- JDA Individual Pillar Award – 2016
- JDA Quarterly Spot Awards – 2013, 2014, 2015, 2018, 2019
- JDA Service Excellence Award

WORK EXPERIENCE

Aug 2013 - Till Date	**Solution Architect** at BlueYonder (Formerly JDA Software Pvt. Ltd., India)
Feb 2012 - Aug 2013	**System Development Specialist** at Affiliated Computer Services, India (A Xerox Company)
Nov 2006 - Feb 2012	**Team Lead – Workforce Management** at Ecentric Solutions Pvt. Ltd., India
Nov 2005 - Nov 2006	**Sr. Application Support Engineer** at Sitel India

KEY DELIVERABLES	• Design and Implementing the solution for JDA Workforce Management (WFM) in collaboration with retail giant company in Minchinbury region of Australia.

- Design and Implementing the solution for JDA Workforce Management (WFM) in collaboration with retail giant company in Minchinbury region of Australia.
  - ➢ Organizational Configuration, User role set up
  - ➢ Forecasting to Labor Planning
  - ➢ Advanced Scheduling to Time and Attendance
  - ➢ Mobile and REPL clocking solutions

- Implemented and crafted the solution design for JDA Workforce Management (WFM) in collaboration with biggest coffee company in Seattle in USA and Canada.
  - ➢ Organizational Configuration, User role set up
  - ➢ Forecasting to Labor Planning
  - ➢ Advanced Scheduling to Time and Attendance
  - ➢ Mobile and JDA clocking solutions
  - ➢ Interfaces

- Implemented and crafted the solution design for JDA Workforce Management (WFM) in collaboration with biggest retailer in USA and Canada.
  - ➢ Forecasting to Labor Planning
  - ➢ Advanced Scheduling to Time and Attendance
  - ➢ Deployment and support of entire WFM solution and interfaces.

- Implemented and crafted the solution for Kronos Workforce Management (WFM) in collaboration with biggest retail chain in USA.
  - ➢ Organizational Configuration, Access Profiles set up
  - ➢ Volume and labor forecasting
  - ➢ Scheduling to Time and Attendance
  - ➢ Kronos 4500 clock solutions

- Implemented and crafted the solution design for Kronos Workforce Management (WFM) in collaboration with pharmacy company in India.
  - ➢ Advanced Scheduling to Time and Attendance
  - ➢ Work and Payrule configurations
  - ➢ Interface support
  - ➢ Kronos 4500 clock solutions

- Support of Healthcare Management (HCM) in collaboration with healthcare company in Maryland USA.
  - ➢ ISI Toolbox
  - ➢ ISI Writer
  - ➢ ISI Publisher
  - eCTD Xpress

- Support of Micro Electronics systems including System-on-Chip design in collaboration with electronics company in India.
  - ➢ Micro Electronics
  - ➢ Programmable System-on-Chip Design
  - ➢ Clocks
  - ➢ Embedded software

PROJECTS HANDLED	
Title #1	**End to End Workforce Management implementation**
Client	ALDI Australia, Starbucks USA, Canada
Title #2	**Sprint Planning**
Client	ALDI Australia, Starbucks US
Title #3	**Enterprise Workforce Management deployment**
Client	Walmart, USA, Canada
Title #4	**Enterprise End to End Workforce Management implementation**
Client	Praxis EMEA, Hema EMEA
Title #5	**Shift Connect Implementation**
Client	Bed Bath and Beyond - USA

EDUCATION	
May 2015 – Dec 2017	• Post Graduate Diploma in Operations Management Indira Gandhi National Open University, India
	➢ Supply chain and Operations management
	➢ Retail management
	➢ Marketing management
	➢ Macroeconomics
Nov 2001 – June 2005	• Bachelor of Electronics & Communication Engineering from Andhra Pradesh Jawaharlal Nehru Technological University, India
	➢ Analog & Digital Communications
	➢ Micro controllers and Microprocessors

- ➢ Satellite Communications
- ➢ Management Information Systems

SKILL SET

Functional	Technical
BY/ WFM solution suite	Microsoft SQL server – 2014 and above
Strategic services	SAAS – Azure
Account management	Xml imports and testing
Product management	Atlassian JIRA
Salesforce CRM – Lighting & Classic	SharePoint
Functional documentation – specs and user templates	MS Visio

CERTIFICATIONS

- Certified in BY Workforce Management Suite – 2013
- Certified in Kronos Workforce Central Suite – 2009
- Certified in Image Solutions Inc. Products Suite – 2006

Language

- English – Proficient user (Reading, writing & speaking)
- Hindi – Native language
- Telugu – Native language
- Arabic – Basic Level (Reading)

Availability

Ready to relocate immediately;

References

Will be provided upon request

Valid Visa

USA L1B
CANADA Work Permit - Expired
CANADA B1/B2 - Expired
USA B1/B2
SWEDEN Schengen (Student Visa) - Expired