

Professional Experience

INTWO, DUBAI(HYBRID)

CONSULTANT-D365-SCM

AUG 2023 TO PRESENT

- Collaborated with **teams of 8–12 members to implement** enterprise ERP solutions across multiple projects
- Delivered **user training and conducted UAT** sessions for over 10 entities across various clients
- Authored and **communicated 30+ FDDs for change requests** with technical team, **totaling \$80K in value**
- Engaged directly with clients for requirement gathering and seamless **end-to-end D365 implementation**
- Configured **SCM & other modules for 30+ entities** across diverse client portfolios
- **Designed workflows** for SCM and other modules, covering 30 entities across 9 countries, **aligned with DOA**
- Uploaded **Master and sub-master data for 30+ entities** for SCM & other modules
- Closed over **150 open points from open point tracker**, which was crucial for UAT & Live signoffs
- Closed **10+ Microsoft tickets**, addressing live environment issues efficiently
- Resolved over **500 queries during Hypercare**, supporting users across 20+ entities in multiple countries
- Prepared **UAT & live sign-off documentation** for rollouts, ensuring timely submission to project managers
- Collaborated with **Intwo's Turkish partner** to ensure successful UAT completion and go-live sign-off
- **Led cadence calls with the PMO, entity GMs & users** for project status updates and to ensure alignment
- Assisted the project management team with planning, deliverables, ETAs, and regular status updates

ITD, MUMBAI

QUALITY ASSURANCE ENGINEER

AUG 2019 TO SEP 2021

- **Increased profitability by 20% by saving 1.2crore** annually by reducing the cycle time of the process
- **Led a team of 10 people** and mentored them on various KPIs and KRAs
- **Enhanced efficiency by 25% of product** quality process with the help of automation in daily activities
- **Resolved 97% of issues** proposed by client & customer success teams of previous orders
- **Reduced risk by 50% with** the help of **periodic risk assessment and mitigation** analysis of past happenings
- **Achieved 95% times** quality and timely deliveries by collaborating with the planning team
- Created and verified RFI/RFQ/SOPs and supply chain documents from different stakeholders
- **Achieved 80% times healthy inventory** by predicting the correct future requirement
- Prepared **weekly/monthly consumption reports** and created a dashboard to keep & present record
- Achieved **100% Verification of internal and external testing** reports to ensure quality deliverables

Academic Qualifications

Degree	Year	Institute, University/ Board	% /CGPA
PGPM (Strategy & Marketing)	2023	Great Lakes Institute of Management	3.00/4.00
B. Tech	2019	National Institute of Technology, Kurukshetra	7.88/10.00
12th	2014	Shiv Jyoti School, Kota	78.40
10th	2012	Jhunjhunu Academy School, Jhunjhunu	93.10

Certifications & Skills

- Acknowledged with **Digital transformation** in financial services & **Google Cloud** certification by Google
- Acknowledged with **Salesforce & SAP ERP** Professional Certification
- Acknowledged with **Lean six sigma Green Belt & Scrum Master** Certification
- Skilled in Problem-solving, **Digital transformation, Tableau, PowerBI, SQL, Excel**

Academic Projects

- Completed business analyst project on COVID impact using regression, and created **a Tableau dashboard**
- Analyzed Marketing & retail analytics project on **Customer Churn with RFM, PESTEL**, promotion, and CLV
- Completed **capstone project** on a real-world problem, by showcasing measurable results and teamwork skills

Awards & Achievements

- **Winner** of the competition QUIZZIPICABLE ME! Organized by Prayaas Cell: at Great Lakes
- Runner-up in the competition **CEO IN THE HOUSE** Organized by Strategy and Consulting Club at Great Lakes
- Acknowledged with a certificate of excellence in Analytica, organized by capital marketing solutions
- Performance Reward for the **best-performing trainee** of the batch from ITD

Extra-Curricular

- Founded **The Economics Club** at great lakes institute of Management
- Conducted Round table conference and seminar events on behalf of the Economia Club at Great Lakes
- Organized a two-day workshop at **NIT Kurukshetra on Fusion 360**, which works on 3D modeling and design