**Chaitanya Maram**

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**CAREER OBJECTIVE**

To achieve high career growth through a continuous learning process and keep myself dynamic, visionary, and competitive with the changing scenario of the world.

**PROFILE SUMMARY:**

* Over **3+** years of relevant experience in Manhattan Warehouse Management System.
* Extensive Functional Knowledge in Warehouse Inbound & Outbound operations such as Pre-receiving, Receiving, ASN/PO/WM Shipment Creation, Appointment Scheduling, Putaway, Order Picking, Packing, Waving, Inventory Need Types, Tasking, Shipping, Inventory Management Modules such as Cycle count, Physical Count, Warehouse Replenishment and PIX Integration.
* Extensively worked on all major business process such as MHE, Receiving, Putaway, Cycle Counts, Waving, Packing, and Shipping.
* Excellent knowledge on integration between Host and WMS using Manhattan Integration framework.
* Strong theoretical and practical knowledge in the fields of Supply Chain Management, Operations Management, and Information Technology.
* Good knowledge and understanding in Oracle SQL.
* Strong knowledge on validating production support issues by validating the logs from server and database.
* Exceptional problem-solving skills, decision making capability, analytical skills, confident with excellent communication and interpersonal skills.
* Analyzing, documenting, and translating business requirement into functional requirement.
* Adaptable and a quick learner with skills to work under pressure**.**

**SKILLS**

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| --- | --- |
| Supply Chain Suites | Manhattan WMOS (2014,2018), SCI |
| Database | SQL, Oracle 11g |
| Operating Systems | Linux, Windows |
| Programming Skills | HTML, XML, Unix |
| Tools | JIRA, Putty |

**WORK EXPERIENCE**

Worked as WMS Analyst for Five Below Inc from Apr 2022 to Jul 2022.

Worked for Tardus INC as Manhattan WMS Consultant from Jun 2019 to Mar 2022.

**EDUCATION**

**Bachelor of Technology in Computer Science and Engineering** from Jawaharlal Nehru technological University Hyderabad, India.

**WORK HISTORY**

**COMPANY: Five Below Inc**

Five Below is one of the fastest growing value retailers, offering high-quality products loved by tweens, teens and more, with extreme $1-$5 value, plus some incredible finds that go beyond $5.

**Responsibilities**

* Coaches users in understanding the WMS systems.
* Acts as first line of support for issue resolution.
* Troubleshoot day to day issues, identify root causes, escalate as necessary.
* Supported DC operation to identify process changes, support business objectives and drive efficiency.
* Served as a WMS business super user in configuration, troubleshooting, and future developments.
* Created documentation of new processes or procedures; testing documentation; specifications or proposals; training materials.
* Supported User acceptance testing.
* Worked with other teams and WMS vendor (Manhattan Associates) as needed.
* Supported interface management between WMS and the ERP (Oracle RMS) systems.
* Provides hardware maintenance for printers and other devices, maintains inventory of all devices, works with Zebra for service as needed.

**CLIENT: Tailored Brands**

Tailored Brands is a leading omni-channel specialty retailer of menswear, including suits, formalwear, and business casualwear. Their brands include Men's Wearhouse, Jos. A. Bank, Moores and K&G.

**Responsibilities:**

* Resolving production issues and supporting day-to-day operations under a timeline.
* Create tickets/incidents for the Alerts encountered with daily operational issues and resolve them on time.
* Creating reports and scheduling the report output to operation teams using Micro Strategy reporting tool.
* Involved in Interface communication testing between Host, Middleware and WM systems.
* Checking the server logs (CBS and SCPP) and enabling High level logs.
* Worked on SDN installations both on development and production environments.
* Monitoring and Maintaining Daily jobs includes Inventory sync jobs. Execution of Test cases and Raising Defects.
* Ensure that all defects are identified early in the testing cycle and deliver a bug free product.
* Involved in functional, SUT (Super User Training) Testing and regression testing.
* Interacting with cross-functional teams when required.
* Understanding of WMOS database tables and can effectively query and extract the data for operations team.
* Coordinate with the team to have better understanding of the functionality before Testing.