Kunja Lal

Scrum Master | BPCS iSeries ERP | Delivery Management | Technical Project Management

📱 +91-9051633558   ✉️ lalkunja3@gmail.com

Core Competencies

- **Strategic Planning & Integration**
- **Data Analysis / Mining**
- **Global Resource Management**
- **Technical Transformation**
- **Budgeting & Financial Reporting**
- **BPCS (Business Planning & Control Systems)**
- **Resource Planning/ Process Improvement**
- **Risk Assessment/ Mitigation**
- **Training & Mentoring**
- **Vendor / Client Management**
- **Cross functional Coordination**
- **ROI Accountability/ KPI / SLA Adherence**
- **Methodologies (Waterfall, Agile methodology, Scrum & Kanban)**
- **Requirement Gathering & Analysis**
- **End-to-end Project Management**
- **Disaster Recovery**
- **Business Process Analysis/ IT Service Management**
- **Outsourced Services**
- **Stakeholder Management**

👤 Profile Summary

- **Seasoned Leader**; offering **10+ years of techno-functional** exposure in managing complex projects and large agile teams across global environments, specializing in **BPCS (Business Planning & Control Systems) IBM iSeries AS400 ERP** systems and legacy migrations.
- **Demonstrated ability to lead and mentor diverse teams** to achieve high-performance outcomes. Expertise in setting and executing strategic **IT initiatives** aligned with organizational goals, **driving ROI through technical transformations**.
- **Global Project Management**: Proven record in managing **multi-country projects** within **Healthcare, Pharmaceuticals, and Supply Chain Management sectors**.
- Implemented strategies to streamline operations and enhance productivity, including successful decommissioning of **BPCS ERP legacy systems, integration of third-party logistics solutions and disaster recovery.**
- Core member and Technical SME of **Catapult migration project of BPCS to S4HANA.**
- **Process Improvement and Automation**: Implemented strategies to streamline operations and enhance productivity, including successful decommissioning of legacy systems and integration of **third-party logistics solutions.**
- Sound knowledge in major modules like **Inventory, Accounts Payable, Accounts Receivable, General Ledger, Billing of BPCS system**.
- Led innovation initiatives leveraging **Design Thinking principles** and proactive problem management **(PPM)** to drive efficiency improvements and user experience enhancements.
- Creative, **out-of-box-thinker, leadership skills, flexible & approachable** with strong cross-cultural, interpersonal, productive, communication, analytical and problem-solving skills.

🎓 Certifications

- Pursuing PMP certification course
- Scrum Master (CSM)
- Data Science – IIM Kozhikode
- AZ-900 Certification

🏆 Awards

- **'Best Performer Award'** by the Client (Abbott) and IBM for years 2016, 2017 & 2018
- **Team Player'** in Scrum Master Certification training conducted by Scrum Alliance-Lean pitch.
- 4 times with **'Manager's Choice Award'** in IBM
- **GEMs of Abbott'** award by IBM in 2019 and 2023

📊 Career Timeline

IBM

2014-15	2016-19	2019-22	Since 2022
Associate System Engineer	System Engineer	Team Lead	Delivery Project Manager

💼 Work Experience

Since Apr'14-Till Now| IBM India Pvt. Ltd.- *Client: Abbott Laboratories*

Technical Skills

- **Project Management Tools**: JIRA, Microsoft 365,Trello, Sharepoint, Power steering, Design Thinking, Power BI
- **IT Service Management tools**: Service Now, Remedy
- **Languages & Technologies**: Qlikview, SQL, EDI, TIBCO, RPG, CL, CLLE, DB2/400, Thenon , AS400, iSeries, SQL , Implementor, M-files SLC
- ERP Implementation

Soft Skills

Negotiation & Conflict Management

Visionary & Decision Making

Team Building & Interpersonal Skills

Leadership & Delegation

Since Jun'22: Delivery Project Manager

- Managing and leading **global Finance and Legacy BPCS ERP applications** to reduce technical debt, increase productivity, and enhance user experience.
- Mentoring and guiding a global team for **iSeries OS upgrades of BPCS systems** using Scrum and Kanban methodologies.
- Developing project baselines, tracking project schedules, including resource allocation, execution methodologies, milestones, budgets, and workforce requirements.
- Partnering with cross-functional teams to address release issues, dependencies, team status, and production issues while managing quality metrics.
- Overseeing quarterly planning, long-range strategy, vendor management, and communicating program health to executive leadership.
- Facilitate weekly/monthly presentations with Management to explain the health (reliability, availability) of the application, reviewing incident, change, and problem metrics with key focus on Customer satisfaction scores, feedback and KPI's **(SLA's, OLA's and NPS scores)**
- Collaborating with the business to redesign user interfaces and **decommission BPCS ERP legacy systems** to reduce technical debt.
- Maintaining the **quality and SLC documentations** of all change requests for audit purpose.

Key Result Areas:
- Facilitating cross-functional team collaboration to optimize system productivity and performance.
- Designing and deploying user experience enhancements to improve interface usability and accessibility.
- Conducting regular system audits and implementing updates to reduce technical debt and ensure compliance.
- Liaising with key stakeholders to gather requirements and **tailor BPCS ERP solutions** to meet business needs.

Jun'19-May'22: Team Lead- BPCS Legacy ERP AS400/iSeries (BPCS) applications of Southeast Asian countries

- **Served as Scrum Master**, overseeing and implementing a **BPCS Hardware Migration Project** for 2 servers across **11 countries in September 2021**, incorporating thorough interface testing in the healthcare domain.
- **Leading the maintenance and support activities of all BPCS portfolio of South-East Asia.**
- Developed responsibility matrix ensuring **prompt resolution of all backlog issues.**
- Managed a **technical team of 15+ members** (**offshore and onsite**), successfully clearing all backlog tickets of the incumbent vendor, which garnered client praise.
- Acted as **BPCS Subject Matter Expert** (SME) for implementing various third-party logistics and banking interface projects in Southeast Asian countries.
- Compliance SPOC. Remained aligned with latest guidelines and best practices to ensure delivery of regulatory compliant service. Verified that teams carried out tasks in compliance with company and client regulations.
- Led innovation and automation processes (using Proactive Problem Management - PPM) across the account, significantly enhancing operational efficiency.

Jan'16-May'19: System Engineer- Application developer for AS400 iSeries applications

- Developed new codes and screens (using RPG and CL) for various minor enhancement projects on AS400, while also performing bug fixing, test case preparation, and unit testing.
- Played a key role in maintaining and enhancing BPCS (Business Planning and Control System), an ERP that integrated the entire supply chain from sales and orders to supply replenishment, scheduling, manufacturing, and distribution.
- Completed a three-week training session at Abbott's client location in Malaysia in 2018.
- Participated in a Design Thinking Workshop conducted by IBM.

Apr'14-Dec'15: Associate System Engineer