Pooja Kumari

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ERP Functional Consultant

Plans and performs business process analysis of non -routine or major business activities and functions, Coordinates and performs work on complex and non -routine projects to analyze business requirements and address ERP system issues. Depending on a customer's business requirements and existing technologies, this may include:

• Requirement Gathering

• Requirement Analysis

• Business Process Mapping

• Product Demonstrations and Identify client business needs and mapping the requirement with System

• Interaction with the Development Team and Product Team for solution and enhancement to be undertaken in the product as per requirement from different customers.

RELEVANT EXPERIENCE

Marg ERP LTD.(*May 17 to Apr-2019… Oct 2019 to Jun-2022)*

ERP: Marg ERP,HRXPERT

Roles and Responsibilities:

➢ Work closely with stakeholders within each customer account to identify their workflow processes and business challenges to create a Business Requirements document and project plan with the goal of a successful implementation.
➢ Responsible for optimal solution design and ensure it meets the client's business needs.
➢ Managing customers account relationships and providing support.
➢ Handling Tickets &Task and responsible for closing the same within defined SLA's and troubleshooting the issue in the system.
➢ Coordinating with internal team and managers to help users in resolving the issues and completing requests.
➢ Point of contact for all functional / technical support through SAN Ticket management system.
➢ Application Configuration and Functional Testing.
➢ Using SAN to log the defects and working with developer to resolve issue as when required.
➢ Keeping informed of the latest ERP developments, upgrades and offerings.
➢ Additional support and training on Inventory Manage, Purchase and Sales modules to the customer.

➢ Resolve any issues and problems faced by customers and deal with complaints to maintain trust.

➢ Prepare regular reports of progress and forecasts. You will keep management well informed of short a nd long term revenue forecasts, including new business development.

➢ Train to the new team members.

Project: Integration with ICICI Bank

Scope of project	Integration with ICICI Bank for auto reconciliation with MARG ERP
Role of project	Implementation and Support

Project: Marg Pay

Scope of project	Auto Payment activation to Marg ERP Customers
Role of project	Implementation and Support

EDUCATIONAL QUALIFICATIONS

- M.Com From IGNOU Distance Learning
- B.COM (Program) Graduate from Delhi University
- Intermediate from C.B.S.E. (Commerce) Board in 2013
- High School from C.B.S.E. Board in 2011.

TECHNICAL QUALIFICATION

- Tally Erp9+
- Basic Computer
- Python full stack developer (Pursuing)

PERSONAL DETAILS

Father's Name   : Late Ashok Soni
Mother's Name   : Meera
Date of Birth   : 27-01-1996
Sex   : Female
Languages known: Hindi and English
Nationality   : Indian

(Pooja Kumari)