Pooja Kumari

Experienced as a Project manager in the IT software &Service industry. Providing 5.5yr's of Skilled End-To-End Business Solutions and Services.

📞 (+91) 8377884362

✉️ Pooja27kr@gmail.com

in

EDUCATION

MCOM – 2020
IGNOU

BCOM - 2016
DELHI UNIVERSITY (SOL)

CBSE, CLASS XII

CBSE, CLASS X

SKILLS

ERP
CUSTOMER RELATIONSHIP PROJECT MANAGEMENT PROJECT PRESENTATION TEAM MANAGEMENT
OPE RATIONS DEMONSTRATION CUSTOMER RETENTION 2ND LEVEL SUPPORT BUSSINESS REQUIREMENT BUSSINESS PROCESS

WORK EXPERIENCE

Host Books Ltd. (Implementation Specialist)   **(Jan 2024-Till Now)**

- Assisted account executives with strengthening client relationships through targeted solutions.
- Focused solutions on industry-specific workflow, client base and protocols, tailoring implementations to client needs.
- Cultivated relationships with sales team to support and supply corrective actions.
- Suggested solutions to developing problems during project so that correct modifications could be made.
- Implemented training initiatives by incorporating industry trends and collaborating with senior leaders.

Marg ERP (Sr. Functional Consultant - Implementation)   **(Oct 2019 – June 2022)**

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.

Marg ERP Ltd.

(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 and long term revenue forecasts, including new business development.

TECHNICAL SKILLS

HTML
CSS
JAVA SCRIPT
MYSQL
CORE PYTHON
BOOTSTRAP
POWER BI
REACT JS
POWER BI
JIRA SOFTWARE
MS WORD
MS EXCEL
MS POWER POINT

SOFTWARE SKILLS

- Host Books
- Marg 9Erp +
- HRXPERT
- Marg Pay
- ICICI BANKING
- Tally Erp 9+
- Tally Prime
- Busy

PROJECT & INTEREST

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

Project of Marg Pay:-
Scope of project Auto Payment activation to Marg ERP Customers
Role of project Implementation and Support.

Marg ERP Ltd. **(Dec2017 – Apr2019)**

(Product Trainer)

- **Conducts training sessions for new hire employees.**
- **Conducts product training programs for sales teams.**
- **Develops product knowledge and expertise for customers.**
- **Develops training materials and programs.**
- **Assesses training needs and implements training programs accordingly.**
- **Measures the effectiveness of training programs.**
- **Provides feedback to management on training outcomes.**
- **Keeps abreast of new product developments and updates training programs accordingly.**

Marg ERP **(May 2017 – Nov2017)**

(Technical Executive)

- Training and overseeing technical support or backend operations. Supervising technical support training and backend operations.
- Managing the training and operations of technical assistance or backend services.

Reward and Achievements

- 8 Times Star performer of the month.
- 1 Times Performer of the Month award.
- 1 Times Marg Champion
- Received Appreciation on mail and chat for Best Technical
- Promoted from executive to Product Trainer
- Promoted from Product Trainer to Sr. Executive.
- Promoted from Sr. executive to team Leader

POOJA KUMARI.