

PRIYANKA LAD

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Skills

- Manhattan Active | POSTMAN- API | Manhattan Proactive | JSON | Employee Training | MySQL
- WMS-Manhattan 2017 | SOP Creation | ServiceNow | Oracle PL SQL | Microsoft SQL | XML
- DevExpress | Microsoft SQL Server | Oracle SQL Server | C# | ADO .NET | HTML |

Career Summary

- 3.7 years with Manhattan WMS
- 1.10 years configuring, testing, and supporting Manhattan Active (MAWM) in Inbound, Outbound, and Inventory Management
- Experience in production support for Manhattan Active and Manhattan VMOS SCCP 2017
- 7+ years of SQL expertise
- Skilled in object-oriented programming, interface design, and system administration
- Quick learner in both team and independent environments

Experience

Implementation Analyst

GEODIS

Brentwood, TN, USA

07|2022 – Current

- **Project:** Manhattan Active implementation for Birkenstock's Columbus & Canada Warehouses.
- **Major Responsibilities:**
 - Managing end-to-end Inbound configuration and implementation in MAWM.
 - Implementing Outbound and Inbound configuration changes in MAWM.
 - Configuring various locations using Location Wizard, API (Postman), and Export Import Data Loader.
 - Implementing transfer process configurations.
 - Configuring organization roles, task groups, task path restrictions and administrating user management.
 - Handling configuration of cycle count, inventory management transactions.
 - Proficient in Manhattan Proactive.
 - Analyzing issues, identifying suitable APIs in Proactive, and updating data via JSON.
 - Adding printers in MAWM and Cups server and configuring printer mappings for pack stations.
 - Testing inventory adjustments based on new client or business requirements, and documenting test results.
 - Generating test data using export data loader, import data loader, and Postman API.
 - Testing Inbound & Outbound process, MHE messages and the Chase Process.
 - Conducting integration testing and providing necessary support during UAT.
 - Extracting reports from MySQL for functionalities not developed in SCI.
 - Collaborating closely with MA Associates to support and resolve issues.
 - Partnering closely with operational and business users to grasp new requirements and processes, implementing them in production.
 - Contributing to Go-live implementation and monitoring.

WMS Support & Analyst

HCL AMERICA INC.

Miami, FL, USA

12|2020 – 05/2022

- **Project:** Boeing Distribution Services - Multi-Site Manhattan WMS 2017 Implementation.
- **Major Responsibilities:**
 - Provided comprehensive end-to-end support, including troubleshooting the Manhattan WMS application.
 - Managed incidents and problems for WMS tickets using ServiceNow.
 - Configured printers within WMS and the client application.
 - Managed user access (onboarding, changes, password management, role management, off-boarding).

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- Handled WMS alert management by configuring alerts and taking corrective actions (system, application, etc.).

- **Major Responsibilities:**

- Performed system admin tasks such as restarting WMS application services and adding users in MMC.
- Wrote SQL queries to resolve data issues, updated XMLs, and re-pushed changes in the WMS application.
- Wrote queries to fetch and update WMS data in the database.
- Coordinated and supported WMS integration with Proship and Cardex, in collaboration with their support teams.
- Provided technical support and assisting business users with daily transactions.
- Wrote and updated SOPs in ServiceNow as needed.
- Analyzed root cause for unidentified issues and implemented interim solutions until permanent fixes are applied.
- Conducted training sessions for newly joined employee.
- Provided on-call weekend support for critical P1 and P2 issue resolutions.

Software Developer

Pinnacle Brocom Pvt. Ltd.

Mumbai, MH, INDIA

11|2012 - 02|2017

- **Project:** Jarvis - ERP System Enhancement for Client Communication and Operational Efficiency.

- **Major Responsibilities:**

- Engaged in the complete development cycle, including analysis, design, estimation, development, testing, and deployment.
- Collaborated with system users to gather and assess data needed for processing.
- Designed the database, tables, and views structure for the application.
- Developed advanced T-SQL code including Stored Procedures, functions, triggers, indexes, and views for the application.
- Designed and implemented abstract classes, interfaces, and classes using object-oriented principles for business logic in C#.
- Created the frontend using ADO .NET and DevExpress controls.
- Developed backend systems using Visual Studio 2010, .NET Framework 3.5, C#, and SQL Server 2008.
- Communicated ideas, issues, status, and outcomes with management.
- Designed and generated complex reports using Printer Object.
- Created technical documentation.

- **Project:** Pinnacle Contacts - Client Contact Module with Enhanced Search and Stock Exchange Integration.

- **Major Responsibilities:**

- Engaged in the full development cycle: analysis, design, estimation, development, testing, and deployment.
- Analyzed business requirements and recommended .NET front-end and SQL-based back-end solutions.
- Interacted with system users to gather and assess data needed for processing.
- Designed and developed the frontend using ADO .NET and DevExpress controls.
- Developed backend systems using Visual Studio 2010, .NET Framework 3.5, C#, and SQL Server 2008.
- Wrote SQL queries to retrieve data.
- Created technical documentation.

Software Faculty

NIIT Ltd (Institute of Technology)

Mumbai, MH, INDIA

08|2011 - 11|2012

- **Major Responsibilities:**

- Delivered lectures on Technology, Programming Languages, and Database Management.
- Assessed and guided module tests to ensure student success.
- Provided mentorship for innovative .NET projects.
- Proficient in: C, C++, C#, ADO .NET, XML, HTML.
- Expertised in Database Management: SQL, Oracle.

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Education

Diploma in Software Engineering NIIT Ltd (Institute of Technology) Mumbai, MH, INDIA 10| 2013

- Specialized in .NET Technologies.

Bachelor of Commerce University Of Mumbai Mumbai, MH, INDIA 03| 2011

- Specialized in Accounts & Commerce.

Certification

- Awarded for successfully completing Oracle Database 10g certification.
- Proficient in SQL Fundamentals.
- Competent in PL/SQL Fundamentals through Oracle Workforce Development Program.