SRIYANSHI BANERJEE

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Professional Experience Summary

Graduate Engineer currently working as Information Technology Analyst in Tata Consultancy Services Ltd as Oracle SCM Consultant with 7+ years of Experience.

Work Experience

Working in Tata Consultancy Services (since 2017 October- Present)

Project: Cytiva (Formerly GE Life Sciences)

- Information Technology Analyst working in 24*7 Production Support team
- Team lead working to Streamline support processes, resource distribution & quality monitoring, control of deliverables
- Functional consultant in Oracle SCM modules-ONT, PO, WMS modules
- Strong Knowledge in Order to Cash(O2C) and Procure to Pay(P2P) Business Flow.

Certification

- Oracle Certified in Order Management.

Professional Experience

Client	**Cytiva** (Formerly GE Life Sciences)
Duration	Oct 2017 till date
Role	SCM team lead
Team Size	13
Environment	Oracle EBS SCM
Employer	TATA Consultancy services Ltd.

About Project:

Cytiva works in providing services and goods to several big Pharma companies and is involved in providing 80% of Insulin in today's market hence On Time Delivery and immediate crisis mitigation is an expectation. The production support team works 24*7 across shifts to ensure smooth operations. SLA maintained is above 98% for an average incoming of 1000 tickets per month.

Responsibility:

- Oracle SCM Consultant working to mitigate issues within SLA time range.
- Onsite customer support liaison and sole support SPOC in US time zone.
- Extensive hours of support beyond shift timings to ensure all issues reported by users are handled and responded to and maintaining an incident resolution SLA at >95%
- Training resources in SCM areas to deploy them in 24*7 support
- Identifying and fixing issues reported by business for OM/PO/WIP/INV/BOM
- Point of contact for Cytiva for any critical issues(P1).
- Responsible for Month and year end closure.
- Providing fix for Report related issues.

- Maintaining technical documents.
- Testing and deployment of fix tested in test instance.
- Proactive monitoring of production issues by creating and monitoring periodic alerts to prevent component failures in production and prevent production stop.
- Post hyper-care support of new deployments in customizations to Oracle standard features.

Achievements:

- Helped business teams across sites US, Belgium, Sweden, France in receiving and shipping process.
- Got much appreciation from business for fixing multiple issues and identified as key resource.
- Helped in fixing urgent stuck vaccine shipment issue during COVID-19
- Solved major issues that saved millions of dollars. **50+ High Priority (P1 tickets)**
- Served as chosen analyst to support major deployments such as implementation of new warehouses in Belgium, Canada and US and discontinuation of old warehouses.
- Deputed in Uruguay managing all issues in US Time Zone in Oracle SCM from 2022-2024
- **Awarded Star of the Month**, On the Spot award, Contextual Master & several awards from Customer end for reliable support
- **Youngest Team Lead** in project, leading 20% of project workforce over 2 years – for 24*7 support team

RCA done:

- Critical invoices and shipping documents not sent to Customer
- Invoice creation issue with freight and no-freight items.
- Receiving related issues reported as P1 and P2
- Other custom programs and standard functions related issues

Technical/Functional skills:

- **SQL**
- **Oracle E-Business Suite** – OM, PO, INV, BOM, WIP modules

ACADEMIC QUALIFICATIONS		
Examination/Degree	**Year**	**% or YGPA**
Graduation	2017	8.85
Higher secondary board examination (ISC)	2013	88
Secondary board examination (ISCE)	2011	91