



**UTTAM SINGH**



DMS Application Support (IT Executive & Senior Mis), Senior Sales Coordinator IT  
(Retail & FMCG)

Current Designation: IT Sales Executive	Total Experience: 8 Year(s) 0 Month(s)
Current Company: Devyani International	Notice Period: 3 Months
Current Location: Delhi	Highest Degree: BCA[Computers]
Pref. Location: Chandigarh, Delhi / NCR, Jaipur	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Team Lead/Tech Lead	
Industry: FMCG/Foods/Beverage	
Marital Status: Married	
Key Skills: Senior Executive (IT), Team Lead/Tech Lead, IT Project Management, Web Development, Application Support, Technical Support, IT Troubleshooting, Client Servicing, Database Administration, Client Solutions, Data Analysis, SLA Management, Server Support	
Verified :  Phone Number   Email - id	

Last Active: 20-Jan-21      Last Modified: 20-Jan-21

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## Summary

- \* Innovation-focused change agent with massive experience in implementation and support of DMS Web Application
- \* Expertise in deriving and tracking action items to ensure the project is completed on time and with minimal downtime
- \* Skilled in communicating with the client to obtain an understanding of their environment, challenges, escalation processes and applying that information to support the smooth transition to the new help-desk application
- \* Shared best practices and learnt new technologies by participating in technical communications
- \* Knowledge of SSRS and SFA Applications
- \* Collaborated with sales team to prepare monthly Scheme, Discount, Target upload, Data Analysis, Implement new point

## Work Experience

### **Devyani International** as IT Sales Executive Sep 2016 to Till Date

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### **Devyani Food Industries Ltd** as Senior Executive (IT) Sep 2016 to Jun 2020

Project Name: CBSAM- Creambell Sales Automation Management (DMS Web Application)  
Domain Work: Inventory, Distribution and Supply Chain Management  
Environment: ASP.Net 4.0, Visual Studio 2010/2012, SQL Server 2014, Windows Server 2012 R2, Microsoft Dynamics AX2012

#### Key Result Areas:

- \* Led daily service delivery, continuous development & improvement of services in accordance with targets / objectives
- \* Troubleshooted all kinds of technical and connectivity issues regarding client's database which includes upload and download of specific attachments posted by the Community Administrators
- \* Ensured that all aspects of service delivery, client engagement and staffing are focused on equality of outcomes
- \* Achieved performance targets through daily monitoring and follow-ups
- \* Drove operational excellence set as a standard by the clients and adhering to the standard operating procedures
- \* Directed the daily, weekly and monthly reports and updated the internal management with dashboards
- \* Managed complete Project Operations, Quality Management, conducted audit and reviewed monthly team



### Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

- Managed complete Process Operations, Quality Management, conducted audit and reviewed monthly team performance and recommended corrective actions
- Established & reviewed performance scorecards & metrics, developed action plans and shared the same with top management & clients
- Provided basic application support (such as account creations, password resets), management information and reports on service trends
- Controlled and resolved incidents /problems related to the services offered; communicated with external community & internal stakeholders for incidents reported to the service desk for prompt resolution
- Confirmed that Service Level Agreement (SLA) adherence, established a 24X7 handover mechanism, mandatory escalation metric and delivery support
- Assessed reports to identify trends, facilitated in devising and implemented plans to improve delivery standards and presented detailed reports to the management
- Set- out in-house quality standards for various operational areas, ensured a high-quality customer experience while adhering to the SLAs for their services
- Liaisoned with over 800 of Distributor(s) for day to day business support for DMS Application
- Managed Master Data by using Microsoft Dynamics AX - 2012 like Site Master, Sales Hierarchy Master, Customer Master, Product Master, Price Master, PSR Master & Beat Master
- Collaborated with Vendor for any new Development/Enhancement/Bug Fixes of DMS & Mobile SFA
- Monitored and managed the complete database system, and prepared reports based on the data available on DMS portal & Even Qlik Sense
- Contributed in activities relating to prevention, detection & recovery of critical incidents
- Troubleshooted all kinds of technical and connectivity issues regarding client's database which includes upload and download of specific attachments posted by the Community Administrators
- Supervised in reproducing issues in-house and responding back on-time
- Followed up with the vendors regarding recommendations, updates and action plans on a regular basis
- Ensured that proper testing is done before the deployment, and came up with technology business thoughts for making product stronger
- Gathered requirements from the business users or distributors and documented the same into the technical

**Botree Software International Pvt Ltd** as Senior Associate Customer Support  
Apr 2012 to Sep 2016

Project Name: Dabur India Pvt. Ltd.

Client: Drishti (DMS Application)

Domain: Inventory, Distribution and Supply Chain Management

Environment: VB.Net2005, Visual Studio 2010/2012, SQL Server 2005/2008, Windows XP, Windows 2007 and Windows 2008 as well

Key Results Areas:

- Managed the following:
  - Console activities like Invoices, Schemes, Products, Stockiest Activation, Credit Note (Pay-out) Upload processes and the data flow from SAP (ERP) to console (Database server) and Stocky (DMS Application (Drishti))
  - All India Dabur Sales team sale report requirement and resolve query related to it
- Wrote the following:
  - Simple and complex SQL Queries and help others Zone resources also if required
  - Stored Procedures, Triggers, Views, Cursors, Joins, Constraints, DDL, DML, DQL and TCL and User Defined Functions to implement the business logic and created clustered and non- clustered indexes
  - Indexes on selective columns to speed up the queries
  - Querying data and creating on-demand reports using T-SQL commands
  - Correlated and non-correlated sub-queries for complex business queries involving multiple tables from different databases and implemented triggers and stored procedures and enforced business rules via checks and constraints

Project Name: Project Double (SFA Application)

Highlights:

- Prepared the reports, data, and dashboards for SFA Applications

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## Education

UG: **BCA (Computers)** from **IGNOU, New Delhi** in **2012**

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## IT Skills

Skill Name	Version	Last Used	Experience
SQL			
WINDOWS			
VB.NET			
ASP.NET			

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## Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

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## Affirmative Action

Physically Challenged: No

## Work Authorization

Job Type: Permanent

Employment Status: Full Time

Employment Status: Full time

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