# SUKHWINDER S. BHULLAR

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Focused, dedicated and results-driven offering more than 20 years of global operations, global deployments of supply chain and Inventory Management solutions and project management on delivering ROI to the project sponsor with the experience of, consumer electronics, EMS and retail industries. A high-energy and collaborative leader with proven ability to develop strategies and create high performance teams which increases business efficiencies and effectiveness.

**Specialties**

**Project Management in the area of implementing ERP System- Baan, WMS System – MARC and Red Prairie / JDA. My expertise in this area acquired through extreme knowledge of manufacturing business processes and supply chain operations.**

**As an IT Project Manager,**

* Effectively develop and communicate project expectations to team members and stakeholders in a timely and clear fashion
* Direct and manage project development from beginning to end
* Define project scope, goals and deliverables that support business goals
* Collaboration with senior management and stakeholders
* Develop full-scale project plans and provide updates on an ongoing basis
* Estimate the resources and participants needed to achieve project goals
* Evaluate existing infrastructure including new hardware to manage upcoming project capacity to accommodate their deliverables. This includes server data migration**,** data center relocation, or support for operations**.**
* Draft and submit budget proposals; recommend subsequent budget changes

where necessary.

* Determine and assess need for additional staff and/or consultants. Make the appropriate recruitments or delegate tasks and responsibilities to appropriate resources if necessary during project cycle.
* Set and continually manage project expectations with team members and other

stakeholders.

* Identify and resolve issues and conflicts within the project team.
* Identify risks while analyzing the project dependencies and critical path.
* Plan and schedule project timelines and milestones using appropriate tools.
* Track project milestones and deliverables.
* Develop and deliver progress reports, proposals, requirements documentation,

and presentations.

* Determine the frequency and content of status reports from the project team.
* Analyze results and troubleshoot problem areas.
* Upgrade to new system, deploy hotfix to production or enhancement following Change Management and Release Management footprint.
* Proactively manage changes in project scope by identifying potential crises and devising contingency plans.
* Coach, mentor, motivate and supervise project team members and contractors while influencing them to take positive action and accountability for their assigned work.

**♣ Project Team Development and their Functions**

* **Functional Team**: - Develop Functional requirements documents and update to latest version, system configuration and validate all business process etc.

Develop Test script to test functionality of the system, UAT and CAT

* **Technical Team**: Design, develop, configure and test including interface with ERP and WMS application if required. Maintain and update all technical specs up to latest version. Prepare for data migration and validations
* **Site Functional Management**: Where required, negotiate with other department managers for the acquisition of required personnel from within the company during project cycle

#### BUSINESS APPLICATIONS:

Baan / SAAS / ERP System (5, 5B and 5C) SAP Integration only

Red Prairie / JDAWMS System Version 8, 9 and 10

MARC WMS System, Manhattan WMS System

**OTHER AREA OF EXPERTISE**

♣ Project Management /Program Management ♣ Business Analysis/Business Process Integration ♣ WMS/ ERP Implementation and Managed Global Support for Baan, Red Prairie.  
♣ Supply Chain Management ♣ Warehouse Operation, SPL (Service Parts Logistic) ♣ Reverse Logistic. ♣ In House Post Manufacturing Repair Operation. ♣ Shop Floor Control.  
♣ Manufacturing Operations (PCB SMT) ♣ Organizational Team Development

#### PROFESSIONAL EXPERIENCE

**MST - Atlanta**

**WMS IT Support Project Manager (October 2014- To date)**

* Setup the project process by setting direction within Line of Business (LOB) and engaging the stakeholder(s) by removing obstacles to help the team to deliver the results on time.
* Work with business users and technology staff to identify areas for improvement, prioritize and implement enhancements.
* Continuous improvement of documentation of systems and their processes.
* Certify testing of applications for supportability.
* Manage resources placed in cross functional Manhattan functional and technical teams and user sites.
* Supply chain optimization with focus on Fulfillment/Replenishment and Inventory Management.
* Manage WMS support team Offshore and Onshore as IT project manager for 24X7 MST support for six distribution centers
* Manage escalation and provide business solutions to MST distribution centres including enhancements and new process implementations.
* Establish Project goals and priorities, define scope and objectives, conduct interviews, perform system analysis, brainstorm and identify alternatives. Clearly define boundaries, deliverables, acceptance criteria, assumptions, risks and constraints.

**CEVA Logistics**

**Red Prairie Support / Business Consultant. (July 2012 – Dec. 2013)**

* Documenting a business procedure by recognizing the necessities and also concerned in searching the system necessities. Participated in groundwork of project plans, user involved in different warehouse business processes and assisted organization to get price-effective creation with an increase quality, effectiveness and satisfied client service.
* Involved in User acceptance testing and validate expected results for CAT.
* Responsible for organizing Functionality Test Plans which was utilized by the testing team, including integration with other ERP applications.
* Participated in meetings with Senior Business Analysts and Managers to understand different business process, process plans and functionality in detail. This assisted me to arrange Integration Test Plans which was utilized by both the functional and the development teams for performing detailed testing on business applications.

**Flextronics International, CA**

**Business Application Manager / Project Manager. (July 2007 – April 2012)**

Designing and implementing global solutions for Flextronics services sites using Baan ERP and Red Prairie, TMS, Parcel and MARC WMS systems. Defining the business process, transportation management system and data integration points across them and managing the global rollout to enable the business of over USD 1.5 billion.

My responsibilities include leading a global team of 15+ support staff to put a WMS support model in place.

* Setup the project process by setting direction within Line of Business (LOB) and engaging the stakeholder(s). Removed obstacles to help the team to deliver the results on time and on budget
* Working with users and technology staff to identify areas for improvement, prioritization and implementation enhancements.
* Improved documentation of systems and put processes in place.
* Certify testing of applications for supportability.
* Manage resources placed in cross functional Red Prairie functional and technical teams and user sites.
* Supply chain optimization with focus on fulfillment/replenishment and Inventory Management. Lead the team as IT project manager for the global rollout of SPLITS.
* Develop project charter and establish vision working with project sponsor. Identify stakeholders and drive projects from Initiation through Completion.
* Establishing project goals and priorities, defining scope and objectives, conducting interviews, performing system analysis, brainstorming and identifying alternatives. Clearly define boundaries, deliverables, acceptance criteria, assumptions, risks and constraints.
* Creating Line of Business (LOB) and statement of work with WBS (Work Breakdown Structure); prioritizing tasks; optimizing resources and schedules; track, measure and make necessary changes to schedule by applying Cost Vs Benefit analysis; fast-tracking and crashing techniques wherever necessary.
* Collaborate with business teams to write Business requirement specifications, work with track leads to translate them into technical specifications, develop use-cases.
* Documentation of business processes and training of key users for the SPLITS applications.
* Manage integrated business process solutions that are operational by tracking and measuring them quarterly and annually and drive solution adoption, deployment level, using different integration application such as Web Method or Tibco
* Developing tools to reduce the solution deployment time. Documenting process, lessons learnt, data collection tools, questions repository for business stakeholder for making the next implementation better than last one.
* Transitioning the project to support after successful deployment.

**Solectron**

**WMS Support / Project Manager (Feb 2005 – July 2007)**

* Functional, systems and integration design for MARC Global WMS and Baan ERP.
* Implementation and Configuration of WMS / TMS and Baan / SAAS ERP Systems.
* Deployment and Support of MARC Global WMS / TMS in Louisville, KY, Austin TX and Singapore Services sites. Worked on Cisco B2B project in Austin, TX, for SAP Integration.
* Documentation of business processes and training of key users for the GEARS

applications.

* After acquisitions, implement change management; inspire the team for the adoption of new policies and procedures and upgrade their business application to new required level.
* Enhanced after-market services and RMA process for proper tracking and their warranty validations.

**Senior Materials Manager (Sept 2002 – Feb 2005)**

* Designed and implemented warehouse management processes at 8 warehouse facilities in North America and Australia.
* Baan ERP implementation for warehouse and procurement modules in 8 repairs service facilities across North America. Resulted in a cost savings of $ 12 Million.
* Reviewed ERP user change/enhancements requests and make recommendations based upon system impacts, best business practices, and possible job role changes.
* Responsible for hiring, training and developing new resources, conducting performance evaluations, recognizing and disciplining assigned employees in accordance with human resources policies and procedures. Conducted 2500 Hours of training on Baan Warehousing module and warehousing procedures.
* Excess and obsolete inventory analysis and reduction. Resulted in savings about $1 million.
* Track material constraints and monitor component inventories across supply network.
* Maintained a high accuracy of Cycle Counting resulting in exemption from annual PI and saving of $0.5 million every year.

**Materials manager (Sept 1999 – Sept 2002)**

* Maintained a high accuracy of Cycle Counting resulting in exemption from annual PI and saving of $0.5 million every year.
* Management control and direction of the activities and staff involved in the distribution of inventory to the production line.
* Redesigned the process and record keeping of material of receiving, storage, transfer, inventory and shipping records.
* Developed training material for the Warehousing module of Baan ERP system. Trained Warehousing key and end-users at SGS repair service facilities across North America and Australia.

**Warehouse Manager (Nov1996 – Sept 1999)**

* Day to day warehousing operations activities including Material Issues and Returns, Material Receiving, Cycle Counting, Inventory Control and Analysis.
* Increased the Cycle Counting accuracy from 45% to 95% resulting in significant cost savings for the company.
* Redesigned warehouse layout for efficient material flow.

#### EDUCATION

Master’s in Economics

**Certifications**

CPIM APICS

Currently preparing for PMP certification