DINESHA SATHYANARAYANA

E-Mail: dinesha1701@gmail.com / **Mobile:** +91 - 9611760739

Date: 15th August 2019

Respected Sir/Madam,

Greetings !!

Sub: SAP ERP BASIS Administration and ERP Technical Service Co-ordinator

I, Dinesha S , B.E.Computer Science having 14+ years of experience concentrated in Information Technology / ERP SAP (Administration, Coordination, BASIS module) and CRM with exposure to Diversity & Inclusions, including a low-level position. Also with Techno-Managerial experience with impressive success in Business Process Improvements, End-to-End Support, Customization, Maintenance (System Administration, Database, Infrastructure and Security)

I request your good-self to kindly provide me an opportunity to work with you as "SAP ERP Administration and SAP ERP Technical Service Co-ordinator" related to improving your Delivery, Inventory tracking, Operations Monitor, Revenue and Profitability, Master data integrity, SAP optimization, Re-roll out strategy.

As evidenced in the enclosed resume, my experience encompasses IT Operations, ERP Co-ordination, ERP implementation, AS-IS/ REQUIREMENT document preparation support, strategic planning, resource utilization, revenue growth, and the cost reduction. My ability to analyze needs and create unique solutions designed to yield a profitable outcome has proven to be one of my greatest assets.

Roles and Responsibility:

- Will work closely with the leadership team to align IT systems with business processes and will intensely collaborate with all user departments in collecting requirements, implementation & training. Will be capable of conducting user workshops and in tandem with the system implementer. Will be the single point of contact for all data and business process requirement related communication with the SaaS vendors engaged in supply and demand management as well as logistics operations.
- Will internally advocating and leading adoption efforts within organization through timely dissemination of trainings and documentation. Setting up the data load and migration steps with Data capturing discipline with the requirements from the different SaaS platform
- Data Security, Polices & Procedure adherence. Monitoring the group IT Assets. Taking care of all IT Operation & ERP Support to all modules. MIS/Budgeting. Top management requirements ·   Directing the effective delivery of Networks, Development, disaster recovery systems and processes. Running regular checks on Network and data security, avoiding information leakage
- Will manage ERP Development Team / Functional Consultants m, IT Infra Engineers / Support consultants of Outsourced by adopting ZOHO CRM Incident Management Ticketing Tool.

Thank you for your time and consideration.

Best Regards,

Dinesh S,
Enclosure: Resume

Note: 1. Willing to Relocate and Travel : Yes
          2. Job Type: Full time ready work as Contract with deliverables
          3. Location Preferences: Mysore
          4. Expected Salary : Negotiable / as per standard

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SAP ERP Administration and SAP ERP Technical Service Coordination

Over past 14+ years' techno-managerial experience with impressive success in Business Development and Process Improvements end-to-end support , Customization, maintenance (System Administration, DataBase, Infrastructure & Security) respect to ERP / SAP

Skilled in full cycle implementation of ERP / SAP (System, Administration, SQL Server 2014, MM, SD, PP Modules) from the stage of initial operations analysis including building-up teams, creating common objects and laying out standards for documentation & development. Proficient in managing completing project lifecycle from stage of business analysis till implementation & go-live, including project planning, scheduling & negotiating with the client for service level agreements / terms, quality assurance, launch & post-launch review and project progress monitoring.

Possess high level consulting skills, involving understanding client's business problem, architecting viable solutions and guiding the implementation of same within client's environment. Self-driven person with strong drive and motivation; people-friendly, collaborative & approachable with in-depth sensitization to needs of clients. Creative, out-of-box-thinker, flexible & approachable with strong interpersonal, communication, analytical & problem solving skills with sensitivity to dynamics of cross-cultural workspaces.

Skill Set

Requirement Gathering & Analysis, GAP Analysis, Effort Estimation
Functional Solution Design & Roll-out
System Acceptance Testing, Unit Testing, Bug Fixing
Configuration Management Go-Live Support, Troubleshooting
Project Planning & Execution
Stakeholder Management
ERP Application on Windows
Azure Practice (Microsoft Public Cloud Platform)
End-User Training, Knowledge Transfer, Client Engagement

IT Operations
IT Infrastructure (Network, Server, Desktops, LAN/WAN, VSAT/MPLS, Voice)
IT Asset Management
Vendor Management
New Technology Set-ups & Upgrade
IT Governance, Compliance & Audits
Data Back-up and Recovery

Education

1998 - 2002: Bachelors in Engineering (Computer Science) from Vishveshwaraiah Technological University (VTU) -Karnataka, Sri Jayachamarajendra College of Engineering (SJCE). Mysore

Work Experience

Presently working at Skanray Technologies Pvt Ltd (Health Care Division) – Mysore as ERP SAP Consultant   (From May-2019)

Roles and Responsibilities

- Taken the owner ship of SAP Team to implement optimized SAP, entailing review of business process flow, mapping of business requirements (AS-IS & TO-BE Analysis), Identifying gaps, converting business requirements into functional design documents & technical specification, data migration, master data management & delivery. [Measurable 100% of MD Intigrity]
- Performing Unit Testing & System Integration Testing including managing communications with Service Provider and Support Team
- Participate in Business Process Improvement, are leading to Timely reporting. Process Documentation. Process improvement, People/Team management.
- Contributing to the design, development, testing troubleshooting & debugging of solutions
- Performing impact analysis & proposing technical solutions for the enhancement requests
- Working with onsite & client teams to implement the changes and resolve the technical issues resulting post implementation
- Analyze functional problem under simulated business scenarios & investigate data problems via debugging. SAP BASIS & Backup tools for maintenance and troubleshooting

Worked in TATA Consultancy Services, Bangalore as SAP Product Consultant
(From Dec-2010 to Aug-2016) – Employee ID 399684
Role: Solution Architect / Technical Lead for ERP/SAP Project (5 Years 10 Months)
Role:
- Managing end-to-end implementation of ERP project, entailing review of business process flow, mapping of business requirements (As-Is & To-Be Analysis), identifying gaps, converting business requirements into functional design documents & technical specifications, data migration, master data management & delivery
- Contributing to the design, development, testing, troubleshooting and debugging of solutions
- Performing impact analysis and proposing technical solutions for the enhancement requests
- Working with onsite & client teams to implement the changes and resolve the technical issues resulting post implementation
- Performing Unit Testing & System Integration Testing including managing communications with client, defects root cause analysis and defects resolution
- Implementing overall project plan, risk assessment plans, communication plans, individual task plans and schedule; communicating project key objectives, critical path milestones, and project status to stakeholders;
- Participating in client discussions; building rapport with customer & managing customer relationships; guiding the project team, assigning tasks to team members and ensuring completion of work as per set standards

Won Several Awards such as:	**Projects Delivered**

Won Several Awards such as:
- Service and Commitment Award in recognition of dedicated service during 2010-2016
- Smiles as Application of Outstanding contribution
- Star of the Month Award as on inspiring role model to other colleagues
- On the Spot Award for displaying dedication and commitment

Projects Delivered
- Full Cycle End-To-End Implementation. SAP MySAP ERP ECC 6.0 (3 landscapes) for SAP PP, MM, SD, PM, FICO, QM & HR Modules. Core Team Member with SAP BASIS Administration Support & Information Technology operations   [at Bhoruka Aluminium Ltd-Mysore]
- Dec'13 – Oct'14: Core Team Member : Azure Migration / Dry Run / Cut Over Activity (8 landscapes), as part of Core ERP Team, for delivering Cloud concepts of running ERP Application systems & Netweaver products on Windows Azure Practice / Virtual Machine (Microsoft Public Cloud Platform)
[at TCS-Bangalore , Client: KPMG-UK]
- RA (Recommended Action for Incidents Tickets) Project - SAP BYD [at TCS-Bangalore, Client : SAP LABS, Whitefield,, Bangalore]
- TEXPRO+ : MIS/ERP Textile Processing – Planning, Production, Sampling, Quality Assurance [at Himatsingka Lines – Hassan]
- STAGE –ERP Software for Garment/Apparel Business with Module of MRP, Inventory, Order, HR, Accounts, Costing, Production Planning and Retail [at Himatsingka Lines – Hassan]
- PROMAN – Garments Software for Production Management [at Himatsingka Lines – Hassan]

Mar-2017 –to- Dec-2018: GRS Engineering Pvt Ltd-Forging Division,Mysore as IT Manager (2 Years)
Nov-2008 –to- Sep-2010: Himatsingka Seide Ltd., Hassan as IT Manager (Role: SAP R/3 Project Preparation) (2 Years)
Jan'2007 – Nov'2008: Bhoruka Aluminium Ltd., Mysore as IT Officer –SAP BASIS Admin, PM (2 Years)

Role:
- Managed the entire gamut of IT Operations and delivered services related with:
  - IBM Server Maintenance, BASIS Administration Support to mySAP R/3 ECC6.0
  - Network, Server, Desktops, LAN/WAN, VSAT/MPLS, Voice
  - Application Service Delivery: MIS, MRP, ERP, CRM, SCM, MS-Office Apps, OS, Software Licensing, E-Mail/Exchange
- Provided spectrum of IT services ranging from IT infrastructure, solution design & delivery and IT operational support
- Devised and implemented IT strategies, network policies & procedures for all IT platforms
- Functioned as SPOC for Infrastructure Management and Data Centre Services; provided remote infrastructure support
- Monitored operations (such as Backup, Incident, Problem, Change, Capacity and Business Continuity & Disaster Recovery)
- Ensured smooth network connectivity in the palaces; analyzed requirements of network capacity, developed network plans and designed enterprise network architecture
- Promptly resolved various network issues; maintained smooth wireless connectivity for the internet connection and other wireless devices within the palaces; resolved issues related with desktops, switches routers & printers in palaces
- Maintenance of Tally Inventory and Accounting software, desktop maintenance , computer operating activities

Technical Skills

Operating Systems:	Windows Server 2012 R2, UNIX PuTTY Terminal Emulator, Linux Redhat
Database:	SQL Server 2014, Sybase, MaxDB Studio, Oracle
ERP/SAP:	Tally ERP, Stage, Proman, SAP, ECC 6.0EHP7, CRM 2007EHP3, NW 7.4SP11, Enterprise Portal NW 7.4SP11, PI 7.4SP11, Solman 7.1, BW-ABAP, BW-JAVA

Trainings Attended

- **Jun'2016** [TCS-Bangalore] Agile Project Management, Delivery, Project Initiating, Requirement Gathering, Planning
- **Feb'2014** [TCS-Ahmadabad] UE2E400_93 Technical Upgrade Management – SAP AG, Walldrof
- **Aug'1997** [SJCE-Mysore] **:** Oracle, Forms , SQL Statements and Reports

Personal Details

Date of Birth:	17th January 1975
Address:	Door No. 2267/3, 6th Cross, 5th Main, Vinayaka Nagar, Mysore – 570012, Karnataka
Languages Known:	Kannada, Hindi, and English
Nationality, Religion :	Indian , Hindu – Brahmin
Personal Strength :	Communicating, Flexibility and Adaptability, Learning agility, Tolerance, Critical Thinking, Coaching People, Positive Attitude, Creating Ideas
Purpose of Life:	Maintain good relationship with everyone around me, be happy and make happy to everyone.
Linked In:	https://www.linkedin.com/in/dinesh-sathyanarayana-76745027/

Sl#	Name & designation	Company Name	Emaild ID
	Reference List		
1	Rajat Agarwal - Executive Director	Bhoruka Aluminium Ltd-Mysore www.bhorukaaluminium.com	rajat@bhorukaaluminium.com
2	Gethesh NS - C.O.O.	METI M2M India Pvt LTd- Mysore www.meti.in	geetheshns@meti.in
3	Rajesh Kutnikar - C.E.O.	IT Champs Software Pvt Ltd- Mysore www.itchamps.com	raj@itchamps.com
4	Haider Khorakiwala - Executive Director	Ferro Foundries Pvt Ltd-Mysore www.ferrotiger.com	haider.khorakiwala@ferrotiger.com
5	Badari V - AGM - H.R.	GRS Engineering Pvt Ltd-Mysore www.grsforging.com	Mobile No: 9844867869
6	Sridhar .B.S. - - Vice President	GRS Engineering Pvt Ltd-Mysore www.grsforging.com	vp@grsforging.com
7	Manjunath Nayak.M- Managing Director	GRS Engineering Pvt Ltd-Mysore www.grsforging.com	md@grsforging.com mmnayak2301@yahoo.com
8	Ravi Prakash D - Global Head IT	Aquarelle Group- Bangalore www.aquarelleshirts.com	raviprakashd@yahoo.com
9	Krishna Prakash - Technical Manager	ExcelSoft Technologies Pvt Ltd - Mysore www.excelindia.com	prakash@excelindia.com
10	Manju.N - Assistant Professor	Sri Jayachamarajendra College of Engineering - Mysore www.sjce.ac.in	manjun007@sjce.ac.in
11	Gopal Krishna - Managing Director	Computer Printing Products and Accessories- Mysore	cppa_mys@yahoo.co.in
12	Ravi Kumar .K. - Director IT	Jeeves Consumer Services – Flipkart Group - Bangalore https://jeeves.co.in/	ravikumar.k@jeeves.co.in
13	Aravamudan Thirumalai - Technical Architect	JDA Software Pvt Ltd-Bangalore https://jda.com/	tkmudan@gmail.com
14	Nagendra Kumar.S - Senior Manager -IT	Meritor - Bangalore www.meritor.com	s.nagendra@meritor.com
15	Deputy Head – Human Resources	Tata Consultancy Services Limited- Bangalore www.tcs.com	corporate.office@tcs.com
16	AGM-HR	Himatsingka Linens- Hassan/Bangalore - www.himatsingka.com	linens@himatsingka.com hslblr@himatsingka.com