



## TEJASWINIE DALAVI, PMP

Result-oriented PMP-certified Snr. Manager, with expertise in creating a positive impact on business results, steered growth, and strengthened stakeholder relationships. 16+ years of professional experience in providing end-to-end project implementation support for CRM/ ERP systems of an organization, the modules covered CRM, Sales, HR, Procurement, and Finance.



tejaswinie.dalavi@gmail.com



+91-7709210514



## Core Competencies

**Global Leadership**

**ERP Implementation**

**Strategic Planning**

**Project Management**

**Team Management**

**Global Stakeholder Management**

**Delivery Management**

**E2E Q2C management**



## Profile Summary

- Achievement-driven professional with 16 years of extensive experience in various projects across diverse industries and verticals like Consumer Products (Retail), IT Services ETC.
- Recognised leader in the development & execution of effective End to End implementation of Projects for Finance, PLC, Procurement, and HR modules.
- Expertise in international assignment management including developing Process strategy, collation of information/analyses, process automation, working with external service providers for inputs, and coordinating with wider group stakeholders.
- Gained substantial exposure in Global Social Security Services, and Global Business Services; excellence in project management and dealing with clients & personnel around the globe.
- Identify requirements, kick-off projects, and prepare a project plan, UAT, and execution plan. Accountable for the successful closure of projects with excellent client satisfaction
- Possess a well-rounded management style that creates a common vision and cements positive relationships with honed communication, interpersonal & analytical skills.



## Notable Accomplishments Across the Career

- Successfully implemented UNIT4 ERP for global entities
- Successfully delivered Oracle Enhancement projects for Order Management Module
- Successfully implemented Zuora Subscription platform for O2C
- Migrated Oracle 11i and other ERPs to Oracle EBS R12 ERP for O2C
- Implemented SFDC CRM and CPQ and, NetSuite ERP for Q2C
- Accomplishments include operating cost reductions, gross margin improvement, workflow process improvement, and performance metric round-the-clock.
- Ensured KPIs are met & 10% FTE savings are delivered annually.
- Bagged CEO Spotlight for Task forces on COVID-19 mitigative strategies for round-the-clock help
- Recognized by Leadership Awards in every Organization.

## Organizational Experience

**Organization: Expleo Group – 31<sup>st</sup> Jan 2022 to till date**

**Designation: Snr. Manager, ERP Implementation (Unit4)**

- Leading a Project, team size of 25+ direct repartees, Techno functional consultants across Europe, Morocco and India as a senior Manager for E2E Implementation of Unit 4 ERP system and retiring legacy ERPs
- Manage development and maintenance of projects which includes project planning, scheduling, and monitoring, and tracking.
- Create a Project Solution Proposal with details aligned with the stakeholders and create a project proposal that contains key information about the project.
- Engaging and Liaison between cross-functional teams such as PLC, Procurement, IT, Accounting, Controlling, RTR, PTP & OTC
- Maturity Assessment for all the Finance Tools and Functions (AP-AR-GL-T&E-Payments-MDM)
- Requirement gathering, Analysis, Data Modelling (conceptual, Physical, Logical design, Flowchart, BRD, FDD) GAP & Impact Analysis.
- Customer Support (Functional, Technical issues, New Requirements, Bug fixes) using ticketing tools JIRA, and Wrike. Preparing FAQ for repeated issues, RCA,

- Closely co-ordination with Developer, BA, Salesforce, Product Management, Solution Architect, Testing & with Customer, Partner
- Functional Testing & Prepare Test Cases, Leading the UAT, and getting the sign-off for Deploying in Prod
- Creating, managing, and Scheduling Change requests as per the requirement. Fill the Risk plan with the required template details.

**Organization: Veritas Technologies LLC -15<sup>th</sup> Apr 2019 to 28<sup>th</sup> Jan 2022**

**Role:** Assistant Manager, ERP implementations Q2C(Oracle R12)

- Active role in the overall coordination of projects by ensuring effective O2C application delivery to the business.
- Project planning, from Pre-site readiness to ERP deployment for Oracle EBS/Finance GL, Core Setups(functional)
- Appropriate project status communication to the client by ensuring efficient coordination internally with the business, auditors/assessors, and the end users/customers.
- active role in planning, project delivery, and technical review phases to identify any bottlenecks in the process,
- Active support to the coordination team with the aim of correcting and improving scheduling and the efficient use of resources,
- Cooperate with Finance for forecast preparation and analysis and support on invoicing process,
- Preparation of Dashboards and reporting of information on the status of projects to the Finance & Planning Manager.
- Partner with Business and IT team for system enhancements & break-fixes along with performing admin roles in various systems, Driving UAT, performing postproduction validation, and keeping business and stakeholders informed.
- Work with the Product Management core teams to review the business requirements, develop test strategy, and test plans, and drive test scenarios script creation.
- Complete all test management project-related work including reporting, risk tracking, defect tracking, resolution, and lessons learned.
- Utilizing continuous improvement methodologies to identify the release process improvements, forming and leading cross-functional teams (particularly O2C teams) to define and implement the optimal release process.
- Identify resource needs and track resource allocation, coordinate global and cross-functional resources.
- Manage the test scope and completion timeline.
- Facilitate global meetings including hosting, preparing agendas, recording minutes, posting & publishing content.
- Develop and maintain strong relationships between the Product Release, SKU & Pricing Team, and all interdependent teams.

**Organization: Qualys Tech Services, Pune - 4th Dec 2017- 5th April 2019**

**Role:** Sales order Review and Billing Accountant - O2C (Netsuite)

- Sales Enablement, Revenue Recognition, Quote approval, Creating Opportunities for order flow in NetSuite.
- Creating the customer accounts, opportunities, and quotes in SFDC
- Partner onboarding
- Salesforce partner record updates
- Answer partner/customers' how-to, where-to queries, and emails
- End-to-end transition of O2C process.
- Work with the BA team to prepare the BRD for Netsuite Enhancement projects.
- Perform UAT to support the Go live of the Projects.

**Symantec Corp, Pune - 25th April 2016-30th Nov 2017**

**Role:** Provisioning Specialist (Project Lead, ERP Enhancement/migration) – O2C

**PROJECT 1: Zuora Subscriptions Application implementation**

**Role:** Project Lead for Zuora implementation

Duration: 6 months

Responsibilities: -

- End to End implementation of subscription platform to migrate all ev.cloud, SMB, orders to the subscription module
- Responsible for complete project delivery as an ERP lead for O2C
- Working with Business teams to work on the requirement for different subscription requirements.
- Responsible for Requirement gathering, solution design, and functional objects.
- Performed different POC for the solution for different use cases for implementing Zuora.
- UAT on the different types of orders source (manual, EDI, Marketplace) and Partner order
- Monitor Project lifecycle, perform manual testing using ALM.
- Building various reports via preparing process documents and SWL
- Build project Scope, Risk/Mitigation, and work on change management.

- validate UAT vs Production for all order bookings and highlight the discrepancies to the Development Team
- Monitor all provisioning errors and fix them and suggest process improvements.

## **Project 2: Canada Buy Sell**

**Project Duration:** 8 Months

**Role:** Project Lead

**Type:** Business Unit Implementation

**Modules:** OM, SC, PA, AR, AP, Tax, IBY, IB, GL, EDI, Advanced Pricing

**Responsibilities:** -

- Primary Business and cross-functional Team Lead.
- Lead a team of 9 with different cross-functional applications like Oracle Sales Cloud, Service Cloud, and Salesforce (Consulting).
- Majorly Worked on Requirement gathering and functional setups and was responsible for complete functional delivery.
- Worked on setting up a new business unit and all the EBS setups from SCM to Finance and niche modules on Oracle incentive compensation. Revpro, Sabrix, etc.
- Enabled the 'Buy Sell' model between two operating units.
- Worked as project lead responsible for project delivery and leading the whole.
- Handled conversions as well as technical delivery and retrofitting of different objects.
- Worked on Jira and implemented all Q2C modules like Order Management, and Service Contracts for Canada OU.

## **Project 3: Term Subscription, One Time Credit, Hub store Implementation, Unlimited Subscription**

**Role:** Business Analyst/Finance Lead

**Project Duration:** 6 Months

**Type:** Enhancement Projects

- These projects were major enhancement initiatives having major changes in Order Management.
- Worked as key finance business analyst and was responsible for complete impact analysis and change management.
- Responsible for Major changes in key pillars in Symantec Fact table structures for Bookings and Billings.
- Responsible for the Complete transition of Finance modules from the third party to the Symantec Team.
- Handled a team of 4 in support and SLA tracking to enhancement and business satisfaction.
- Worked on complex tickets in finance and played a key role in Month End support from the Project side.
- P1, P2, and P3 tickets support and handling in the finance domain and responsible for team deliver.

## **Tesco PLC, Bangalore - 6th June 2011 to 15th April 2016**

**Role:** JDA Merchandising and order forecasting (Senior Analyst)

- Involved in Merchandising the floorplan layout and Planogram Building for 1000+ Tesco Stores in Europe
- Complete Owner of product placement in Planogram for all retail departments by adhering to the Display principles
- Preparing the Blueprint documentation and Planogram Standards.
- Dealing and maintaining to use of a matrix allowing for category allocation across all TESCO- Stores in Central Europe through effective layout and floor plan set up for maximum space optimization.
- Communicating with buyers for categories movement, and product replacement based on customer demand & category(product)performance.
- Analysing to drive for Improved Sales and Profit Densities for Promotional areas.
- Analysing and Rating product performance based on their sales forecast of promotions (Golden Cross, Power Aisle, Gold post, Promo Ends, etc.) on a weekly basis.
- Strategic planning for Product Space for its range and layout
- Developing the merchandising floor plan layouts for seasonal changes to promote product sales and turnover.
- Working on the data to analyse the hierarchy of products to help buyers in decision making, analysing the sales data category-wise at store level and format level, updating the Promotions, analysing the profit-making and blacklisted products on monthly basis and thereby deciding on products which need to be removed from the stores.
- Creating Empty (Dummy) planograms for Range Review
- QC all the tasks done by a team, Providing process training to new joiners

## **Infosys BPO LTD. Bangalore - 26th Feb 2007-3rd June 2011**

**Role:** Order Management Specialist

In my role, I was responsible for managing the Maintenance Contract Renewals process from quote to close for the United Kingdom and Ireland. I worked directly with our customers and Channel Partners to renew expiring support contracts.

**Responsibilities:** -

- Performed the weekly and monthly analysis of the Team's Quality
- Supported OM team under HTDM Vertical using Oracle versions 11.03 / 11.05, Tucson/11i & Right Now Tool, Using BOs have generated Order reports, holds reports, Backlog reports, and booked ordered reports.

- Resolved issues related to pricing and discounts and also booked orders and created invoice End to end responsible for RMA orders.
- Issue Escalated and resolved received from the client through Right Now Tool (RNT)
- Data Protection - Symantec Global Intelligence Network, Symantec provides true real-time analysis of security data to deliver prioritized remediation recommendations about known and emerging vulnerabilities and to detect attacks in progress.
- Performed as an SME in Order Management and Provided training, assistance & Mentorship to new recruits.
- Coordinated Client calls, conducted team huddles, etc.
- Responsible for analysing and reviewing customer requests and booking orders in an accurate & timely manner.
- Validate the PO and book the order accurately.
- Maintaining Customer Database and providing Email support which involves different issue types of email and chat support.
- Responsible for maintaining the Global SLA, mentoring new joiners.
- Customer Support: - Resolves different query types every day: Invoice Reconciliation, Add/Amend Customer Details, ELD Reprints, FOC – Media, Install Base Report, IBOT- License Transfer, IB Unmatched, Support Termination & Retirement, Manual Upgrade, Moving Support, IBA, BO Reporting, LRR, SAN transfer.
- Capture expedites on the requirement, change or cancellation request.
- Develop and maintain effective relationships with internal and external customers in order to manage information and the timely resolution of issues.
- Prepare the required report for the team, i.e., Weekly report, Monthly report, Time utilization matrix & individual matrix, etc.



#### Certifications

- PMP Certified
- Lean Six Sigma White/Yellow belt Certified.
- Certified in TALLY 9.0 Accounting Program
- SAP BPC 10
- Oracle Fusion trained.



#### Technical Skills

- Expertise in Implementation/Enhancing Applications like SFDC, Zuora, Oracle 11i & R12, Netsuite, Unit 4
- Proficient in Advanced Microsoft Excel including the creation of Dynamic Charts & Tables using Pivots
- JDA Planogramming
- Quote to Cash Expert



#### Academic Details

- Pursuing MBA in Finance from NMIMS
- BA in Economics from RPD college of Belgaum with 47% in 2004
- 12th from MMTSH School Khanapur with 52.5% in 1999
- 10th from MMTSH School Khanapur with 58 % in 1997



#### Personal Details

**Date of Birth:** 11th April  
**Languages Known:** English, Marathi, Kannada, konkani and Hindi  
**Address :** B12/104, Margosa Heights, Mohammedwadi, Hadapsar, Pune 411028