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RAJEEV DWIVEDI

Application-B2B & B2C Implementation & Delivery || ERP/CRM Application Implementation & Management || Project Management/IT Operations

Result-oriented & creative professional, targeting assignments as **IT Leadership role in Application Implementation/IT Consulting/ Digital Transformation / IT Program Management/Project Management/ Global IT Delivery Team Setup/ Business Transformation/IT Operations & Support / Global IT Delivery** with an organization of high repute, preferably in **Delhi-NCR, Bangalore, Pune, Mumbai**



Career Timeline



Key Impact Areas

Strategic Planning & Implementation

ERP /CRM Implementation

Process / Solution Design/ Stakeholder Mgmt.

Business Analysis & Consulting

Resource Management & Optimization / Customer Support

Digital Transformation/ Dealer Management System

Project / Program Management

Change Mgmt./ Implementation Risk Mgmt.

IT & Project Budgeting & Cost Control

SAP Transition / IT & Project Audit/ Team Management



Soft Skills



Certifications



Executive Profile

- Goal-driven, versatile thought leader with 14 years of extensive experience along with 6 years of exposure in Leadership roles while administering all aspects of assigned IT projects relating to ERP/CRM/IOT/DMS/Digital Transformation/Infrastructure Systems; managing & delivering large and complex engagements to identify design and implement creative business and technology solutions
- Rich experience in leading global application Team across globe namely APAC, US & Europe region
- Domain expertise: Finance/Commercial consulting, Manufacturing, FMCG, Retail and IT Service Industry
- Wealth of expertise entails in User Acceptance Testing & Training, Go-Live Support, Troubleshooting Vendor Mgmt., Effort Estimation, Proposals, Estimation / Proposal review/designing, DMS Implementation, D365 F& O(ERP), D365 CRM
- Driving excellence in implementation of CRM/ERP projects to support end-to-end processes in Sales & CRM through all phases including prepare, explore, realize & deploy phases; worked on various projects such as Global Implementation & Roll out of MS CRM DMS (Dynamics 365) || IoT Initiatives || Mobile Application & Learning Management System || Other new initiative Implementation & Roll-out || DMS/SAP & DMS/Third party Integrations
- Excellent exposure in End to end Implementation /leading Application & infrastructure projects worked with various global customers based at Phillipines, US, UK, Europe
- Guided teams in preparing & maintaining quality functional and technical specifications, workflows, data flows and required documentation as needed;

formulated, executed & provided oversight for test activities as well as customizations and interfaces, including functional & integration testing; liable for regression and all critical areas of testing to ensure high quality functioning system that meets expectations

- **Devising framework with BUs to establish KPIs, standards, processes, procedures and policies** while proactively communicate status to all stakeholders; participating in data extraction/conversion, mapping, data cleansing and loading activities
- **Proven capability to build strong relationship** across stakeholder groups with the expertise to effectively influence and communicate across various business lines and units and at senior levels within the organization

Education

2008: B.Tech. (Information Technology)
from College, HNB Gharwal University

2003: 12th (PCM)

2001: 10th (PCM)



Professional Experience

Since Feb'19 with Savills India as Lead- IT & Asia Offshore Team-Assistant General Manager

Key Result Areas

- ❖ Heading APAC-IT Offshore team & India IT team (Total-50 resources- including S/w developers, Application & Infra Support & quality) while delivering smooth implementation & post Go Live Support of India IT Application
- ❖ Contributing as Lead in managing IT Projects, Processes, Change Management Team, collaborating with internal resources & third parties/vendors for the flawless execution of projects.
- ❖ Allocating project tasks based on junior staff members' individual strengths, skill sets and experience levels while tracking project performance, specifically to analyze the successful completion of short and long-term goals
- ❖ Leading a D365 F&O & D365 CRM implementation as a Project /Program Manager
- ❖ Leading DATA Migration activity from old legacy system to CRM DMS system; assisting in successful integration between all third party applications and new DMS for seamless data transfer
- ❖ Working with internal & external stakeholders to understand the business requirement; supervised Support Team of old DMS as Lead and managed day to day incidents & change requests
- ❖ Enhancing & migrating any In-House business applications; managing resource & application portfolio budgeting & planning
- ❖ Steering IT Budgeting & Resource Forecasting while developing & formulating IT Strategy & Forecasting; interacting with all stakeholders, CXOs for tech business requirement

Achievements:

- ❖ Successfully built a development center in India from scratch to take care of APAC Application projects and delivered successful projects
- ❖ Led implementation of D365 CRM for Savills India, Taiwan, Singapore as Project Manager
- ❖ Drove implementation of D365 Finance in India, Hong Kong & Singapore
- ❖ Played a key role in integration between Dynamics 365 Fin & Operations & other third party applications for seamless data transfer
- ❖ Key player in roll-out and support of MS applications across the APAC
- ❖ Observed implementation of ServiceNow (ITSM, PPM, Asset Management) for Asia

Nov'17-Feb'19 with Royal Enfield (A Unit of Eicher Group) as Global B2B/B2C Applications (Manager-IT)

Highlights:

- ❖ Led implementation of ERP, CRM IoT & B2B/B2C projects across APAC & Europe.
- ❖ Leading a APAC Business Application & Operations team
- ❖ Integrated all ERP and DMS for seamless data transfer; managed all azure managed services & Change requests related to on boarded applications like: DMS, ERP, LMS & IOT



Previous Experience

May'16-Oct'17 with UML Pvt. Limited (UM Group) as Lead Application & Support-Asia Pacific

Drove IT Application for UML & UM global as a Lead. Recommended methods & solutions to provide a high level of service to customers of the department and supervising Operations Staff. Assisted in requirement assessment for new projects & ERPs. Delivered supported in staff hiring, training, evaluating and disciplining; guided & provided work direction to staff, contract staff and/or student employees which determines appropriate coverage for all hours of operations. Guided Application Support Team as a Lead

Highlights:

- ❖ Played a key role in implementation & roll-out of ERP (eMPRO) as a project Manager at UML.
- ❖ Implemented & successfully rolled out the Dealer Management System at all domestic & international dealerships as a Project Manager
- ❖ Led implementation of PLM as a Project Manager which includes Spare BOM Management (Engineering, Production & Service)

Jan'12-Mar'16 with Sahara Prime City Ltd (Sahara India) as IT Lead

Managed a team of 15 members across India as an IT In-charge (Applications & Infra). Steered designing, planning, implementing and tuning highest level of performance and recovery procedures for mission critical enterprise systems. Drove Cost Evaluation & budgeting for IT related projects. Collaborated with Process Owners & Process Sponsors for ERP & DMS gap fit. Monitored migration of backlog data, historical data & opening balances into ERP system. Assisted in Vendor coordination, new requirement of application/ERP Assessment and smooth implementation of ERP packages.

Highlights:

- ❖ Led implementation and life-cycle maintenance of Applications like ERP,DMS
- ❖ Implemented ERP (AX Dynamics) for Sahara Prime city Ltd. as an Associate PM
- ❖ Drove implementation of DMS (Distributor Management System) for Sahara q Shop as Functional Consultant
- ❖ Managed AX 2009 administration (work flow setup, roles & rights setup, user creation, distribution of permissions of Modules, forms & tables, & so on)

Aug'10-Jan'12 with Progressive Infovision Pvt. Ltd. as Technical Analyst

Client: Genpact Philippines & Genpact UK & Europe

Jun'08-Jul'10 with Falcon Solution & Service as IT Analyst

Client: Wild Life Dehradun, FRI Dehradun & Abu Dhabi National Oil Company (UAE)



Personal Details

Date of Birth: 8th June 1986 || Languages known: English & Hindi

PROJECT ANNEXURE

Title	Product	Period	Role	Countries	Description
Organization: Savills India					
D365 CRM - Migration from On-premise to Online(13 countries in Asia)	MS D365 CRM	Dec'20-May'21	Sr. Application Lead	1. Singapore 2. Taiwan 3. Vietnam 4. UK 5. Japan 6. India	The scope was merging & migration of multiple CRM instances (version 2016) to single UCI enabled D365 online instance.
Implementation of ERP	MS D365 Finance & Operations	April'19-Jan'20	Lead	India	Scope was successfully implement ERP for India Entity
Setup of High-Quality IT Delivery center in India to handle the Global IT Projects & Support		March'19-Dec'20	Sr. Lead/Program Manager	APAC & Europe	Setup of High-Quality IT Delivery center in India to handle the Global IT Projects & Support
Setup of Support Framework & Implementation of ServiceNow	ServiceNow	April'20-Dec'20	Sr. Lead/Program Manager	APAC	Implementation of ServiceNow ITIL & Procurement module across Savills APAC
Implementation of Stock Management system	Custom	Sep'19-March'20	Sr. Lead/Program Manager	India	Implementation of Stock Management system Across APAC
Organization: Royal Enfield (A Unit of Eicher Group)					
Global Implementation & Roll out of MS CRM DMS(Dynamics 365)	Microsoft AX Dynamics 365(Dealer Management System & ERP) <i>Modules: Service Spare Parts Sales Warranty</i>	Phase-1: Dec'17-Jul'18 Phase-2: Aug'18-Jan'19	Project Manager	India, Thailand, Vietnam, Indonesia, North America	Implementation & roll-out of AX Dynamics 365(CRM DMS) for all domestic and global RE dealerships
IoT Initiatives	1- Connected Vehicle Ecosystem 2-Test Ride automation at Dealership through GPRS IOT 3-Connected Factory Ecosystem	Feb'18-May'19	Project Manager	India +	Implementation & roll-out of IoT for connected vehicles & Dealer test ride vehicles
Mobile Application & Learning Management System	1-LMS(Learning management system) 2-RE Mobile Application	Mar'18-Jan'19	Project Manager	India+	Implementation of RE mobile app & RE LMS to facilitate dealer staff & customers
Other new initiative Implementation & Roll out	1- Whatsapp Enterprise module Implementation & rollout 2-RE Chat bots 3-Employe advocacy tool 4-Digital transformation like: Connected Supply Chain for improving Manufacturing	2018-19	Project Manager	India +	Implementation of various projects related to sales, service & brand messaging, customer experience
DMS /SAP & DMS/Third party Integrations	1-DMS & SAP 2-DMS & Other applications	2018-19	Project Manager	India+	Integration of DMS with SAP ECC , SAP Hana S4 & other third party applications/mobile applications, Call
UML PVT Limited (UM Group)					
Title	Product	Period	Role	Countries	Description
DMS(Dealer Management System)	Customized	Jun'16 – Dec'16	Project Manager	All Domestic and international dealership of UM	Modules: Lead Management, Presales, Sales, service, Warranty & Claim and Schemes, Complaint Management, Spare Parts Description: Implementation & rollout of DMS
SAP ECC	SAP ECC	Jun'16-Dec'16	Project Manager	India business	Implementation, rollout & post Go live support of SAP for India & Thailand Business

PLM	Customized	Feb-17-June-17	Project Manager	China & India business	Implementation and training of PLM Application a Delivery manager for UM India & UM global
Other Initiatives	IoT Projects, Mobile App, Social Influencer, Call center d, Loyalty engine	2017	Project Manager	India & Global Locations	Implementation of various projects related to sales, service & brand messaging
Sahara Prime City Ltd. (Sahara India)					
Title	Product	Period	Role	Countries	Description
ERP-AX Dynamics 2009	Microsoft	May'12-Jun'13	Associate Project Manager	India	Implementation & rollout of ERP solution across all divisions of Sahara India
DMS(Dealer Management System) for Sahara Q Shop(FMCG Division)	Mobisy(BIZOM)	Aug'13-Jan'14	Associate Project Manager	India	Implementation & training of DMS at all distributor ship level of Sahara Q Shop
Other Initiatives	1. Centralize system for all sales customers documents 2. Sahara website	2013	Technical Lead	India	Execution of various IT initiatives