**Krishna Mohan IBM Sterling OMS Expert**

**Email:** [bolineni.mohan@gmail.com](mailto:bolineni.mohan@gmail.com)  **Mobile**: +1 (551) 299 2825

**Profile**

Krishna Mohan has 12+ years of experience in the Retail and Supply chain Management Domain with design and development on Omnichannel, Order Management Systems, Retail, Logistics, Supply Chain, Warehouse, CRM, E-commerce, ERP, Telecommunications, Banking, and Financials by providing innovative solutions with DevOps practices for business growth with expertise in technical leadership, project management, cloud computing, and business transformations.

**PROFESSIONAL SUMMARY:**

* IT professional with total experience of 12+ years in IT Industry experience as a **Lead OMS Techno Functional Consultant.**
* Experienced with IBM Sterling OMS in an **OMS Solution Architect, OMS Project Lead, or Functional Consultant and OMS Support and Developer roles.**
* Experienced, trained and certified on **Sales Force OMS, KIBO and BY OMS/IV (**Microservices based OMS**)**.
* **IBM OMS Sterling Development Expertise:** Possess an in-depth understanding of IBM OMS Sterling development, including knowledge of the programming languages, frameworks, and tools used in the development and customization of IBM Sterling solutions.
* Experienced in **core Java, JSP and web services (ResT & SOAP), XMLs, SML parsers, XSLs, JSON, Jenkins.**
* Experienced in **Database Oracle, MySQL, UNIX (HP, IBM, Red Hat LINUX), IBM Query Tool.**
* Experienced in **Sterling OMS interfaces with external systems using JMS,** development of wrapper using Sterling OOTB APIs and configuring them as Sterling services (SDF).
* Good understanding of latest features in **Java, Spring Boot, Azure SQL, Kubernetes, Apache Kafka, and Google Cloud** Platform.
* **Client Engagement and Requirements Gathering:** Engage with clients to understand their business objectives, gather development requirements, and assess their current OMS systems.
* **Solution Design and Architecture:** Collaborate with clients to design and architect IBM OMS Sterling solutions, considering scalability, performance, and integration requirements, and aligning them with the client's business needs.
* **Development and Customization:** Lead or support the development and customization of IBM OMS Sterling solutions, utilizing programming languages such as Java, XML, or other relevant technologies, ensuring adherence to best practices and coding standards.
* **Integration and Interfacing**: Design and implement integrations between IBM OMS Sterling and other enterprise systems, such as ERP, CRM, and e-commerce platforms, utilizing appropriate integration frameworks and techniques.
* Deep Knowledge in Software architecture, Micro Services, Java based API and systems testing.
* **Testing and Quality Assurance**: Conduct comprehensive testing of IBM OMS Sterling development work to ensure system functionality, data accuracy, and performance, and identify and resolve any issues or bugs.
* **Documentation and Technical Artifacts:** Create technical documentation, including design specifications, code documentation, configuration guides, and other relevant artifacts to ensure proper documentation of the developed solutions.
* **Troubleshooting and Support:** Provide expert-level troubleshooting and support for IBM OMS Sterling development, investigating and resolving complex issues, identifying root causes, and implementing corrective actions.
* **Collaboration and Knowledge Sharing:** Collaborate with cross-functional teams, share knowledge, and provide guidance to junior developers or consultants, contributing to the overall development expertise within the organization.
* **Project Management:** Manage development tasks, timelines, and deliverables, ensuring projects are completed within the defined scope, schedule, and budget.
* **Continuous Learning:** Stay up to date with the latest developments and enhancements in IBM OMS Sterling development, continuously expanding your knowledge and skills in the field.
* Successfully designed and implemented an **IBM Sterling OMS** on a cloud-based solution for a Fortune 500 client, resulting in a **28%** increase in operational efficiency and a **13%** reduction in overall costs.
* Developed and implemented **IBM Sterling Order Management** modules with extensive experience in **Distributed Order Management, Global Inventory Visibility, Inventory Management, Order Fulfilment and Processing, Reverse Logistics and Supply Collaboration.**
* Strong experience in **Sourcing and Scheduling, Outbound/Inbound processing, Payment Execution, Invoicing, Pipelines, Transactions, Events, User Exist, Service definition Framework, Database Extensions, Exceptions**.
* Responsible for analyzing requirements, defining architecture principles, creating scalable and robust solutions.
* Led a team of developers and engineers to deliver a customized **IBM Sterling Order and Data management system**, resulting in a **32%** reduction in Order processing time and a **22%** increase in data accuracy.
* Provided technical guidance and support to sales teams **on RFP, RLS, and Client Demo**, resulting in a **32%** increase in closed deals and an **18%** increase in client satisfaction.
* Conducted regular assessments of existing systems and processes to identify areas for improvement, resulting in a **38%** decrease in system downtime and a **32%** improvement in system performance.
* Proficient in **DevOps methodologies**, tools, and technologies such as **Docker, Kubernetes, Jenkins, Git, Terraform and Ansible**.
* Responsible for implementing the Store/DC Fulfillment for **Sales, Return, Exchange, Purchase, and Transfer Order Life Cycles**. (Ship to Store, Ship from Store, Ship to Home Delivery, BOPIS, Click and Collect).
* Responsible for estimation, solution definition, POC, implementing **IBM Sterling Omni-channel eco-systems** and integrated back-end systems with a depth of knowledge in enabling technologies like Front-end Commerce applications, Order Management Systems, Middleware Technologies, WMS, Logistics, CRM and ERP systems.
* In-depth knowledge of the technical implementation **Service Catalog, Incident Management, Change Management, Problem management and Knowledge Management.**
* Extensive experience in integrating third-party systems into a **microservice architecture**, ensuring seamless communication and interoperability between systems.
* Strong working knowledge **in build/deployments and integration of Sterling OMS** with enterprise applications.
* Hands on experience of **IBM WEBCOM and WEBSOM applications.**
* Experience in Java/EE and specifically in developing Java-based extensions and interfaces to ensure proper functionality and integration with other systems.
* Experience in **Email Integration, External Web Services Integration (both SOAP based, and REST based)**.
* Experience in **OOB and Custom Integration and Agent Servers.**
* Experience in **Sterling OMS Production Support and Enhancements** projects.
* Experience in Strong **SQL DB2, IBM Query Tool, Oracle DB** and **No SQL** databases.
* Experience working IBM Sterling Order Management cloud implementation on Order Hub.
* Experience with **SOAP or RESTful** web services.
* Experience in working in an Agile development environment.
* Effective communication and interpersonal skills with interaction.

**TECHNICAL SKILL:**

|  |  |
| --- | --- |
| Unified & Headless Commerce | IBM WebSphere, SAP Hybris, ATG, HCL Commerce, Sales Force Commerce Cloud, CMS, PCI, PWC, DSP, Channel Advisor |
| SCM Order Management System Software | IBM Sterling OMS, Kibo OMS, Sales Force Order Management, Blue Yonder (YANTRIKS) OMS, Manhattan WMS, Oracle Order Broker, Oracle Retail, POS, WEBCOM, WEBSOM |
| Integration Systems | IBM IIB, Tibco, Mule soft, Apache Kafka |
| ERP & Payment Systems | SAP S4 Hana/CAR/Retail, Dynamics CRM, Oracle Financials, Adyen, CyberSource, Avalara |
| Programming Languages | Core Java |
| J2EE Technologies | JDBC, Servlets, JSP, RESTful Web Services, SOAP, Spring REST |
| Web Technologies | Html, JavaScript, jQuery, Dojo, AngularJS, XML, XSLT, XSD |
| Database | Oracle 10g (SQL, PL/SQL), DB2, Postgres SQL, IBM COC Query Tool, T-SQL, MS-SQL, MongoDB, MYSQL |
| Frameworks | ServiceNow, Spring, Hibernate |
| Reporting and Monitoring Tools | New Relic, Splunk, App Dynamics, Postman, JMeter, RPA UI Path, Service Now, Zendesk, Grafana, DIAAS, Ant |
| DevOps Tools | Gitlab, Jenkins, Ansible, Terraform |
| Operating Systems | Windows Family, RHEL, Ubuntu, CentOS |
| IDE Tools & Build Tools | IntelliJ IDEA, Eclipse, SVN, Maven, Putty, Nexus, GIT, JIRA, Confluence, Jenkins |
| Others | Log4j, JSON |

**PROFESSIONAL EXPERIENCE:**

**Employer | Client: Tachyon Technologies LLC | Sogeti | Sally Beauty, USA Aug 2023 – Till Date   
Role: OMS Consultant**

### **Job responsibilities:**

* + Responsible for complete Order Orchestration processing and monitoring through multiple sources like Channel Advisor, Xstore, Marketplace, Sally Beauty.com, etc.
  + Experience in integrating IBM Sterling OMS with custom applications like X Store, iSeries, POS, Biztalk and Salesforce via MuleSoft and Manhattan/JDA WMS.
  + Experienced in OMS IV, Order Hub, Next Gen Store Hub and Call Center application.
  + Experienced in Daily Inventory Full and Quick Sync monitoring and Inventory Availability, Order End to End Processing, Fulfillment and Invoice Settlements.
  + Experienced in Integration OMS with SSIS SQL Server, SSIS file transfer and job monitoring and Biztalk monitoring.
  + Experienced in Order Broker Fulfillment application for Store order processing integrated with Store and Delivery Solutions.
  + Experience **in incident management, understanding of ticket workflows**, use of escalations, **WSR** documentation and presentation to client, **Jira** and **ServiceNow/ITIL** Methodologies.
  + Experienced in IBM Cognos BI Reports, Tableau Reports, Custom OMS Utility for Order processing and exceptions monitoring, Crontab job implementation for daily exceptions and business reports.
  + Experienced in GlobalScape implementation integrated with OMS for all BI Data Extracts and business reports.
  + Exposure to Datadog monitoring tool for monitoring OMS Order processing, Inventory, MQ and Integration system.
  + Worked on the estimation, solution definition, POC, implementing Omni-channel eco-systems and integrated back-end systems with a depth of knowledge in enabling technologies like Front-end Commerce applications, Order Management Systems, Middleware Technologies, WMS, Logistics, CRM and ERP systems.
  + Responsible for implementing the Store/DC Fulfillment for **Sales, Return Order** Life Cycles. (**Ship from Store, Ship to Home Delivery, BOPIS, Click and Collect**).
  + Good knowledge and understanding of Java, Spring Boot framework, Azure and experience working with distributed systems and teams.
  + Well experienced in Order Invoice Snapshot, Payment Authorization and Settlement Failure and Return issues.
  + Developed and implemented **IBM Sterling Order Management** modules with extensive experience in **Distributed Order Management, Global Inventory Visibility, Inventory Management, Order Fulfilment and Processing, Reverse Logistics and Supply Collaboration.**
  + Experience with SQL and NoSQL databases and writing complex queries as per the business requirements.
  + Trained in Snowflake Database, Spring boots Framework, exposing the Webservices, Rest API to external system.

**Environment:** IBM Sterling 10 COC, Order Hub, Self Service Tool, Datadog, Middleware IIB, MuleSoft, ERP,

Salesforce, SFCC, SFMC, WEBCOM/SOM, Zendesk, App Dynamics, New Relic, Splunk, JavaScript and Angular JS.

**Employer | Client: Wipro Limited | Tesco PLC, UK Aug 2021 – Jun 2023   
Role: OMS Technology Lead**

**Job responsibilities:**

* + Involved in Requirements gathering, understanding, and providing solutions.
  + Responsible for implementing **International Grocery Home Services** (IGHS) using IBM Sterling OMS.
  + Responsible for implementing **Rewards** **Systems** using IBM Sterling OMS.
  + Experience with **SQL and NoSQL databases** and writing complex queries as per the business requirements.
  + Responsible for estimation, solution definition, POC, implementing **Omni-channel** eco-systems and integrated back-end systems with a depth of knowledge in enabling technologies like Front-end Commerce applications, Order Management Systems, Middleware Technologies, WMS, Logistics, CRM and ERP systems.
  + Responsible for requirements gathering and analysis, stakeholder management, product roadmap and strategy, continuous business process improvement, product lifecycle, product roadmap planning, user stories/product backlog, sprint planning, implementation, and product launch and release management.
  + Responsible for implementing the Store/DC Fulfillment for **Sales, Return, Exchange, Purchase, and Transfer Order** Life Cycles. (**Ship to Store, Ship from Store, Ship to Home Delivery, BOPIS, Click and Collect**).
  + Extensive experience in integrating third-party systems into a microservice architecture, ensuring seamless communication and interoperability between systems.
  + Responsible for validating OOB configurations.
  + Responsible for **IBM Sterling Migration** from version 9.0 to version 10.
  + Responsible for code reviews and providing approvals to migrate the customizations.
  + Involved in migrating customizations from one instance to another instance.
  + Involved in upgrading instance and performed end-to-end post upgradation.

**Environment:** IBM Sterling 10 COC, Self Service Tool, Graylog, Middleware Tibco, Apache Kafka, ERP, Salesforce,

SFCC, SFMC, Zendesk, App Dynamics, New Relic, Splunk, JavaScript and Angular JS.

**Employer | Client: Wipro | VF Corporation, USA Aug 2019 - July 2021   
Role: IBM Sterling OMS Technology Lead**

### **Job responsibilities:**

* + Responsible for estimation, solution definition, POC, implementing Omni-channel eco-systems and integrated back-end systems with a depth of knowledge in enabling technologies like Front-end Commerce applications, Order Management Systems, Middleware Technologies, WMS, Logistics, CRM and ERP systems.
  + Responsible for requirements gathering and analysis, stakeholder management, product roadmap and strategy, continuous business process improvement, product lifecycle, product roadmap planning, user stories/product backlog, sprint planning, implementation, and product launch and release management.
  + Responsible for implementing the Store/DC Fulfillment for **Sales, Return, Exchange, Purchase, and Transfer Order** Life Cycles. (**Ship to Store, Ship from Store, Ship to Home Delivery, BOPIS, Click and Collect**).
  + Extensive experience in integrating third-party systems into a microservice architecture, ensuring seamless communication and interoperability between systems.
  + Experience in mentoring, reviewing code, reviewing design documents, providing technical talks or brown bag sessions.
  + Developed and implemented **IBM Sterling Order Management** modules with extensive experience in **Distributed Order Management, Global Inventory Visibility, Inventory Management, Order Fulfilment and Processing, Reverse Logistics and Supply Collaboration.**
  + Experience in preparing Splunk Dashboard for Sales Order processing and Stuck Count, inventory monitoring, OMS exceptions, Shipments and Payment Invoice Failures.

**Environment:** IBM Sterling 10 COC, Order Hub, Self Service Tool, Graylog, Middleware IIB, MuleSoft, ERP,

Salesforce, SFCC, SFMC, WEBCOM/SOM, Zendesk, App Dynamics, New Relic, Splunk, JavaScript and Angular JS.

**Employer | Client: Infosys Limited | Adidas AG, Germany Sep 2016 – Aug 2019  
Role: Sterling OMS Lead**

### **Job responsibilities:**

* + Led a team of 6 developers in the design, development, and implementation of **an IBM Sterling OMS software** solution that supports multi-brand, multi-region, and multi-channel initiatives.
  + Involved in interactions with Stake holders and Business Analysts to understand the requirements.
  + Involved in high level design documentation and converting it to low level stories.
  + Responsible for Customizations done in Incident Management and Problem Management and Change Management.
  + Involved in migrating customizations from one instance to another instance during migration process.
  + Experience in Azure Platform Development, Deployment Concepts., hosted Cloud Services, platform services and close interface with Windows Azure Multi-Factor Authentications.
  + Experience in managing IBM Store and Call Center applications, Lifecycle of IBM Order Management Systems.
  + Developed and implemented Order Management modules with extensive experience in **Distributed Order Management, Global Inventory Visibility, Inventory Management, Order Fulfilment and Processing**, Sourcing and Scheduling, Outbound/Inbound processing, Payment Execution, Invoicing, Return Flow, Exchange flow, Pipelines, Transactions, Events, User Exist, Service definition Framework, Database Extensions, Exceptions.
  + Implemented a CI/CD pipeline using Azure DevOps in both cloud and on-premises with GIT, MS Build, Docker, and Maven along with Jenkins plugins.
  + Developed environments of different applications on AWS by provisioning on EC2 instances using Docker, Bash and Terraform.

**Environment:** IBM Sterling 9.4/10, Self Service Tool, Graylog, Middleware Tibco, Apache Kafka, ERP, Salesforce,

SFCC, SFMC, Zendesk, WEBCOM, WEBSOM, App Dynamics, New Relic, Splunk, JavaScript and Angular JS.

**Employer | Client: Infosys Limited | Hudson's Bay Company (HBC), USA**  **Jan 2016 – Aug 2016  
Role: Technology Analyst**

### **Job responsibilities:**

* + Involved in interactions with Stake holders and Business Analysts to understand the requirements.
  + Prepare Sterling Solution Definition Document for SHIP TO flow and IN Store PICK up flow.
  + Prepare for Technical Design Documents for Various modules DOM – Order Capture, Order Hold Release, Get Hold details, get Order Details, SAP Interfaces.
  + Experienced in core Java, JSP and web services (ResT & SOAP), XMLs, SML parsers, XSLs, JSON, Jenkins.
  + Sterling Menu customizations and JSP Programming
  + Prepare Mapping documents with Interface system TIBCO, MuleSoft, and ESB Developer
  + Sterling Customization: Pipelines Set up –Order Flow, Transactions, action, various line status, Services, Composite services, extending API, Extending DB.
  + Good Knowledge of Server Backend Distributed and Parallel Systems, Full Stack Development (front end and backend), Scalable Enterprise Platforms and Applications, Application Security and Incident Management.
  + Worked with infrastructure team to build Sterling various Env: Master config, Test, QA, Stress, Prod
  + Provided expert-level support for IBM Sterling OMS, diagnosing and resolving technical issues, performing root cause analysis, and implementing effective solutions.
  + Collaborated with cross-functional teams to troubleshoot integration problems and ensure seamless communication between IBM Sterling OMS and other systems.
  + Conducted thorough debugging and log analysis to identify and resolve issues related to rule execution, data processing, and system performance.

**Environment**: IBM Sterling 9.4, Middleware, ERP, ATG, ServiceNow, Angular JS, JavaScript, Web Services, XML,

JSON,ServiceNow, Web Services, XML, JSON.

**Employer | Client: Infosys Limited | American Eagle Outfitters (AEO), USA Jan 2014 – Dec 2015  
Role: Technology Analyst**

### **Job responsibilities:**

* + Involved in Requirements gathering, understanding, providing the solutions.
  + Responsible for implementing the Store/DC Fulfillment for Sales, Return, Exchange, Purchase, and Transfer Order Life Cycles. (Ship to Store, Ship from Store, Ship to Home Delivery, BOPIS, Click and Collect).
  + Serve as a key member of the solution delivery team by facilitating in requirements/design phase, including estimation of custom development efforts, as well as advisory on sprint planning / release planning.
  + Build prototypes / proof of concepts to during the design and construction phases of the project to decide potential solutions.
  + Designs and/or develops the asynchronous and synchronous integration process.
  + Alerts the solution architect of potential design issues and elevates blocker issues up for resolution.
  + Does code reviews of any customization and ensures completion of use cases by the development team.
  + Maintains the master configuration data, CDT process and manages the UCD deployment.
  + Good knowledge of System performance, Application Security, monitoring tools, metrics and techniques, Test Automation and Behavior Driven Development.
  + Implemented Scheduled Job to pull the data from another application to ServiceNow using Web Services.

**Environment**: IBM Sterling 9.4, Middleware, ERP, ATG, ServiceNow, Angular JS, JavaScript, Web Services, XML,

JSON,ServiceNow, Web Services, XML, JSON, XSD

**Employer | Client: Infosys Limited | Walmart, USA Jun 2013 - Dec 2014**

**Role: Senior Software Engineer**

### **Job responsibilities**:

* + Experience in IBM Sterling OMS components, including workflows, agents, and user interfaces, to align with unique business processes and requirements.
  + Experience in IBM Sterling Call Center and Store application to manage customer inquiries, order tracking, and issue resolution, contributing to enhanced customer satisfaction.
  + Expertise in navigating the IBM Sterling Call Center interface, efficiently accessing customer data, order history, and product details to provide accurate information and support.
  + Collaborated with cross-functional teams to identify and implement process improvements within the call center application, leading to a reduction in average call handling time and improved first-call resolution rates.
  + Experience with Oracle, DB2 and SQL Server databases: database sizing, troubleshooting, and performance tuning.
  + Defining Service Level Agreements, notifications, and reports
  + Involved in technical implementation Service Catalog, Incident Management, Change Management, Problem management and Knowledge Management.
  + Responsible for Analyzing and implementing new features in the part of continues improvements.

**Environment:** IBM Sterling 9.4, Middleware, ERP, ATG, ServiceNow, Angular JS, JavaScript, Web Services, XML,

JSON,ServiceNow, Web Services, XML, JSON, XSD

**Employer | Client: Infosys Limited | Sams Club’s, USA Mar 2012 - May 2013**

**Role: Senior Software Engineer**

### **Job responsibilities**:

* Interaction with Business Analysts and Stake holders to understand the functional requirements of the Product.
* Developed and executed complete order lifecycle processes, including sales, fulfilment, shipments, invoicing, returns, exchanges and refunds using IBM Sterling OMS.
* Responsible for designing, developing, and delivering highly scalable solutions using OMS Core Capabilities for various retailers globally.
* Improved incident resolution time by 42% and reduced ticket count by 28% through root cause analysis of P1-P4 support ticket issues.
* Automated Jenkins jobs, crontab jobs, scripts, monitoring alerts, and build and deployment processes, which improved system availability, security, and performance, and reduced downtime by 22%.
* Skilled in Dynamics CRM customization and configuration, business process analysis and optimization, and managing and configuring the Dynamics CRM system.

**Environment:** IBM Sterling 9.4, Middleware, ERP, ATG, ServiceNow, Angular JS, JavaScript, Web Services, XML,

JSON,ServiceNow, Web Services, XML, JSON, XSD.

**EDUCATION:**

* Bachelor of Technology (B. Tech) with Distinction from JNTU, India.

**CERTIFICATIONS:**

* Certified in IBM Next-Gen Platform for IBM Sterling Order Management on Cloud.
* Certified in AZ 400 - Azure Devops Engineer.
* Certified in AZ 104 - Azure Administrator Associate
* Trained in Kibo OMS.
* Trained and Certified in Sales Force OMS.
* Experienced in BY IV and Trained in BY OMS.
* ITIL Foundation - Certification GR750251005RP.
* Trained in Agile Scrum Product Owner.

**PERSONAL DETAILS:**

* Visa Status: H1B
* Driving License: DL49804125.
* Present Address: 1721 E Beltline Road,

#814, Coppell, 75019,

Texas, USA.