SAMEER SHAHANE

B/5, SHARDA APARTMENT, NEAR DAIRY FARM ROAD, PIMPRI – 411017 - (+91) 9970948283
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SUMMARY

Experienced Senior Operations, Business Analyst and Management Information System with more than 10 years of experience planning, developing and managing secure data systems, performer in relationship development and project organization. Experience in the following areas:

- Team Management
- MIS & Reporting
- Stakeholder Management
- Requirement Analysis
- ERP

- CRM
- Business Analysis
- Process Improvement
- Requirement Gathering
- Project Management

- Change Management
- UAT
- BRD /FRD
- DATA Analysis
- Order Management

PROFESSIONAL EXPERIENCE

Dhamani Jewels, Dubai (Contract)   **November 2021 - Present**

MIS Manager & Business Analyst
- Implemented and maintaining Enterprise Resource planning system and MIS system for the organization.
- Manage daily, weekly and monthly inventory, procurement, sales performance reports that will be used by retail leadership to manage sales performance and productivity.
- Identified training needs, assisted in developing formal training plans and implemented training sessions for end users.
- Developed workflows, assignment rules, escalation rules, case teams, support settings, custom settings, and other inbuilt functionality.
- Added, configured workflow rules, time-triggered workflows, email templates resulting in the effective web to lead communication with customers.
- Setting MIS service level agreements and reviewing them annually.
- Collaborated with stakeholder groups across the organization to ensure business and technology alignment. Proposed solutions meeting defined specifications and needs.
- Report on operational metrics, conduct data and business analysis, and present summary of findings to management in a clear, concise, convincing, and actionable format.
- Data analytics and key Management Information (MIS) relating to the analysis of the control environment to senior stakeholders globally, Business Stakeholders, as well as across the purchase, inventory function.
- Conduct business process modeling and document As-IS and TO-BE models
- Collaborated with MIS team members in the development and organization of information systems.
- Create and maintain daily operational scorecards to track and report on KPIs; assist in volume forecast and capacity planning as needed.

SunRayz Technology, Pune   **February 2017 – March 2020**

Operations & Business Analyst
- Manage IT, Sales, CRM, Marketing and Operations associates, give work assignments and regularly evaluate employee performance.
- Customized Company Profile, Security & Access Controls and Communication Templates as per the organization requirements.
- Created custom objects, users, custom profiles, page layouts, and record types to meet business guidelines.
- Help design new solutions for cross-functional teams utilizing out of the box and custom Salesforce objects

- Participated in the potential activity around Salesforce implementation as needed (requirement documentation, demos, estimating and project planning).
- Participate in Incident Management, Root Cause Analysis and High-Risk reviews
- Meet with other operations managers monthly to ensure all staff is being effectively trained and properly un
- Coordinated project schedules, managed project meetings, and identified and resolved technical problems.
- Successfully used Agile-Scrum framework for gathering requirements and facilitated user stories workshop. Documented User Stories to analyze the level of effort on project specifications.
- Developed flow diagrams for Business process of the company, UI Mockups using Microsoft Visio, Balsamiq and Axure.
- Actively involved in functional testing by co-coordinating with offshore ops teams and other downstream functions during the entire phase of testing; Involved in suggesting changes to the process SOP.
- Created the patching schedule, followed up with the support team to monitor for any issues, troubleshoot problems and made schedule revisions.
- Organizing the project team members to ensure communication and understanding of deadlines, assignments, and objectives.

Computer Connections, Tanzania   **May 2013 – December 2016**

Operations & Business Analyst
- Interacted with business partners / SMEs to identify detailed system functionality and documented business requirements in the (BRD) Business Requirements Document.
- Created Business Requirements Document and Functional Requirements Document using MS Visio and MS Word.
- Responsible for gathering business requirements through Interviews, Workshop sessions
- Produced the visual models for the system using MS Visio to create Use Cases, process flow, and Activity Diagrams.
- Manage plan, monitor and maximize retail budgets and product inventory, purchasing and sales.
- Working closely with regional managers and store owners to coordinate and determine the most cost-effective marketing and hiring strategies.
- Manage and develop the existing and potential supplier pool and update the Approved Vendor List.

Eaton Industries Limited, India   **May 2005 – March 2013**

Senior Assistant
- Worked with management teams to plan, develop, align and implement strategies that would help the client achieve their vision, mission and purpose.
- Processing purchase orders, status report, pricing queries.
- Reconcile supplier invoices with Eaton financial system and release the invoices for payment.
- Entering EDI manual schedule, reschedule report. Worked on EDI Mapping for Order Import Data, Invoice Data in AR, Purchase Order data.
- Generating data from multiple SCM systems for data analysis and reporting.
- Preparing documents pertaining to Purchase Orders, Delivery Notes & Invoices for all deliveries. Preparing & approving time sheets for delivery in coordination with Sales Department.
- Flow Testing for SCM Modules (AR, AP, OM, QP, BOM, INV, PO) to make sure flow is working without any issues.
- Complete documentation such as pick lists, bills of lading and shipping orders using computer-based technology. Complete daily shipping and receiving logs.
- Responsible for timely dispatch and delivery of local orders, arranges transportation and forwarding services for all orders to ensure material is delivered as per schedule.
- Responsible for maintaining a record of all outstanding purchase orders with Local/Foreign vendors.
- Plan and co-ordinate purchase of materials and manage the timely acquisition of goods

SNS Technologies, Pune   **November 2002 – January 2003**

Business Analyst

- Worked on "MWH Infrastructure, USA" project. The project involved data processing in structured format and data retrieval for analysis.
- Assisting in having all gathered data analyzed reported to an acceptable level, and also within acceptable timescales.
- Arranged analysis reports and be accountable to answer any queries, complaints or proposal.

IT Skills:	
Operating Systems	: Windows 2007/2008
Software	: MS-Office, MS-Visio, MySQL, Tableau, Salesforce, Visual ACE, WinGold Next
Database Applications	: Oracle 9i, 10g, SQL, TOAD, Linux Shell Scripting
MIS	: Excel Advanced, Power Query, ETL, Dashboard
BA Tools	: Balsmiq, Power BI, Axure RP, Tableau Desktop

Academia:

- Master of Business Administration in Supply Chain Management from MIT-ADTU.
- Bachelor Degree in Commerce from Pune University

Achievements:

- Awarded Project Management (ERP, Project Management) Certification for process improvement.
- Awarded Business Analyst Certification for Project Development
- Awarded Oracle EBS (SCM Functional) Certification for Oracle Consultant.

Personal Dossier:

Date of Birth:	3rd September 1977
Languages Known:	English, Hindi
Passport No:	S0453425
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