

# Mujassim S

## Lead WMS Consultant

Lead Consultant in Customer Services and Support with 8.5+ years of Professional experience in IT industry spread over customer management, Software Consulting, Design, Implementation, Product Upgrades, Development, Testing and Service Delivery in Supply Chain Domain- Warehouse Management Systems (WMS).

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📞 9884948996

📍 Bengaluru, India

## WORK EXPERIENCE

### Lead Consultant

#### Manhattan Associates India Development Centre

06/2018 - Present

Bengaluru

##### Achievements/Tasks

- Primary Consultant for clients spread across APAC Geo located at 18+ sites using Supply Chain Architected for Logistics Execution (SCALE) WMS
- Design detailed specs to meet customer business requirements & deliver knowledge transfer to technical development team. Also offered training to new customers on wide range of SCALE functionalities and features
- Collaborate and understand business flow of Customers and transition them from Implementation cycle into production support cycle after “Go Live” and help support them on Production issues, configuration support, requirement analysis, enhancements design and delivery, functional Testing and project management
- Lead a team of 1 consultants and 3 Technical Associates – coordinate their day-to-day assignments, mentoring and internal status reporting
- Debugging Code and analyzing logs for Production Issues and deep dive troubleshooting into MHE system integration, API, FTP, Rabbit MQ and various other ERP systems and SCALE Servers

### Associate

#### Cognizant Technology Solutions

11/2012 - 06/2018

Chennai

##### Achievements/Tasks

- Accountable for troubleshooting & driving resolution of production issues while engaging with all levels in the Support & Operations teams and ensuring consistent up-to-date communication with customers and ensure issue resolution are in-line with SLA's
- Developing shell scripts for Executing batch jobs, SQL performance tuning, and devising tools for automating report generation and automate fixes for frequent issues
- Analyzing bugs, identifying root cause of production issues and Developed Code fix / hotfixes for the same using JAVA Technologies
- Continually develop expertise on new releases and product as demanded by business environment and also Share knowledge & best practices with team and delivery of valuable content for Product Support Knowledge Base and contributing to Technical knowledge base

## ACHIEVEMENTS

### Onsite Experience 1

On site experience in requisite infrastructure discussions and involved in upgrade and setup of SCALE 2018 for the largest 3PL Client which has got 125+ Customers

### Onsite Experience 2

Onsite experience in implementing SCALE 2018 for a client which has in-house production plant and leveraging SCALE WMS solution to fit to their Factory DC Operations.

### Start of the Quarter

Provided to star performer in the quarter at organization level

### Multiple Spot Awards

Provided to individuals providing exceptional contribution on their tasks on time to time basis

## SKILLS

Supply Chain Management

Manhattan SCALE WMS

On-Site SCALE Implementation

Design Discussions

Client Management

Integration with MHE Systems

GLS-2 (Walmart's inhouse WMS)

SQL

SSRS

Integration support

Configuration Support

Microsoft Azure

Unix and Linux Shell Scripting

HP-UX Platform

L2/ L3 Support

Web Services

Windows Servers

WEB API

JAVA

.NET

MA Active SCALE WMS

IBM SQL (Informix)

Java Scripts

TypeScripts

Postman

Fiddler

## EDUCATION

### M.TECH (Communication Engineering)

#### VIT University, Vellore

2010 - 2012

8.3GPA

### B.TECH (ECE)

#### Shadan College of Engineering & Technology (JNTU Hyderabad)

2005 - 2009

71%

### Intermediate

#### Sri Chaitanya

2005

89%

### SSC

#### St. Joseph's High School

2003

90%

## LANGUAGES

English, Hindi, Telugu

Full Professional Proficiency

Kannada (Beginner)

Elementary Proficiency