Mobile: +**601116470340**

**+919958361214**

Email: **callamit4@gmail.com**

**Amit Gupta**

**Summary**

Resourceful Technical Project Manager skilled in streamlining operations and maintaining schedules to ensure maximum customer satisfaction and business revenue. Expertise in coordinating diverse teams and resources to complete objectives. Organized and detail oriented with proactive and hardworking nature.

**Highlights**

* Resource Planning
* Scheduling
* Collaborative
* Skilled Negotiator
* Technical Know How

**Certifications**

* Certified Scrum Master (CSM) by SCRUM ALLIANCE®
* Salesforce.com Platform App Builder(SU16)
* Apttus Certified CLM Product Professional(201)
* Apttus Certified Quote –To – Cash Professional
* Apttus Certified X-Author for excel standard

**Skills Summary**

* **Programming Languages :** C, Embedded C, Universe / Pick Basic
* **CRM :** Salesforce.com
* **Domain Knowledge :** BFSI, Retail
* **ERP :** ACCPAC(Sage 300)
* **Databases :** Unidata/Universe, Oracle, SQL server
* **Tools :** Apex Data loader, Force Explorer, Eclipse, Dynamic connect, Wintegrate, Unidebugger, Visual Source Safe 6.0, Tortoise SVN, Mercury Quality Center, Microsoft Visio, MS Word, MS Excel.
* **Team collaboration Tool :** Microsoft TFS, Rally
* **Project Management Tool :** MS Project

**Achievements**

* Helped Improved Team’s Velocity.
* Decreased Post Deployment Incidents/Defects significantly.
* Improved ROI by suggesting PO on Feature/Stories selection.

**Professional History**

* Business Analyst in UST Global, Malaysia from Jul 2013
* Team Lead in NTT Data, Chennai, from May 2010 to Jul 2013.
* Consultant in Quinnox Consultancy Pvt. Ltd., Pune from Sep 07 to May 2010.
* Consultant for General Electric, India Innovation Centre, Hyderabad, India from Dec 06 to Jun 07.
* ERP implementer in Terex Vectra Equipments (p) Ltd, Greater Noida, U.P., from June 04 to Jul 05.
* Associate Software Programmer in Prakant Electronics, Faridabad (Haryana) from Aug 02 to Jul 03.

**Experience Details**

Organization – UST Global Inc.

**Role**  – Technical Project Manager

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| --- | --- | --- | --- | --- |
| Project Name | SFDC Enhancements and Maintenance | | | |
| Client | Dell Inc. | | | |
| Project Description | Over the years, a lot of new functionality was added to the application, both “Out of the Box” Salesforce functionality as well as program/function related customization. Both types of functionality require maintenance over time due to changes in business process, priorities, interaction between different pieces of functionality or simply because of the need for “turning on” functionality in the Dell environment.  Such new business requirements or enhancements were taken care under this project. | | | |
| Methodology | Agile | | | |
| CRM | Salesforce.com | | | |
| Duration | From (mm/yy) | 04/17 | To (mm/yy) | --- |
| Responsibility | * As a Technical Project manager conducting all the ceremonies like Daily standups, capacity planning, monitoring and maintaining sprint backlog, velocity tracking, preparing burndown charts for 2 Feature Teams. * Working with product owner (PO)/BA to maintain product backlog. * Helping Product owner in preparing effective user stories. * Responsible for ensuring that the software lifecycle is followed and all IT governance processes and procedures are adhered to. * Remove impediments or assist the Scrum Teams to remove impediments by finding the right personnel or resources to resolve issues. * Develop Status reports, Time logging and resource plans. * Being a Single point of contact for all interlocks team is working. * Providing updates to Senior management (VP level) like Sprint goals, Achievements of past sprint and any impediments involved, forecasting for the future sprint. | | | |

Organization – UST Global Inc.

**Role** – Scrum Master

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| --- | --- | --- | --- | --- |
| Project Name | Customer Portal Updation/Enhancements | | | |
| Client | CA Tech | | | |
| Methodology | Agile – Scrum | | | |
| Technology | Angular JS, Node JS, SQL server | | | |
| Duration | From (mm/yy) | 01/17 | To (mm/yy) | 03/17 |
| Responsibility | * As a Scrum Master conducting all the ceremonies like Daily standups, capacity planning, monitoring and maintaining sprint backlog, velocity tracking, preparing burndown charts. * Working with product owner/BSA to maintain product backlog. * Helping Product owner in preparing user stories and maximizing in ROI. * Remove impediments or assist the Scrum Teams to remove impediments by finding the right personnel or resources to resolve issues. * Motivating the team members to provide the delivery on time with quality. * Provide transparency by ensuring all information relating to the Agile/Scrum process is properly radiated and is visible to the team and stakeholders. * Performing testing/BSA validations on web services * Providing updates to upper management in SoS (Scrum of Scrums) like Sprint goals, Achievements of past sprint and any impediments involved, Forecasting for the future sprint. | | | |

Organization – UST Global Inc.

**Role** – Business System Analyst

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| --- | --- | --- | --- | --- |
| Project Name | SFDC Enhancements and Maintenance | | | |
| Client | Maersk Line | | | |
| Methodology | Agile – Scrum | | | |
| CRM | Salesforce.com | | | |
| Duration | From (mm/yy) | 05/16 | To (mm/yy) | 12/16 |
| Responsibility | * As a BSA I was responsible for requirements management for the project (BRD creation), designing the solution (SRS creation), RTM (Requirement Traceability Matrix), Product demo/presentation to business users and technical team. * As a Business System Analyst, involved in following different phases that contribute to the effective delivery of the project: Requirements Analysis, Requirements Documentation, Development and QA, UAT, Implementation and Go-Live and Post deployment support. * Prepare high-level BRDs (Business Requirement Documents) and supporting documents containing essential business elements, detailed definitions, & descriptions of the relationships, to analyze and document business data requirements. * White-boarding sessions, Interfacing with Application Architects in customer organization and finalize the SRS and Design documents, and get it signed-off by the Business teams. * Planning & facilitating UAT, providing data to customer for UAT, logging issues, participating in daily QA/UAT calls, updating status reports and communicating feedback back to client. * Providing the demo of the work done by the Development team to the Product owner and all the stakeholders. * Communicating the requirements via wireframes, swim lane diagrams. Preparing business use cases. | | | |

Organization – UST Global Inc.

**Role** - Business Systems Analyst

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| --- | --- | --- | --- | --- |
| Project Name | SFDC Enhancements and Maintenance | | | |
| Client | G.E. Healthcare | | | |
| Methodology | Agile/Kanban | | | |
| CRM | Salesforce.com | | | |
| Duration | From (mm/yy) | 05/15 | To (mm/yy) | 05/16 |
| Responsibility | * Provided L1 support to the client involving : * Understanding the ticket/issue and triaging. * Worked with ServiceNow (vendor) in case the issue is due to the Software limitation for resolution. * Provided support to client for production issues during US time. * Involved in minor/medium development/configuration work. | | | |

Organization – UST Global Inc.

**Role** - Business Systems Analyst

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| --- | --- | --- | --- | --- |
| Project Name | SFDC Enhancements and Maintenance | | | |
| Client | Dell Inc. | | | |
| Project Description | Over the years, a lot of new functionality was added to the application, both “Out of the Box” Salesforce functionality as well as program/function related customization. Both types of functionality require maintenance over time due to changes in business process, priorities, interaction between different pieces of functionality or simply because of the need for “turning on” functionality in the Dell environment.  Such new business requirements or enhancements are taken care under this project. | | | |
| Methodology | Waterfall (Traditional) | | | |
| CRM | Salesforce.com | | | |
| Duration | From (mm/yy) | 05/14 | To (mm/yy) | 07/15 |
| Responsibility | * As a BSA I was responsible for requirements management for the project (BRD creation), designing the solution (SRS creation), RTM (Requirement Traceability Matrix), Product demo/presentation to business users and technical team. * As a Business System Analyst, involved in following different phases that contribute to the effective delivery of the project: Requirements Analysis, Requirements Documentation, Development and QA, UAT, Implementation and Go-Live and Post deployment support. * Prepare high-level BRDs (Business Requirement Documents) and supporting documents containing essential business elements, detailed definitions, & descriptions of the relationships, to analyze and document business data requirements. * White-boarding sessions, Interfacing with Application Architects in customer organization and finalize the SRS and Design documents, and get it signed-off by the Business teams. * Planning & facilitating UAT, providing data to customer for UAT, logging issues, participating in daily QA/UAT calls, updating status reports and communicating feedback back to client. * Providing the demo of the work done by the Development team to the Product owner and all the stakeholders. * Communicating the requirements via wireframes, swim lane diagrams. Preparing business use cases. | | | |

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| Project Name | Converged Order Management – DSA | | | |
| Client | Dell Inc. | | | |
| Project Description | Dell Sales Platform (DSA) is designed to provide a consistent lifecycle experience for Dell Channel Partners, Direct Customers, and Sales Reps. To facilitate a consistent lifecycle experience, the goal was to have one opportunity, one quote, and one order for Dell’s customers. An essential factor in the utility and success of DSA was the ability to obtain and return certain information to Salesforce.com (SFDC). The sales flow begins in SFDC where the information about an Account is stored. An Opportunity in SFDC is used to track revenue generating sales deals and is created in SFDC by a Sales Representative. | | | |
| Methodology | Waterfall( Traditional SDLC) | | | |
| CRM | Salesforce.com | | | |
| Duration | From (mm/yy) | 06/13 | To (mm/yy) | 04/14 |
| Responsibility | * Responsible for requirements management for the project (BRD creation), designing the solution (SRS creation), RTM (Requirement Traceability Matrix), Product demo/presentation to business users and technical team. * As a Business System Analyst, involved in following different phases that contribute to the effective delivery of the project: Requirements Analysis, Requirements Documentation, Development and QA, UAT, Implementation and Go-Live and Post deployment support. * Prepare high-level BRDs (Business Requirement Documents) and supporting documents containing essential business elements, detailed definitions, & descriptions of the relationships, to analyze and document business data requirements. * White-boarding sessions, Interfacing with Application Architects in customer organization and finalize the SRS and Design documents, and get it signed-off by the Business teams. * Planning & facilitating UAT, providing data to customer for UAT, logging issues, participating in daily QA/UAT calls, updating status reports and communicating feedback back to client. * Providing the demo of the work done by the Development team to the Product owner and all the stakeholders. * Communicating the requirements via wireframes, swim lane diagrams. Preparing business use cases. | | | |

Organization - NTT Data, India

**Role** - Team Lead

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| --- | --- | --- | --- | --- |
| Project Name | UCI-FRAM | | | |
| Client | UCI-FRAM | | | |
| Project Description | UCI-FRAM is one of the world’s leading automotive suppliers. Its Consumer Products Group (CPG) manufactures and markets some of top consumer automotive brands including Autolite spark plugs, Fram fuel filters, oil and air transmission units, Prestone antifreeze/ coolant and Car care products. Customers are maintained as accounts and are managed by Sales representatives.  Sales reps are organized into various Sales group and Sales Offices and report to Sales Manager who in turn reports to Regional Manager. Sales Quota or targets are assigned to Sales rep by Sales Admin. Similarly Annual Operating Plan (AOP) is assigned to Territories by Sales Admin and finally percolates as revenue targets for Accounts. These targets are periodically accessed by using different reports and dashboards. Opportunities can be created for accounts and are used to forecast depending on the opportunity stage. Customer support is rendered by a separate customer support team. To standardize and automate their sales and customer support processes, CPG has decided upon Salesforce.com implementation. | | | |
| Methodology | Waterfall( Traditional SDLC) | | | |
| CRM | Salesforce.com | | | |
| Duration | From (mm/yy) | 07/12 | To (mm/yy) | 07/13 |
| Responsibility | As a team Lead I was completely accountable for below activities and development :   * Requirement Analysis & Time Estimations * SFDC Configurations * SFDC Developments using Visual force pages, Apex * Writing Test classes * Unit testing and deployment. * Providing solutions | | | |
| Team Size | 4 | | | |

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| --- | --- | --- | --- | --- |
| Project Name | EPOS | | | |
| Client | Travis Perkins | | | |
| Project Description | Travis Perkins is a well-known brand in U.K. in construction industry. It runs various retail outlets. The whole project revolves around the POS system. | | | |
| Database | Universe 10.3 | | | |
| Methodology | Waterfall( Traditional SDLC) | | | |
| Programming language | PickBasic/Unibasic on Unix | | | |
| Duration | From (mm/yy) | 05/10 | To (mm/yy) | 06/12 |
| Responsibility | As a Team Lead i owned the complete responsibility of development team including :   * Leading the team and Conducting client calls. * Requirement Analysis and estimations. * Development and Maintenance work. * Allocating work to the team members. * Perform Quality checks and audits on work completed by fellow team members. * Administer team in meeting client SLAs. * Tracking individual and team’s progress as per company metrics. * Act as single point of contact for customers as well as development team. | | | |
| Team Size | 17 | | | |

Organization - Quinnox Consultancy Pvt. Ltd., India

Role - Software Engineer

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| --- | --- | --- | --- | --- |
| Project Name | FISCAL | | | |
| Client | HSBC GLT | | | |
| Project Description | This was a back-office application in BFSI mainly in international stock trading. | | | |
| Environment( OS) | Unix AIX, Sun solaris | | | |
| Methodology | Waterfall(Traditional) | | | |
| Database | Universe 9.10 | | | |
| Programming language | Pickbasic | | | |
| Duration | From (mm/yy) | 09/07 | To (mm/yy) | 05/10 |
| Responsibility | Played the role of Developer. Owning the complete responsibility of development including :   * Development as per the client requirement. * Supporting UAT and TST environments. * Coordinated scrum ceremonies - Daily scrum meetings, sprint planning, sprint review, and sprint retrospective. * Communicated information and ensured the team's progress and successes are highly visible to all stakeholders, Product owner and the scrum team itself. * Assisted the Product Owner with various activities including communicating updates and impediments as well as assisting with backlog and release plan maintenance. * Motivated the team to come up with quality shippable product and meet the product goals. * Encouraging the team for self-organization to boost the efficiency and coordination * Working with stake holders / product owners to prioritize the requirements for sprint. | | | |
| Team Size | 7 | | | |

Organization - GE Consumer & Industrial India Innovation Centre, India

Role - Consultant

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| --- | --- | --- | --- | --- |
| Project Name | Microcontroller based recording Jig for Lighting Control. | | | |
| Project Description | The Recording Jig was aimed to record .wav files as messages in ISD4002-240 voice chip from win-bond using ATmega16. | | | |
| Environment | VB6.0,Atmel simulator | | | |
| Duration | From (mm/yy) | 12/06 | To (mm/yy) | 06/07 |
| Responsibility | Developed the firmware for the controller. Designed and developed the HMI for the JIG in VB6.0 to reduce operating – time and increase usability | | | |
| Team Size | 01 | | | |

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| --- | --- | --- | --- | --- |
| Project Name | Implementation of Dali on MC16c/6S for lighting control. | | | |
| Project Description | Dali is a specific protocol for home lighting automation. The micro controller used is 16 bit MC16c/6s from Renesas. | | | |
| Environment | Renesas simulator debugger , High Embedded Workbench | | | |
| Duration | From (mm/yy) | 12/06 | To (mm/yy) | 06/07 |
| Role / Responsibility | Developed the BSP for the board using High Embedded Workbench. | | | |
| Team Size | 03 | | | |

Organization - Terex Vectra, India

Role - Software Programmer

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| --- | --- | --- | --- | --- |
| Project Name | ERP Implementation | | | |
| Project Description | The company is involved in the manufacturing of heavy construction equipments. They required an ERP to be implemented for the control of inventory, finance, data warehousing, service and accurate reporting of the same. | | | |
| Environment | Oracle 8i, Pl/sql, Sage ERP Accpac | | | |
| Duration | From (mm/yy) | 06/4 | To (mm/yy) | 07/05 |
| Responsibility | Gathering the requirements for different In house departments, Implementing, user Testing and user training. Was involved in data administration also. | | | |
| Team Size | 08 | | | |

Organization - Prakant Electronics Pvt. Ltd., India

Role - Associate Software Programmer

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| --- | --- | --- | --- | --- |
| Project Name | **Biometric System for Fingerprint Recognition.** | | | |
| Project Description | The Aim of the project was to verify/identify the person based on his/her fingerprint image using 89c51 microcontroller and biometric sensor FPS2000 from Veridicom. | | | |
| Environment | 8051 microcontroller and Veridicom simulator | | | |
| Duration | From (mm/yy) | 08/02 | To (mm/yy) | 07/03 |
| Role / Responsibility | Development, testing and porting. | | | |
| Team Size | 05 | | | |

**Education details:**

1. **M.S. in Advanced Embedded System Design, Post Graduate Degree**

From International Institute of Information Technology (I2IT, Pune) in Year 2007.

1. **Post Graduate Diploma In Software Design and Development**

From C-DAC (Noida) in Year 2004.

1. **B.E. (Electronics and communication) Graduate Degree**

From APJ college of Engineering, Maharishi Dayanand University, Rohtak, Haryana (India) in 2002.

Amit Gupta