Rupan Dutta

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WhatsApp Messenger: +918617595261   **LinkedIn:** Rupan Dutta

Passport: V0966359   **Gender:** Male   **Date of birth:** 09/07/1998   **Place of birth:** Kharagpur, India   **Nationality:** Indian

ABOUT ME

I'm a results-driven professional with my **Bachelor's in Computer science Engineering** and specialized hands-on expertise in **SAP Hybris CCV2 / SAP Commerce Cloud**. I bring end-to-end experience in designing, maintaining, and optimizing e-commerce solutions that support omnichannel strategies and elevate customer engagement.

Known for my problem-solving mindset and collaborative approach, I thrive in fast-paced environments where precision and quality matter. I'm passionate about using technology to drive meaningful business outcomes and contribute to digital transformation.

WORK EXPERIENCE

Eagleburgmann KE

City: Chennai | **Country:** India

[01/02/2025 – Current]   **IT Service Manager**

- **Application Management**: Acted as the primary technical liaison for process experts, delivering prompt support and strategic guidance. Promoted organizational understanding of complex business processes and their interrelated data structures.
- **Application Organization & Control**: Collaborated closely with the DBD team at headquarters and onshore suppliers to ensure that all implementations aligned with overarching business goals and strategic objectives.
- **Technical Product Ownership**: Served as the **Technical Product Owner** within an Agile IT team, driving rapid issue resolution while maintaining alignment with business priorities and long-term vision.
- **Regression Test Management**: Defined and implemented robust test automation strategies, ensuring comprehensive coverage and efficiency in regression testing cycles.
- **Innovation & Digitalization**: Evaluated and proposed innovative solutions to optimize online shop operations, including automation opportunities, test script frameworks, and performance enhancements.
- **Change & Release Management**: Provided expert-level support to business process experts during release acceptance phases, ensuring smooth integration and minimal disruption.
- **Release Deployment**: Oversaw the validation and deployment of regular releases, ensuring strict adherence to quality standards and operational readiness.

[17/10/2023 – 31/01/2025]   **Consultant - SAP Commerce**

- Accepting and validating regular releases, ensuring adherence to rigorous quality standards.
- Providing expert support to business process experts in the seamless acceptance and integration of releases.
- Strategically plan and execute knowledge transfer sessions to empower the Business with SAP Commerce Cloud proficiency.
- Define and implement comprehensive test automation requirements, ensuring robust and efficient testing processes.
- Execute precise configuration adjustments within SAP Commerce Cloud, covering both standard and customized functionalities.
- Actively participate in agile IT teams, contributing as a developer for swift resolution of small-scale code adjustments and enhancements.
- Serve as the primary point of contact for esteemed process experts, offering immediate technical support and guidance.
- Collaborate closely with headquarters and onshore suppliers, aligning operations with organizational goals and objectives.

- Evaluate and recommend concepts for streamlining Online shop operations, including automation possibilities, test script frameworks, and performance enhancement features.
- Elevate organizational awareness of intricate business processes and their data interdependencies.
- Conduct specialized training sessions, tailored to the audience's needs, to enhance proficiency in SAP Commerce Cloud.
- Curate a repository of recorded training materials in our academy, fostering continuous learning and development.

Capgemini

City: Bangalore | **Country:** India

[31/10/2022 – 14/10/2023] **Senior Analyst/Senior Software Engineer**

- Provided **live support, development, and maintenance** for the SAP Hybris CCV2 Customer Engagement and Commerce platform, ensuring high availability and performance.
- **Troubleshot and resolved technical issues** efficiently, delivering timely and effective solutions to minimize downtime and enhance user experience.
- **Designed and developed new features and enhancements** using Java and related technologies, aligning with business requirements and platform standards.
- Collaborated with **cross-functional teams** to identify, prioritize, and implement platform improvements, following **Agile methodologies** and leveraging tools like JIRA and Confluence.
- Conducted **root cause analysis** for recurring issues and proposed long-term solutions, contributing to continuous improvement and system stability.
- **Mentored and coached** new team members on SAP Hybris CCV2 best practices, tools, and project-specific processes, accelerating onboarding and team productivity.
- Queried databases to extract and analyze data for reporting and diagnostics, and enhanced user interfaces to improve usability and functionality.

[01/06/2021 – 31/10/2022] **Analyst/ Software Engineer**

- Worked extensively on **SAP Commerce Cloud Version 2 (CCV2)** and **Hybris 6.4**, delivering scalable and high-performance e-commerce solutions.
- Designed and implemented features using **Flexible Search Queries**, **Impex import/export**, **CronJobs**, **Scripting Jobs**, and **Groovy Scripts**.
- Utilized SAP Hybris tools such as **SmartEdit**, **HAC**, **Backoffice**, and **Cockpits** for efficient platform management and customization.
- Proficient in using the **SAP Commerce Cloud Portal** to build, deploy, and manage code across multiple environments.
- Managed incident and service request workflows using **ServiceNow**, improving operational tracking and real-time reporting.
- Configured **Azure Portal** to manage SSO login functionality for Hybris applications, implementing role-based access controls and subscription management at both individual and group levels.
- Collaborated with cross-functional teams to ensure timely delivery of high-quality solutions aligned with business goals.

[02/03/2021 – 31/05/2021] **Analyst/Software Engineer Trainee**

Received training on

- Java
- Spring
- HTML, CSS
- Rest Web Services
- SAP Hybris E-Commerce.

EDUCATION AND TRAINING

[06/2016 – 06/2020] **Bachelors in Computer Science Engineering, 7.56 CGPA**

Academy of Technology (MAKAUT)

City: Adisaptagram | **Country:** India | | **Level in EQF:** EQF level 6

[05/2015 – 05/2016] **Higher Secondary Education, 82.8 %**

DAV Model School, IIT Kharagpur (CBSE)

City: Kharagpur | **Country:** India | | **Level in EQF:** EQF level 4

[05/2013 – 05/2014] **Secondary Education, CGPA 9.8**

DAV Model School, IIT Kharagpur (CBSE)

City: Kharagpur | **Country:** India | | **Level in EQF:** EQF level 3

SKILLS

IT

SAP Commerce | Agile & Scrum Methodologies | Digital Innovation & Automation | Test Automation & Regression Testing | Application Lifecycle Management | Release & Change Management

Soft Skills

Problem Solving & Decision Making | Analytical Thinking | Adaptability | Collaboration | Leadership & Ownership | Stakeholder Communication

HONOURS AND AWARDS

[03/2025] **ECommerce Operations and Solution Delivery Awarding institution:** EagleBurgmann

Rewards and Recognition for EagleBurgmann SAP Commerce Operations delivery during Mar 2025

Link: https://www.linkedin.com/in/rupan-dutta-335615185/details/honors/1642086437/multiple-media-viewer?profileId=ACoAACuyDJkB3hQe84mXN9WTmJdY0-wbef0TYkU&treasuryMediaId=1743251325079&type=IMAGE&lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base_honors_details%3B3bLvlRISSAWZIFF1JELauQ%3D%3D

[03/2022] **Value Creator Awarding institution:** Capgemini

Recognized for outstanding dedication and impactful contributions to the success of the **Asahi Beverages** engagement, especially for Q4 2021. This award highlights consistent performance, problem-solving, and value delivery in a high-impact client project.

Link: https://www.linkedin.com/posts/rupan-dutta-335615185_value-creator-activity-6911513869102309376-2lZc?utm_source=share&utm_medium=member_desktop&rcm=ACoAACuyDJkB3hQe84mXN9WTmJdY0-wbef0TYkU

LANGUAGE SKILLS

Mother tongue(s): Bengali **Other language(s):** English

HOBBIES AND INTERESTS

Cricket

A passionate follower and occasional player, I enjoy the strategic depth and team dynamics of the game. Cricket has helped me develop focus, patience, and leadership skills.

Playing Guitar

Music is a creative outlet for me. Playing the guitar helps me relax, stay disciplined, and express myself beyond the technical world.

RECOMMENDATIONS

Name: Vanessa Siemon Solution Architect SAP Commerce, Klueber GmbH

Rupan is a very ambitious and teachable consultant for operating SAP Commerce. With a sense of depth for details and a constructive communication capability for root causes, he was quickly able to take accountability for communication with the core organization and organization of a multifunctional IT team.

Email: vanessa.siemon@klueber.com

Name: Ravi Iyer Associate Director Capgemini Australia

I have worked closely with Rupan for one of our clients in Australia. Rupan comes across as a highly mature individual - managing project delivery , customer expectations, stakeholder management, excellent communication skills and containing client escalations. Rupan exerted due diligence on all his interactions, on the various customer Project deliverables including managing the tight rope between delivery led projects and BAU. His flexibility in accommodating various facets of issue resolution is fantastic. His technical skills on multiple CRM domain applications like SAP Hybris is highly commendable.

Email: ravi.aiyer@capgemini.com

Name: Sudeep Bansal   Senior IT Engineer at Honeywell

Rupan is an exceptionally hardworking and technically proficient professional with deep expertise in SAP Commerce Cloud. He has a strong problem-solving mindset and consistently delivers high-quality results, making him a valuable asset to any team. His ability to learn and adapt quickly, coupled with his collaborative nature, ensures that he excels in every task. I highly recommend Rupan for any role that requires a combination of strong technical skills, smart decision-making, and dedication to excellence.

Email: sudeep.bansal@honeywell.com

SOCIAL AND POLITICAL ACTIVITIES

[2022 – Current]   **Depression Relief Charitable Trust**   Kolkata, West Bengal, India

CERTIFICATIONS

[15/03/2025]   **Managing Products in the Backoffice Product Cockpit by SAP**

Link: https://www.credly.com/badges/05b9635e-b252-461d-938d-cd3e0b9623f6/linked_in_profile

[14/06/2022 – 16/04/2023]   **SAP Certified Application Associate - SAP Commerce Cloud Business User**

Link: https://www.credly.com/badges/958c483b-6bcc-4f71-87e3-33fca588e977/public_url

[02/2022]   **Agile Software Development at Coursera by University of Minnesota**

Link: https://www.coursera.org/account/accomplishments/certificate/J9MAWJBZ7DGZ

[07/2021 – 16/04/2023]   **SAP Certified Development Professional - SAP Commerce Cloud 1905 Developer**

Link: https://www.credly.com/badges/b9df352c-c045-4a9e-9975-7883fee3f595/linked_in_profile