Shankar Sharma

(971) 258.1401 • ssharma@sivoham.com

**Profile**

**Strong background with** **ERP systems and Project Management**. Experienced in sales, finance, operations, and logistics processes. Strong interpersonal communication skills complimented with excellent organizational skills and attention to detail. Outstanding presentation and leadership skills.

**Experience Summary**

* Over fifteen years of experience in Management and IT industry.
* Over seven years working with ERP systems – NetSuite & SAP, and cloud based integration systems.
* Experienced in Project Management and various project implementation methodologies of Agile, Lean and Waterfall.
* Expert at NetSuite’s One and ASAP Implementation Methodology.
* Expert role as NetSuite Solution Architect, working on all modules of the SaaS based ERP system. (CRM, Order Management, Procurement, Inventory Management, eCommerce, Manufacturing, etc.).
* Experience with SAP’s SD and WM modules and their integration with MM (IM) and FI/CO modules.
* Excel in system design and problem solving.
* Excellent in logistics and operations with excellent project management skills.

**Technical Skills**

*ERP Systems:*  SAP ECC 6.0, R/3 4.7, NetSuite 2009.1 – 2015.1

*Programming Languages:* XML, HTML, JavaScript, VBScript, SQL

*Database environment:*   Microsoft SQL Server, MS-Access

*Operating Systems:* Windows 2007 ME, Linux, Macintosh OSX

*Microsoft Products:* MS-Office 2007/2010, MS-Project 2010

*Mail Utilities:* MS-Outlook 2000/98/97, Lotus Notes, MS- Mail, Eudora, Mac Mail, Gmail

*Web & Graphic Tools:* Macromedia, FrontPage, SharePoint, Dreamweaver, Publisher, Web-Press, Photoshop, CorelDraw, Quark Xpress, Illustrator, Freehand.

*Management Tools:* SPSS, Management Scientist

*Administration:*  Windows NT/2000/XP/Vista

**Professional Experience**

***Sivoham LLC.*,**  *(May, 2015 – Present)*

Principal / Project Manager / Cloud Architect

* Working as a Project Manager and ERP Solution Architect, providing Cloud Architecture guidance to various clients.
* Analysis of As-Is business workflows and future growth needs.
* Providing optimization guidance and enhancement resolutions.
* Providing best practices guidance on post-production issues and Phase 2, 3 planning.

*Client Industry: Information Technology*

***Wolters Kluwer*, Boston, MA** *(May, 2014 – May, 2015)*

ERP Project Manager & Architect

* Acting Project Manager and Scrum Master for China implementation of CRM and Order Management systems (NetSuite, SalesForce, with Celigo as the integration solution).
* Responsible for the delivery of multiple (implementation) projects including, but not limited to, NetSuite and SalesForce.
* Architect for the NetSuite system being implemented along with the overall SaaS architecture.
* Report bi-weekly to Steering Committee for project health and status.
* Plan for the various project streams, communicate to stakeholders and get approvals for project plans.
* Create and maintain project schedules for multiple project streams – Central dB, WebFarms, NetSuite, SalesForce, Integrations.
* Drive project team towards milestones and timelines.
* Manage multiple vendors (NetSuite, Dell Boomi, Celigo, SalesForce) for delivery of projects.
* Supervise and develop workflows, scripts, reports, configurations.

*Client Industry: Healthcare*

***TJX Companies*, Boston, MA** *(December, 2013 –May, 2014)*

NetSuite Solution Architect & Administrator

* Acting NetSuite Administrator providing optimization guidance and enhancement resolutions.
* Administrator for 3rd party tools including JustEnough, Celigo, T4G.
* Liaison between Integration (ESB) team and NetSuite support teams.
* Monitor ERP security by administrating Users and associated Roles.
* Identify and resolve system errors and issues.
* Optimization of existing customizations.
* Configure/customize for new development work for upcoming Sprints.

*Client Industry: Retail / Ecommerce*

***British Telecom*, London, UK** *(January, 2013 – November, 2013)*

NetSuite Solution Architect

* Solution Architect for Release II of NetSuite as a CRM and Order-to-Cash solution.
* Worked with business partners to provide a customer centric design that integrated well with Legacy systems.
* Created design documents and FRDs. Reviewed TDD and smoke tested development.
* Worked with business partners and 3rd party vendors to understand and optimize Release I of the previously implemented NetSuite modules.
* Provided a roadmap for future implementations in the areas of Project Management/Order Provisioning, Billing, and Issue Management.

*Client Industry: Telecommunications*

***TJX Companies*, Boston, MA** *(May, 2012 – January, 2013)*

NetSuite Solution Architect

* Solution Architect for an implementation of NetSuite as an Ecommerce solution for TJX Companies Inc.
* Lead customer discovery including business process re-engineering.
* Designed and provided HLDs and LLDs for configuration and customizations.
* Successfully delivered on the following NetSuite areas:
  + Procure to Pay
  + Order to Cash
  + Accounting – Retail Method of Accounting (RMA)
  + Finance – SOX Compliant
  + Inventory Management
  + Integration – ATG website; 3PL systems, Legacy systems

*Client Industry: Retail / Ecommerce*

***Essential Wholesale*, Clackamas, OR** *(January, 2010 – May, 2012)*

ERP (NetSuite) Architect & Project Manager

*ERP (NetSuite) Architect*

* Designing client specific solutions for implementation in existing NetSuite system.
* Project management for implementation of new project features and functionality.
* Fix and improve issues generated due to dry implementation.
* Working on all modules of NetSuite specifically – Inventory Management, Warehousing, Order-to-Cash Process, Procurement, Finance and Accounting, CRM, Website, and any Customization.
* Analyzing current business processes and recommending and implementing new and best business processes & practices.
* Acting Systems Administrator. Providing support to top tier users and end-users.

*Client Industry: Cosmetics (Wholesale Manufacturing)*

***Bonneville Environmental Foundation*, Portland, OR** *(September, 2009 – May, 2012)*

ERP (NetSuite) Consultant & IT/Project Manager

*ERP Systems Expert Role*

* ERP Systems consultant working on NetSuite, providing Sales & Distribution, Inventory Management, CRM, and Financial expertise to end-users and VP of Finance & Operations, Accounting Manager, VP of Sales, Trading & Procurement (IM) Manager.
* Full life cycle implementation of custom tailored project management module. Gathered requirements, created blueprints for Project Management module to be implemented to accommodate Renewable Energy Group & Solar 4 Our Schools (REG & S4RS) department on the NetSuite ERP system from legacy FileMaker Pro.
* Gathered requirements, designed and configured business specific workflows relating to OTC processes and Inventory Management.
* Full life cycle implementation of custom module created “Contract Management” module throughout the organization. Providing executive level and end-user support.
* Configured the Order-to-Cash process to support various business requirements.
* Satisfied reporting needs.
* Created Workflows and SuiteScripts (JavaScripts) to accommodate requirements.
* Implemented expense reporting and time tracking through system.
* Worked on 3rd party shopping cart - ZenCart, 3rd party payment gateway - Authorize.net, and merchant card services to provide smooth operation of web sales.

*Operational Role*

* Lead IT department’s operational and strategic planning, including fostering innovation, planning projects, and organizing and negotiating the allocation of resources.
* Planned, coordinated, directed and designed IT related activities of the organization, as well as provided administrative directing and support for daily operational activities of the IT department.
* Worked closely with decision makers in other departments to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization.

*Secondary Role*

* Researched, negotiated, and fully implemented 3rd party budgeting tool, Adaptive Planning, and integrated with current ERP system, NetSuite. Provided executive support.

*Client Industry: Energy*

***Yamaha Motor Corporation, Cypress, CA***  *(March, 2008 – July, 2009)*

*SAP WM/LE/IM/SD Functional Consultant*

* Part of the EXPLORE Project as a SAP Warehouse Management (WM), Logistics Execution (LE), and Sales & Distribution (SD) functional consultant.
* Practiced SAP best practices to control costs, reduce risk, and drive more value from the SAP solutions.
* Configured and customized the SAP Warehouse Management Module and Sales & Distribution Module.
* Provided best practices guidance on Quote-to-Cash process, Account Determination; Pricing Procedures; Shipping and Transportation activities, Wave Picking, Packing, Shipping Information & Analysis, Batch Splits, Transportation planning and scheduling, Routes Determination, receiving zone, shipping conditions, transportation zone and routing.
* Created an environment for open, continuous and proactive communication.
* Supported Go-Live for Chicago, Illinois Warehouse.

**Environment:** *ECC 6.0*

*Client Industry: Automotive*

**EDUCATION**

***Missouri State University*, Springfield, MO** *(January, 2007 – December, 2007)*

Post Graduate Degree in Project Management

**Missouri State University, Springfield, MO** *(August, 2004 – December, 2006)*

MBA in Marketing, Logistics and Finance

**Buffalos, New Delhi, India**  *(September, 2003 – July, 2004)*

*Director of Operations*

* Developed and maintained manufacturing operations business plans to include all program requirements, labor hours, cycle, production costs and image.
* Established production and quality control standards, developed budget and cost controls, and obtained data regarding types, quantities, specifications, and delivery dates of products ordered.
* Provided guidance to the development of manufacturing process plan, including personnel requirements, material needs, subcontract requirements, facility needs, and tooling and equipment needs.
* Worked and collaborated with 3rd Party suppliers.
* Coordinated manufacturing activities with all other functions of the organization and suppliers to obtain optimum production and utilization of human resources, machines, and equipment.
* Performed administrative activities associated with the effective management of shop operations, including compiling, storing, and retrieval production data for reports.
* Managed the distribution network and implemented more efficient transportation strategies.
* Provided direct supervision, leadership, motivation and weekly direction for multi-site staff and employees.
* Determined responsibilities of assigned organization and staff positions to accomplish business objectives.
* Extensively used SAP Sales & Distribution (SD) module for Order-to-Cash process, and SCM.
* Used Crystal Reports to extract various operational information.
* Trained and ensured all assigned employees are aware of and comply with company, government, and customer policies, procedures, and regulations.

**Leo Burnett, New Delhi, India**  *(May, 2003 – September, 2003)*

*Customer Account Manager*

* Oversaw client projects and day-to-day account management activities.
* Responsible for interpreting client needs into actionable internal direction; generated innovative and creative ideas and solutions
* Developed and maintained key relationships with clients
* Directed client creative briefs, project guidelines, print production instructions with collaboration of internal teams.
* Collated results at the end of each campaign and discussed findings with Account Supervisor/Director in order to present conclusions to client
* Monitored and analyzed competitors and marketplace and had comprehensive understanding of impact of client’s business.
* Responsible for developing/documenting client status reports, call/meeting reports and intelligence gathering from relevant industry publications and news sources.
* Ensured all required client paperwork is complete, accurate, and submitted on time.
* Supported new business pitches as required.
* Worked with creative on development of new graphics, logo, and advertisement.
* Conducted market segment research for various products.

**Lord Krishna & Sons, New Delhi, India**  *(January, 2001 – April, 2003)*

*Manager, Logistics & Sales Administration*

* Led the business unit’s SOP (sales/operations planning) process that drove manufacturing plans (production, capacity and inventory plans), sales plans (forecasting, bookings and shipments), sourcing plans (raw materials), financial plans (budgeting & financial outlooks) and impact/contingency analysis.
* Responsible for processes that translated raw sales forecasts into meaningful demand forecast for use in capacity planning, production planning and inventory planning.
* Successfully developed and grew sourcing opportunities for trade partnerships resulting in a significant increase in the annual benefit that allowed the division to better optimize its internal operations while allowing sales to service a broader market.
* Key member of division’s on-going business process improvement (BPI) team that successfully generated several million rupees each year in savings and benefits by employing a formal methodology to evaluate and improve division’s business practices and processes.
* Negotiated new contracts to further strengthen position and market share in the growing Indian market.
* Developed and implemented a logistics plan and processes to support a capacity expansion.
* Led organizational tradition from a “functional-silo” approach to a “cross-functional” approach to achieve a more effective logistics group that required less headcount and generated additional savings through better decision-making.
* Responsible for monitoring the Inbound process (Receiving), and the Outbound process (Picking, packing, and shipping) of materials and products.

**Indian Airlines, New Delhi, India**  *(May, 1999 – December, 2000)*

*Sales Officer*

* Develop corporate proposals.
* Coordinate and deliver corporate presentations plus all responsibilities including collateral materials, audio-visual resources, etc.
* Liaise with local, regional, provincial and federal tourism ministries, marketing alliances and partners to promote and sell tour packages through co-op marketing opportunities direct mails and trade publications.
* Worked with Marketing team and park staff, area attractions and hotels to develop consumer vacation packages for families and youth groups.
* Offer recommendations on competitive pricing and fees on annual basis.
* Worked with customers to get their ticketing and reservations done.
* Managed new seasonal and off-season promotional holiday packages, Domestic and International.
* Worked with airport authority on policies regarding customer with special needs.
* Worked with Airline Reservations System (ARS) and Computer Reservation System (CRS) to reserve flight tickets and the various available promotional packages.

\*\*\*