SAUMYA GUPTA

TECHNICAL ARCHITECT ⚲ BENGALURU, 560045, INDIA ☎ 9620276940

○ DETAILS ○

Pavani Divinie, Seetharamaplaya
Main Road, Hoodi
Bengaluru, 560045
India
9620276940
saumyagupta.it@gmail.com

Date of birth
29July, 1991

Nationality
Indian

○ SKILLS ○

IBM Sterling Commerce

IBM Call Center and Web Store

Microservices

Java

Groovy

Spring boot

JavaScript

Oracle 12c

MySQL

HTML & CSS

Git

Splunk

Kafka

AWS

○ LANGUAGES ○

English

Hindi

○ HOBBIES ○

Badminton, Chess, listening music
& doing creative work.

PROFILE

Working as **Senior Technical Architect** at Blue Yonder India Pvt. Ltd. I am having overall 10.5 years of experience in Sterling Commerce in various on-perm and cloud versions. Worked on micro-services to externalize or interact with OMS application. Worked on IBM Call Center customization, IBM Web Store, payments, create order, sourcing and scheduling and many other OMS modules.

EMPLOYMENT HISTORY

Senior Technical Architect at Blue Yonder India Private Limited, Bengaluru
July 2020 — Present

Principal Engineer at Yantriks India Private Limited, Bengaluru
April 2018 — July 2020

Advisory Consultant at IBM India Private Limited, Bengaluru
January 2017 — April 2018

Application Development Senior Analyst at Accenture Services Private Limited, Bengaluru
May 2014 — January 2017

Trainee Consultant at Datamatics Software Services Ltd, Bengaluru
January 2013 — May 2014

EDUCATION

Bachelor of Engineering in Information Technology, Shri Ram Institute of Science and Technology, Jabalpur
July 2007 — July 2012

PROJECTS

Client - Lululemon
April 2020 — Present

Lululemon Athletica is an athletic apparel retailer domiciled in Delaware and headquartered in Vancouver. Lululemon sells its products from stores and online platforms in US and Canada.

Project: Externalize OMS Inventory (Current Project)

Responsibilities:

- Working as an offshore lead in this project to do the research, design and development along with taking care of all the deliverable assigned to offshore team.
- Support the QA team for feature walk through and resolve the issues encountered during testing.
- Prepared design documents, code reviews, Junit test cases, unit test cases documentation and execution.

Project: Digital Core OMS (Apr 2021 - Apr 2022)

Responsibilities:

- Implementing the return order purging, close shipment and shipment purges.
- Generate the hourly report for number of order released and shipped from OMS.

- Production monitoring during peak.

Project: Social Marketplace (Apr 2020 - Apr 2021)

Responsibilities:

- Google and Instagram had been introduced as new channel to place the retail orders. Enhanced the existing order flow implementation to incorporate the orders placed by new channels .
- Developed micro-service applications to retrieve the order details and share the order status updates.
- Prepared design documents, Junit test cases, unit test cases documentation and execution.
- Defect fixing and performing regression testing.
- Production monitoring during peak.

Client: IBM
October 2018 — March 2020

Project: Basspro (Nov 2019 – Apr 2020)

Bass pro is one of the largest suppliers of outdoor gear for enthusiasts of fishing, hunting, camping and golfing. It has 94 retail stores in the US and Canada. In this project, providing OMS solutions which includes order fulfillment, call center and store customization.

Responsibilities:

- Call center customization to show Authorized Pick Up person in Order Summary Screen, provided auto discount for military customers, showing ISP script popup in order confirmation screen, displayed firearm serial number for shipment lines in shipment summary screen.
- Implemented order cancellation after 72 hours of payment hard decline.
- Implemented the custom agent to move the BOSS Ship to home order to custom status, so that it can be picked by a close shipment agent.
- Webstore customization to display residence zip code, displayed the limit set of carrier service code in Advanced search and ship packages portlet.
- Defect fixing in different modules of OMS, Call center and Store.
- Performing unit testing and regression testing.
- Participated in Sourcing and scheduling POC tasks.

Project: Finning (Dec 2018 - Oct 2019)

It is the world's largest Caterpillar dealer, operating in Canada, UK, Ireland and South America. This project is for   implementation of IBM order Management System which includes participant setup, order fulfillment and Call Center customization.

Responsibilities:

- Implementation of User Exits to get the item price, order price, customer details, customer list, customer credit check and order no from the legacy system.
- Design and developed a utility for user management in OMS.
- Implementation of user security and permissions.
- Managing alerts to assign the user who has created the order and stamping additional order information on alerts.
- Auto closure of corresponding alerts on hold resolution.
- Implementation of Customer Appeasement in the Call Center.
- Defect fixing

Project: Pandora (Oct 2018 - Dec 2018)

This project is for implementation of IBM order Management System which includes participant setup, order fulfillment and call center.

Responsibilities:

- Integration with payment gateway to implement credit card and PayPal payment processing for sales and return order.

- Design and developed a utility for user management in OMS.
- Implementation of user security and permissions.

Client: Kohl's
July 2018 — September 2018

This project involved making enhancements to the existing OMS solution. This includes, payment integration changes, developing new purge agent and implementation of email notification.

Responsibilities:

- Modify existing user exit to make required changes
- Design and development of non-task-based purge agent to delete data from the custom table
- Design, development and defect fixing of email notification when a new incentive type is applied

Client: CVS
April 2018 — June 2018

As part of this project, implemented remorse period validation and analyzed the schedule order user exits to log the required information for auditing purpose.

Responsibilities:

- CheckOrderBeforeProcessing user exit was implemented to validate the remorse period on the order. Order will not get released until the remorse period get over.
- Analyzed the scheduleOrder user exits, to log the information about ship node determination.
- User exit implementation for capacity management.

Client: IKEA
January 2017 — April 2018

IKEA has been the world's largest furniture retailer since 2008, that designs and sells ready to assemble furniture, kitchen appliances, decoration, home accessories, and various other goods and home services.

Project: OMS Sterling Upgrade from 9.3 to 9.5 version.

Responsibilities:

- Perform Sterling upgrade on different environments.
- Smoke testing on these environments before and after upgrade.
- Research, Design and implementation of R-sync.
- Written and execution of lightwell test suites.

Client: Best Buy
May 2014 — January 2017

Project: One Record System

Enhancing the existing functionality Procurement and transfer orders.

Responsibilities:

- Releasing the sales order, after receiving the PO order implementation
- Sending the updates to the third-party system to update the current status of sales order, which will maintain the inventory as per these updates.
- Written and execution of unit test cases.
- Written the technical design documents for the new flows.

Project: Retail Create Order

In this project, Retail Create order functionality in Store Order Management application is replaced by spring framework based application.

Responsibilities:

- Implemented the Retail In store and Ship-to-home create order functionalities to a new application.
- Use REST web services to interact with OMS by using spring framework.
- Implementation of SonarQube to reduce the complexities and maintain the coding standards.
- Written and execution of Spock test cases.
- Written the technical design documents for the new flows.

Project : Weekend Delivery and Same day Delivery

As part of this project, new delivery methods were introduced to provide fast delivery of the order to the customers.

Responsibilities:

- Implemented a new screen named as Return Shipment and integrated it with backend functionality.
- Extended the product portlet to enable Return Shipment in UI.
- Customizing the existing screens to enable Late Night and Same day delivery screens across the application.
- Designing and implementation of Return Shipment and Acknowledge Deliv reports.
- Written Technical Design documents for assigned components.
- Written and execute unit test cases by covering all possible scenarios.

Project: Retail UI

In this project, RCP Store Order Management application is replaced by Web Store.

Responsibilities:

- Created a new screen for Backroom pick functionality.
- Extended product provided portlets and screens.
- Implementation of end to end Printer functionality.
- Designing and implementation of new pick label and reports.
- Enabling the brand and model-based searching and sorting functionalities in Delivery screens.
- Written Technical Design documents for assigned components.
- Written and execute unit test cases by covering all possible scenarios.

Client: Accenture
January 2013 — May 2014

Project: HP Automated Returns (Feb 2014 - May 2014)

HP stores provide the facility to the customer to place the sales orders. In case of return, the customer had to contact the call center to place their return order. This project provides self-service to the customers to place their return order from HP stores.

Responsibilities:

- Created the organization setup, pipeline and items setup.
- Implementation of EJB and JAXB web services for generation of return order number and display the eligible return order details to the customer.
- Implemented payments module to refund the amount to the customer for his return order.
- Order monitoring rule created for order cancellation.

Project: Argos Release 2 and Release 2.x (Sep 2013 - Feb 2014)

Argos is the multichannel catalog based traditional stores in UK that is going to be transformed into online retail stores.

Responsibilities:

- Implemented the order status as returned in the sales order pipeline, once the return order is moved to closed status.

- Worked on the order status notification sent to eBay for those orders that are placed through eBay channel.
- Handled the success and failure response for return orders from PayPal to send updates to eBay.
- Configured a new agent that is a substitute for an order monitor agent to take special types of orders.
- To provide a more secure fraud check process, by customizing the existing fraud check request.
- To avoid high number of orders backordering changed in the IBA ship dates calculation.
- Sterling Database clean-up for replenishment items.
- Written Technical Design documents for assigned components.
- Written and execute unit test cases by covering all possible scenarios.

Project : Best Buy Service Integration (Jan 2013 - Sep 2013) This provides the Greek Squad services to be added on the products from Store Order Management and Order Management Console.

Responsibilities:

- Worked on the defect fixing of SOM UI changes.
- I have written the test cases and written the technical design documents
- Worked on UAT and QA testing for complete end to end flow.

EXTRA-CURRICULAR ACTIVITIES

Co-ordinating the crystal ball event from commerce team at Blue Yonder India Private Limited, Bengaluru
April 2020 — November 2021

- Initial level reviewing of the ideas
- Setting up the review meetings with Senior leadership.
- Following up the with participants to understand the roadblocks and progress of their ideas.

Participated in crystal ball event at Blue Yonder India Private Limited, Bengaluru
September 2022 — November 2022

- A plugin chat bot application on Microsoft teams was developed for BY services to provide round the clock support to QA and support teams.
- Worked upon the development and testing of the chat bot application using Microsoft power virtual agents.
- Provided inputs for live demonstrations and presentations.

DECLARATION

I hereby declare that above information is true, complete and correct to the best of my knowledge and belief.