



Souradip Ghosh

EDI Consultant

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Date of Birth: 31st Jan 1992

SUMMARY

EDI evangelist with a proven record of accomplishment across Petro-chemical, Retail, and Logistics verticals globally during 8+ years career.

Extensive experience in Project supply chain management, Effort estimate, Code Review, Defect analysis, and fixing.

Experience in B2B Map Development, Migration, Partner Onboarding, File Transfer, Connectivity establishment, and several B2B Application Installation & Maintenance.

Dedicated to continuous business improvement focused on enhancing revenue and streamlining business operations through innovative solutions.

SKILLS & COMPETENCIES

- Customer collaboration & Project Planning
- Complexity analysis & Estimation
- B2B Dev Team Governance
- INVOIC, ORDERS, DESADV, ORDRSP, ORDCHG, 850, 810, 856, 855, 110, 997, 210, etc. EDI messages
- B2B Mapping (X12, EDIFACT, TRADACOM, XML, JSON, CSV, IDOC Flat file)
- Sterling Integrator (SI)
- Connectivity (AS2, PGP, SFTP, SMTP, VAN, etc.)
- Lightwell, IBM Inflight frameworks
- Sterling File Gateway (SFG)
- Sterling Secure Proxy (SSP)
- Connect Direct & File Agent (CD & FA)
- Gentran Server
- IBM Transformation Extender Advanced (ITXA)
- Automation (Python)

PROFESSIONAL CERTIFICATIONS

- Azure Fundamentals - Microsoft
- IBM Certified Solution Implementer - Sterling B2B Integrator v5.2
- IBM Certified Administrator - Sterling Connect Direct
- IBM Certified Advocate - Cloud v1

EDUCATION

Techno India College of Technology, West Bengal, MD – 2013
B. TECH. – Information & Technology (Score: 7.57 out of 10)

Burul High School, West Bengal, MD – 2009
Higher Secondary – Science (Score: 74.85 out of 100)

Baratala Poali High School, West Bengal, MD – 2007
Secondary – (Score: 80.25 out of 100)

PROFESSIONAL EXPERIENCE



DEC 21 to PRESENT, Product Support Specialist, Bangalore, Karnataka

- As a part of the ISL (R&D) Sterling Supply Chain Business Network (SCBN) team, assisting around 80 skill cases monthly for modifying the configurations, raised by several internal teams (i.e., Frontline support, VAN, Mapping, and Protocol) for SCBN SAAS customers.
- Communicating with the customers during critical situations, ensuring prompt response, remediation and explaining the resolution to the Frontline support team for any critical Skill Case.
- As a Product Support Specialist, directly responsible for ITXA Product Support and resolving ~15 cases per month, raised by On-premises customers, belongs to Healthcare and Finance industries.
- Developed Automated **Protocol Information Cleaner** for Dashboard data feeding. For this solution, soft value benefits are given back to Solution Specialist team is 16 hours and Frontline support team is around 50 hours per month.



OCT 18 – NOV 21, Team Lead, Bangalore, Karnataka

- Team-lead of B2B Development Team with 15 members.
- Directly responsible for leading MEU Onboarding with a delivery rate of ~0.5 million USD annually.
- Managing standalone projects with communication of ERP and Integration teams, which cost ~400K USD annually.
- As a test coordinator of B2B Upgrade, directly assist customers for 300+ UAT Test Cases.
- Doing details requirement analysis, creating technical specifications as per business requirements (shared in BRD), Finalizing technical complexity of the projects, and assisting in estimations.
- Assisting on Major Developments in maps for EDI and non-EDI messages (X12, EDIFACT, IDOCS, XML, CSV, etc. files), Business Processes, AS2, SFTP, SMTP, etc. protocols.
- Developed **Comparison Tool** for B2B Upgrade Project- which drastically reduced Unit Test efforts and having delivered 26K USD to Accenture.
- Created **FAQ Chatbot** for Customer to automate existing configuration checking process, without opening the system or any ticket and delivered to Accenture 33K USD and direct soft value benefits are given back to client 416 hours.
- Received Certificate of Recognition (COR) from Customer Leadership (Mondelez Global) for timely delivery in the complex development and leading MEU region.**



FEB 15 to OCT 18, Senior Developer, Bangalore, Karnataka

- Onboarding trading partners in both SI Dashboard and SFG using CD, SFTP, AS2, HTTPS, PGP, etc. protocols, creating B2B maps, configuring policies, net maps, adapters, and checking the engines in Sterling Secure Proxy, Automated email alerts creation for success and failure transactions, and checking the Connect Direct nodes, File Agent in Sterling Control Center.
- Key clients cut across Retail (**Diageo NA, Lindt, Lenovo**), Oil & Gas (**British Petroleum**), Logistics (**CEVA Logistics**), Electricity (**Schneider Electric plc**)
- Achieved Support Spotlight Award for highest CSI score in Asia for supporting several MEU and NALA customers for 2 years, with zero rejects.**