**PANKAJ KUMAR SINGH**

+91 - 8800307919 **** pkjpankaj.kumar@gmail.com

**Address** :- H.No 1908/3, Rajiv Nagar, Gurgaon (HR),India



Overall 15 years’ experience in ERP, Core Business Application Implementation with expertise in Analysis, Manual Testing, Documentation and **Application Support** including overseas projects

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| Key Skills |



* Implement Core business application and support.Implement Ramco ERP and support
* Provide functional & technical assistance in implementations
* Prepare technical and functional documentation for data integration with third party software.
* Gather and compile business requirements from the countries to implement Business Software.
* Prepare Gap analysis, user cases, User Manual, Business Requirement Document (BRD), Functional Specification Document (FSD/FRD).
* Collaborate & co-ordinate and design with the development team and share work direction on designated projects or assignments.
* Identify risks and issues which may impact planned deliveries, maintain a Risk document and resolve the problems.
* Work with development teams to track bug fixing and ensure deliveries are on target.
* Manages day-to-day operational aspects of a project and scope.
* Reviews deliverables prepared by team before passing to customers and goes live.
* Weekly status review with stakeholders.
* Develop and review user requirements to ensure that all user requirements are correctly documented
* Identify resources needed and assigns individual responsibilities
* Successfully implemented ERP, Saturn, Secure 360 (Mobile Application) and Cash software in **India**, **EGYPT**, **Saudi Arabia**, **UAE** and **Philippines**.
* Review clients’ implementation status and escalate the gaps found to the Clients project coordinator and relevant department heads.
* Experience in help desk and Service Request tracking tools.
* Provided training on application and Hands on application.
* Respond to customer needs by email, phone calls & one to one meeting**s**
* **Development experience in SQL, MySql, MVC asp.net, Apps Script, HTML, CSS, JavaScript, jQuery, Angular and rep**ort tools like Crystal Report, Ramco Report Writer and SSRS.
* Deployment of **mobile device** management(**MDM**) and **Android** based Mobile application “**Secure360**”.



**Employment Recital**

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| 1. **Since May ‘05 to till with G4S IT Services as Sr. System Analyst** |



**Description :-** G4S IT Services Pvt. Ltd., is an ERP Solution Company and software Development company, which provides technical solutions to business problems, which gives their customers the competitive advantage. Whether through system integration and/or business automation services, She partners with them in identifying their business needs and then She maps a customized solution to meet their goals.

**Project Handled**

1. **RAMCO ERP** Implementation & Support
2. **Cash in Transit** software Implementation and Support
3. **Close Connect Center** Implementation and Support
4. **SATURN** Implementation and Support
5. **Secure360 (Android based Mobile Application) Development, Implementation** and **Support**

**Key Responsibilities & Role**

* Gathering client requirements and preparing the Gap Analysis documentation and providing solutions.
* Master Data collection, configuring the master data and porting into software.
* Give the demonstration of Core business application to the client, User Training
* Parallel run and compare output with legacy software.
* Handholding support and Off site support
* Implement Core business application.
* Reports & Drill down Development with SQL as Backend and Ramco Report Writer as Frontend.
* Writing SQL scripts and stored procedures for master data upload and work on interface with other software where required.
* Sufficient functional knowledge of **Ramco ERP** (HR, Payroll, Inventory, Purchase Order and Sales Order)
* Weekly review of the client’s implementation status and escalating the gaps found to the Clients project coordinator and relevant department heads.
* Tracking of all the bugs and enhancements and those to be escalating to the technical teams which are reported by the clients.
* Involved in all the phases of Analysis of the system
* Contribute towards implementation plan and review of the clients’ implementation status with project manager and ensure meeting timelines.
* Design and build advanced applications for the **Android** platform.
* Collaborate with cross-functional teams to define, design, and ship new features.
* Work with outside data sources and API's
* Work on bug fixing and improving application performance.
* Experience with the full end-to-end life-cycle of submitting an app to the Android app store
* Develop UI based web applications in Angular 9 with MySQL, SQL, Apps Script, HTML, CSS, JavaScript, jQuery.

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| 1. **Since Jan ‘05 to May ‘05 with BSES Rajdhani Power Ltd as HR Coordinator** |

**Key Responsibilities & Role**

* Handle Attendance process & Leaves Records of Temporary employee.
* Handling Grievance and Medicaid policies
* Recruitments and Full & Final Settlement of the Employees

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| 1. **Since Sep ‘03 to Jan ‘05 with G4S security Services as Payroll Executive** |

**Key Responsibilities & Role**

* Handle joining formalities for New Joiners related to employment form and PF/ESIC etc.
* Keep the personal records of employees
* Coordinate with Banks for account opening, salary transfer and account reconciliations.
* Handle complete **payroll** processing independently, Attendance & Leaves management.
* Handel PF, ESIC, GPAI, Gratuity, Mediclaim etc. and maintains proper auditable records.
* Full & Final Settlement of the Employees
* Update day to day master data in software.

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| **Technical Knowledge** |

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| Operating System | **Windows XP/2000/2003 server** |
| Programming Languages | **Apps Script, Angular, MVC asp.net and Android based Mobile App** |
| Database | **SQL, Mysql** |
| Reporting | **Crystal reports 8, 10 , Ramco Report Writer & SSRS** |
| ERP Package | **Ramco e-applications.** |
| Mobile Application | **Android** |

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| **Qualification Details** |

* **MBA**
* **Bachelor of Arts** fromBihar Board
* **Diploma in Information System Managements**

From **Aptech** Computer Education, Bikaner (Rajasthan)

* **Diploma in Software Application.**

BDPS Computer Education Center, Bangalore (Karnataka)

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| **Personnel Details** |

* Father's Name Sh. Mithileshwar Prasad Singh
* Date of birth 15th Feb 1982
* Marital Status Married

**Pankaj Singh**