**Ashutosh Kumar Tiwari**

**Transformation Manager in New Delhi, India with 7.3 Years of Professional Experience**

D.O.B.: **26-Feb.-1985**

Nationality: **India**

Location: **New Delhi, India**

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Indian Passport Status: **Yes (Non-ECR)**

# CAREER OBJECTIVE

In pursuit to attain professional enrichment in the areas of **IT Management / Project Management / Project, Business & Service Delivery Management / Operations Management / Business Continuity Management / Production Management / ERP, CRM, EDP Management** that utilize the state-of-the-art, software and/or hardware components with a creative, reputed, technology-driven organization in an environment that encourages innovative thinking, recognition and career development.

# SPECIALIZED SKILL

* Possesses 7+ years of experience in Management.
* An innovative thinker with extensive experience designing, testing and supporting the next generation solution.
* Proficient in an assortment of technologies.
* Expert in technical problem solving skills.
* Strong motivational and leadership skills.
* Excellent communication skills in written and verbal both with inter personal skills.
* Skilled in designing and implementing complete life cycle client servers and applications with various development tools and language.
* In-depth understanding of security and backup procedures to ensure database integrity.
* Having hands on experience combined with proven expertise in production support, installation, implementation, configuration, upgrades, patches, performance tuning, backup and recovery, cloning, space management, security, migration and documentation.
* I have proven success in organizing tasks, maintaining databases, implementation and multiplying business from limited material and resources.
* A quick learner with the ability to work in a team as well as individual, flexible and organizing things with optimistic way for betterment of the organization.
* Ability to produce the best result in pressure situation.
* Very innovative and a voracious reader with very wide spectrum of knowledge.
* Proven track record in "Getting things done", "Making it happen" and "Adding value for my clients".

# IT SKILL SET

Operating System : **Windows 10.1/10/8.1/8/7/9x/2000 Professional/XP, MS-DOS, Linux**

Languages : **C, C++, Visual Basic 6.0**

Programming / Database : **SQL Server 2000, 2005, 2008, SQL 9i, 8i, MS-Access, RDBMS**

Internet Technologies : **HTML, DREAM WAVER 7, FRONT PAGE, XML**

Productivity : **MS Office Suite (Word, Excel, PowerPoint), Networking,**

**Installation of new hardware and software, debugging the problems in pc,**

**printers & electronic weighbridges.**

# HIGHLIGHT of QUALIFICATION / EDUCATION

**MCA, Feb. 2012**

**IGNOU**, New Delhi, India

# PROFESSIONAL EXPERIENCE

* **Transformation Manager New Delhi & Lucknow, India**

**TATA CONSULTANCY SERVICES Oct. 2016 – Sept. 2017**

**(Payroll: RT Network Solutions Pvt. Ltd. & Core Integra Consulting Services Pvt. Ltd.)**

* Project Manager in the completion of many medium to large scale implementations, global rollout, upgrade and improvement, managing projects from business requirements analysis to solutions delivery and support. Multiple full cycle projects.
* Major experience in the implementation and utilization of ERP & CRM Modules.
* Very successful in the integration of Cloud ERP & CRM within a business and in the integration of the modules with each other.
* Managed data-integration project for financial services firm that consolidated information from accounting applications, third-party market data and internal equities/fixed income applications.
* Innovated time-saving, robust employee data-intake system that automated database update functions, enabling new salary and process-exception information to be automatically populated.
* Implementation of Management Systems including Sale Management, Human Resource Management, Material Management, Inventory Management, Project, Finance & Accounts Management.
* Coordinated Administration, Employee, Attendance, Leave, Budget, Payroll, Staff and Vendors.
* Maintained high standard quality.
* Generating detailed daily, monthly, quarterly and yearly reports on business, staff and profit.
* Combining an excellent knowledge of the business with extensive and detailed expertise.
* Very successful in the design of efficient, effective and innovative solutions.
* Excellence in solution design, solution architecture, implementation and strategy.
* Combining analytical and methodical thinking with good communication skills.
* Recruiting, training and motivating new joiners, staffs & clients.
* **Project Manager cum IT Trainer New Delhi, India**

**HELP for COMFORT SERVICES Sept. 2015 – Sept. 2016**

* Introduced new methods for communicating trends and changes to supervisors and agents in real-time.
* Created comprehensive web based trainings, manuals, facilitator guides, job aides, knowledge articles, and training materials.
* Increased new hire retention through more hands on training and post training support.
* Developed departmental processes that led to IT Training receiving IT Department recognition for ingenuity.
* Served as lead instructor of implementation specializing in Change Management and IT Service Continuity Management.
* Assessed skills through set-up and use of interactive Excel spreadsheet.
* Facilitated regional training for 50+ users.
* Created IT department monthly metrics and presented to upper management on a quarterly basis.
* Support and maintain the corporate IT license and contract records with proper category management and vendor relationship management.
* Provided hardware/software support for 30 computers.
* Troubleshot equipment when problems occur, analyze equipment, and determine appropriate solutions.
* Overseen the installation of software and diagnosing (troubleshooting).
* Developed detailed plans and lab procedures.
* Troubleshot equipment when problems occur, analyze equipment, and determine appropriate solutions.
* Overseen the installation of software and diagnosing (troubleshooting).
* Developed detailed plans and lab procedures.
* Consistently achieved high level of customer satisfaction.
* **Project Manager Vilayat, Bharuch, Gujarat, India**

**ADITYA BIRLA EPOXY SITE Feb. 2014 – Aug. 2015**

* Worked as a **Project Manager / Asst. Planning Head** in **M/s KayPee Mechanical India (P) Ltd., (Bharuch, Gujarat)** Site.
* Hands-on, dedicated professional with over 6 years of experience in senior IT management.
* Possess strong knowledge of the software testing, software implementation, process design & mapping and IT product design lifecycle.
* Recognized for delivering leading edge solutions that consistent meet complex business requirements.
* Adept in building strong relationships with IT staff, customers, vendors and third party contractors.
* Streamlined Information Technology department by separating support tasks, creating new leadership positions and implementing best practices.
* Spearheaded initiatives to restructure software product development processes to increase productivity.
* Took on challenge to design enterprise software solution to create real time redundancy.
* Benchmarked, analyzed, reported on, and made recommendations for the improvement and growth of the IT infrastructure and IT systems.
* Communicated updates, service times and usage best practices throughout the company.
* Confirmed effectiveness of solutions by interacting with user base and understanding their challenges.
* Defined and implemented disaster recovery and backup procedures for systems managed by the team.
* Defined delivery and support plans for implementing appropriate information technologies.
* Developed and implemented all IT policies and procedures.
* Directed IT Department operational and strategic planning, including fostering innovation, project management, and organizing and negotiating the allocation of resources.
* Established and managed to budget comprising ongoing operations and upgrades to systems.
* Kept up to date on industry developments and best practices.
* Maintained quality of service by establishing and managing to organizational standards.
* Maintained staff by recruiting, selecting and training associates.
* Managed financial aspects of the IT Department, including purchasing, budgeting, and budget review.
* Managed large data imported initiatives for new and existing customers.
* Negotiated and administered vendor, outsourcer, and consultant contracts and service agreements.
* Oversaw provision of end-user services, including help desk and technical support services.
* Provided proactive analysis of key metrics, project milestones, and departmental priorities.
* Worked effectively with various stakeholders (executives, department heads, end users, vendors, or consultants) to define business and systems requirements.
* **Planning Manager**
* I worked with **Planning Department,** hence I am also responsible for maintaining the planning activities mentioned below:
* Updating Daily Progress Report, Preparing Weekly Progress Report & S-Curve of the construction based on DPR and published to concerned engineer and area manager.
* Maintaining daily Equipment Erection Status, Motor Erection Status and publish it on daily basis to the Area Manager.
* Working in fully computerized ISO 9001:2008 Certified documentation activities for planning department internal & external audit.
* Finalized the plan quantity and the percentage with the concern area manager and update the actual progress.
* Maintain weekly man power status.
* Prepare the weekly highlights progress to update the notice board.
* Prepare the organization chart of the different area of EPIL in MS-Visio.
* Update the daily Loop File Status and publish it to the concern area manager.
* Taking photographs of the major achievements or constraints of the project for MIS reports.
* **Document Controlling Manager**
* I was also responsible for maintaining the planning activities mentioned below:
* Responsible for execution of the document control procedure.
* Electronic Document Management systems (EDMS) coding wise soft & hard copy maintaining.
* Responsible for record control and handling electronic files and register.
* Organizing and Maintaining Project Documentation for Construction Documents, QA-QC Documents, Vendor Documents, planning Documents and Engineering Documents & Drawings.
* Setting up uniform Master Filing system, Drawings Storage system, Document Distribution systems, Communication & Correspondence Procedure and Documents Download & Uploading Procedure.
* Maintain a log of all incoming and outgoing engineering documents and check with Database.
* Perform Data entry to maintain logs and track documentation for queries.
* Arrange, sort, stamp, copy, and distribute documentation packages such as isometric, P&D Drawings, construction procedures, specification and other important documents.
* Maintain filing system and record copies of project documents according to company’s procedures i.e. latest revision on top and last superseded document at bellow it.
* Electronic documents transfer (for uploading & downloading) with engineering consultant through FTP server, IP Messenger, Net Meeting and Outlook Mail.
* Maintain a Document Distribution Matrix for the engineers and contractors.
* All engineering document version, revision control to contractors & project.
* Archiving of all electronic documents.
* Maintain all Transmittals issued by engineering unit.
* Maintain a log of field generated SER (Site Engineering requires), Engineering Documents, Drawings, to upload them in computer software by scanning.
* Co-ordination with Engineering Contractor / Consultant, Vendors and Design Cells for documentation related technical matters.
* Issue IFC drawing & approved vendor documents as per local DDM to Area Manager, Lead Engineer, Contractors.
* Put Documents / Drawings distribution marks on transmittal and take an acknowledgement of concern Area Manager, Lead Engineer, Site Engineer, Contractors etc. and file it for future requirements.
* Taking care of retention documents and keeps soft copy of the shredder documents before shredding it.

**Software Used:**

* **WebTop, Documented, Marian (for Material), EPCS (for Equipment), MOS-DMS, MS-Office**
* **Project Coordinator Jamnagar, Gujarat, India**

**RELIANCE INDUSTRIES LIMITED Oct. 2012 – Jan. 2014**

* + Worked as a **Project Manager / Asst. Planning Head** in **Penta Global Engineering Co.** at **(Jamnagar, Gujarat)** Site.
* Provide support to internal and external customers in accordance with the terms of the customer contract and Service Level Agreements (SLAs).
* Ensure the adherence to the highest working standards for all incidents and problems by providing guidance, support and direct management.
* When/where required, be contactable for escalations and support, on and on-call standby basis, or to perform assigned tasks on 24 x 7 basis.
* To proactively detect problems related to Service Transition Process & Procedures, conduct diagnostics, provide service request ownership to ensure resolution.
* Ensure shortest implementation times possible, initiating the timely escalations to specialized resolver groups inside and outside, according to the customer contracts, SLAs and monitoring requirements.
* Act as the customer Single Point of Contact (SPOC), when required, and co-ordinate the scheduling of intervention with customers and internal resolver groups ensuring the highest level of customer service and communications are maintained to implement the order within the prescribed SLA.
* Perform all Change and Project Management activities according to standards and procedures, maximizing customer satisfaction.
* Project Manage improvement efforts within Operations for their assigned service families, assessing quality of services, building and approving an improvement plan, coordinating the execution of work packages and verifying the quality of improvement plan deliverables.
* To manage the transition of Service Hub into operations at locations required, including Asset Inventory and reconciliation - Service Hub data load and quality checking - Definition and agreement of implementation KPIs and criteria - Operational team training - Process implementation and post go-live measurement of KPIs and criteria - Post go-live issue resolution.
* Ensure simplification and consistency of implementation and working processes and all contracts in line with standard, identifying Product/Service deficiencies and future service requirements.
* To provide a professional application support service for the Service Transition supported applications and devices and communication between them including all the configuration software.
* Expert on the assigned service family or families, participating in Process workshops and meetings as the SPOC, identifying and documenting system functional gaps and defining and establishing functional requirements for the deployment of new services and products.
* Perform Handover Document review and correction for Operational teams, as well as running operational acceptances on behalf of Operations teams.
* Manage production and delivery of solutions following in accordance with the business requirements of the customer. Contribute to the development of customer/product/location specific operational standard process and procedures that is compliant to Service Model for its customers.
* Supports Order Management, Procurement and Purchasing to ensure that all assets are ordered and procured according to the standards imposed, prepares Operation Database to receive assets by using the Advanced Shipment Notice (where available).
* Responsible for the quality and completeness of Asset & Configuration Loads of data in the Operations Data Bases.
* Ensures that periodically a discovery process is ran to make an accurate real time snapshot of the assets connected to the network, compare this one-off snapshot with the Operations Databases and take corrective action where required.
* In co-operation with the Finance Asset Management team, perform the periodic reconciliation of the Operations Database with the Fixed Asset register and upload missing or incorrect asset data.
* To assist in the Proof of Concepts and Pilot testing of New Services and Products, where required.
* Cleanup, Analyze and interpret complex Process data for the purpose of identifying inconsistencies, anomalies and other issues that may indicate either process or system issues.
* Ensures all procured assets are correctly tagged and accounted for, works with Delivery (Roll-out and Implementation) and Regional Operations (for move-add-change-delete) to achieve this.
* Data Model definition/adaptation for customer specific needs and operational requirements.
* Manage and support post sales services and support solution implementation as well as the integration of all contracted services and professional resources, both internal and external, in order to deliver a proper People/Process/Tools solution.
* **Software Engineer Lucknow, Uttar Pradesh, India**

**M/s SYBER SYSTEM & SOLUTIONS (P) LIMITED Jun. 2010 – Sept. 2012**

* Coordinated project activities across multiple departments (QA – QC Management, Material Management, Lab Management, Inventory Management, Sales Management, Accounts & Finance Management, Cane Management, Spirit Management, HR Management, Development, Customer Support, Lab Management and Documentation) across multiple locations (in India).
* Provided support for customer issues.
* Completed analysis, technical documentation, design diagrams and code reviews.
* Wrote test plans for coded enhancements, and participated in the testing of other team members' enhancements.
* Supported previous model releases by analyzing and coding fixes for software problems.
* Converted character cell based functions in existing software to a graphical user interface in new software release.
* Provided support to the Solutions and Marketing/Demo groups, which included applying fixes, upgrades, and answering questions.
* Developed and modified the front end of the web application.
* The GUI interface provided functions to add, clone and remove profiles from the configuration file at runtime time.
* Involved in full Project lifecycle to design, develop and deploy functionality, configured modules.
* Improved Performance on Configuration and Performance Management Screens.
* Developed and delivered training to support organization. The training reduced hardware escalations by 40%.
* Played key role in designing error analysis architecture for high-availability and supportability.
* Volunteered to assist in maintenance of hardware in lab's computer rooms, which reduced expenditures by 25%.
* Implemented and developed multiple integration of third party case management software with a click of a button.
* Developed a wide range of functional enhancements and performance improvements to dozens of existing modules.
* Review business requirements and provide technical guidance for compliance system.
* Participated in technical interviewing other potential software engineers for the company.
* Designed new UI screens for new compliance modules.
* Provide estimates and technical expertise to the management team.
* Collaborate with QA and peer groups to design and improve components.
* Mentor junior developers in development, design and test skills.

# MODULES & BRIEF KEY FEATURES

|  |  |
| --- | --- |
| **Sales Management** | **Finance Management** |
| * Sale Enquiry | * Budgeting, Cash Voucher, Bank Voucher, Journal Voucher Generation, Expense Budget Accounting |
| * Sale Order | * Fund Flow Analysis, Cash - Book / Bank- Book / Journal Book Maintenance, Cash / Bank Reconciliation |
| * Sale Shipment | * Cash Flow Analysis, Contractors / Suppliers Accounts Maintenance |
| * Sales Invoicing | * Allocation of Funds, TDS Deduction |
| * Order Processing | * Profit & Losses, TDS Certificate Generations |
| * Pending Orders | * Liabilities, Employee’s Advance/Loan Maintenance |
| * Sales Reports | * Prepaid Expenses, Tax Computation |
| * Sales Outstanding | * Income Statement, Balance Sheet Preparation |
| * Customer Rating | * Balance Sheet, Trial Balance Calculation |
|  |  |
| **Inventory Management** | **Purchase Management** |
| * Goods Inward | * Indents |
| * Goods Outward | * Purchase Order |
| * Stock Adjustments | * Purchase Processing |
| * Stock Reports | * Material Receipts |
| * Dead Stock | * Purchase Invoice |
| * Fast / Slow | * Pending Order |
| * Non Moving Items | * Purchase Reports |
| * Sales Report | * Purchase Outstanding |
| * Stock Valuation | * Supplier Rating |
| * Inventory Cost | * ROL (Risk of Loss) Management |
|  |  |
| **Production and Operation Management** | **Accounting Management** |
| * Bill of Materials (BOM) | * A/c Vouchers |
| * Production Schedule | * Journals |
| * Material Requirement | * Cash Book |
| * Material Requirement Planning | * Bank Book |
| * Production Reports | * Ledgers |
| * Plant / Machine | * Receivables |
| * Performance Reports | * Payables |
| * Team, Task, Invoice, Client Management | * Debtors Ageing |
| * Announcement & Report Management | * Creditors Ageing |
|  |  |
| **Human Resource Management** | **Project Management** |
| * Candidate Management | * Requirement |
| * Attendance Management | * Planning |
| * Payroll Management | * Project Work Plan |
| * Employee Management | * Project Management Procedure |
| * Leave Management | * Warning Signs |
| * Reports: | * Managing Scope |
| Leave Register, Attendance Register, Pay Slips, Payroll Register, Component wise Salary Register, PF Report, PT Report, ESIC Register | * Guard against Scope Creep |
| * Basic HRMS: | * Timeline |
| Employee Records, Office In/Out Register, Resource Requisition, Conveyance Management, Notice/Circular, Holiday, Schedule, Office Letter in/out, Training Requisition, Employee Documents, Employee Letter/Notice, Employee Job, Responsibility, Punishment & Appreciation, Promotion, Posting & Transfer, Complain & Disciplinary Action, MIS Reporting, Web Attendance Management, Duty Roster and Time Sheet Management, Travel & Conveyance Management, Medical & Treatment Management, Employee Status & Schedule Calendar, Internal Official Messaging, Phonebook and Visitor, Management, Overtime / Incentive / Deduction Management, Loan and Advance Management, SMS & Email, Communication, Skill Quiz / Survey Management, Fingerprint/Card Attendance System, Transport / Fuel / Vehicle Management, Task Management, Meeting Minutes Management, Online CV and Recruitment Management, Online learning, Quiz and Skill Development, Appraisal & KPI Management, Accounts | * Managing Risk   Highlight any concerns or challenges at right time. Maintain project risk database that tracks all issues and resolutions as we maintain in red mine.   * **Open Communication**   Communicate with client only when necessary.  Never assume anything about project  Never Lose Sight of the 3-Factors: Time, Budget, and Quality  Every time make sure that your client is satisfied with the quality of release.   * **Improving Project Management Practice**   Technology is always evolves to meet the changing needs of users. In the same way, approach to project management should evolve alongside IT processes. Resolve issues as quickly as possible Issues are big problems. For instance, in an Exchange migration, the Exchange servers you ordered aren't ready and configured on time. Or perhaps the Windows forest isn't set up correctly and needs to be redesigned. The project manager should manage open issues diligently to ensure that they are being resolved. If there is no urgency to resolve the issue or if the issue has been active for some time, it may not really be an issue. It may be a potential problem (risk), or it may be an action item that needs to be resolved at some later point. Real issues, by their nature, must be resolved with a sense of urgency. |
|  |  |
| **Material Management** | **QA-QC Management** |
| * Indenting Quotations | * Quality GIN |
| * Purchase Ordering | * Quality Production |
| * G.I Register | * Quality Material |
| * Dispatch Status | * Quality Analysis |
| * QC Entry (Quality Checking) | * Quality Approval / Rejection |
| * Issuing of Material | * Modern Test Management |
| * Bill Passing | * Planning |
| * Stock Maintenance | * Real Time Insights |
| * Mod Vat Entries | * Reports |
|  |  |
| **Lab Management** | **Customer Service Management** |
| * Daily Manufacturing Report (DMR) | * Campaign |
| * Weather Entry | * Lead |
| * Stoppage Entry | * Opportunity |
| * Report Maintenance | * Service Management |
|  |  |
| **Cane Management** | **Spirit Management** |
| * Cane Purchase | * Purchase of Spirit |
| * Calendaring | * Stock Maintenance |
| * Automated Weighment Process | * Sale of Spirit |
| * Online Payment to the Grower | * Bottling of Wine |
| * Stock Maintenance | * Selling of Wine |
| * Report Maintenance | * Report Maintenance |
|  |  |
| **Document Management System** | **Management** |
| * EDMS | * Coaching, Training |
| * Master Filing System | * Mentoring & Support |
| * Storage System | * Communicating |
| * Drawing & Reports | * Listening |

# INDUSTRY EXPERTISE

|  |  |  |  |
| --- | --- | --- | --- |
| **Industry** | **Company** | **Country** | **City** |
| Food Production / Processing | **Devarpan Foods Pvt. Ltd.** | India | **Kashipur Unit, (Uttarakhand)** |
| Food Production / Processing | **M/s. Kesar Enterprises** | India | **Baheri (U.P.)** |
| Food Production / Processing | **M/s. Bhagauli Sugar & Distillery Unit** | India | **Hardoie, (U.P.)** |
| Food Production / Processing | **M/s. New India Sugar Mills** | India | **Kushi Nagar, Hata, Gorakhpur (U.P.)** |
| Food Production / Processing | **M/s. Parle Biscuits (P) Ltd.** | India | **Bahraich (U.P.)** |
| Food Production / Processing | **M/s. Akbarpur Chini Mills Ltd.** | India | **Akbarpur (U.P.)** |
| Food Production / Processing | **M/s. DSCL Sugar Loni** | India | **Hardoi, (U.P.)** |
| Food Production / Processing | **M/s. Haidergarh Chini Mills Ltd.** | India | **Haidergarh, Barabanki (U.P.)** |
| Food Production / Processing | **M/s. Oudh Sugar Mills Ltd.** | India | **Hargoan, Sitapur (U.P.)** |
| Food Production / Processing | **M/s. Oswal Overseas Limited** | India | **Nawabganj, Bareilly (U.P.)** |
| Food Production / Processing | **M/s. Harinagar Sugar Mills Ltd.** | India | **Harinagar, West Champaran (Bihar)** |
| Food Production / Processing | **M/s. HBL Sugar Mills Ltd.** | India | **Laurya, West Champaran & Sagauli , East Champaran (Bihar)** |
| Automobile / Automotive Industry | **Stallion Auto Parts Pvt. Ltd.** | India | **Dewa Road, Chinhut, Lucknow, (U.P.)** |
| Automobile / Automotive Industry | **L.D. Joshi & Company** | India | **Dewa Road, Chinhut, Lucknow, (U.P.)** |
| Automobile / Automotive Industry | **Jagjit Enterprises Pvt. Ltd.** | India | **Dewa Road, Chinhut , Lucknow, (U.P.)** |
| Automobile / Automotive Industry | **Trac Auto Transmission** | India | **Manesar, Gurgaon/Gurugram, (Haryana)** |
| Heating, Cooling and Hot Water Products and Solutions | **Well Tech Packaging** | India | **Rudrapur, (Uttarakhand)** |
| Electrical / Solar Power Panel Manufacturing | **Statcon Energiaa Pvt. Ltd.** | India | **Noida & Hapur Unit, (U.P.)** |
| Electrical Power Panel Manufacturing | **Continental Electrical Industries Pvt. Ltd.** | India | **Sarojini Nagar, Lucknow, (U.P.)** |
| Industrial Gas & Medical Gas | **Intech Pharma Pvt. Ltd.** | India | **Gurgaon/Gurugram, (Haryana)** |
| Pharma­ceutical | **Ess Cee Biotech India Pvt. Ltd.** | India | **Sarojini Nagar, Lucknow, (U.P.)** |
| Professional Education / Training | **Help for Comfort** | India | **New Delhi** |
| Computer Software Manufacturing & Management | **M/s Syber System & Solutions Pvt. Ltd.** | India | **Lucknow, Uttar Pradesh** |
| Human Resources Consulting Services Provider | **RT Network Solutions Pvt. Ltd. & Core Integra Consulting Services Private Limited** | India | **Kolkata (West Bengal) & Mumbai (Maharashtra)** |

# FUNCTIONAL EXPERTISE

|  |  |
| --- | --- |
| **Area of Expertise** | **Level of Expertise** |
| **ERP Logistics and Supply Chain Management (SCM)** | **+++** |
| Quote to Cash (QTC) / Order to Cash (OTC) | **+++** |
| Sales and Distribution (SD) | **+++** |
| Logistics Execution (LE) | **++** |
| Production Planning (PP-SOP, PP-MP, PP-MRP) | **+++** |
| Material Management (MM) | **++** |
| Quality Management (QM) | **++** |
| Customer Service (CS) | **+** |
| Logistics Information System (LO-LIS) | **+++** |
| Returnable Container Management | **+++** |
| Advanced Planer and Optimizer (APO) | **++** |
| **Customer Relationship Management (CRM)** | **++** |
| CRM Sales | **+++** |
| ERP Sales and Distribution (SD) | **+++** |
| CRM Service | **+++** |
| CRM Marketing | **++** |
| **Tracking and Traceability** | **+++** |
| Tracking and tracing of individual gas cylinders / Individual Cylinder Control (ICC) | **+++** |
| Global Returnable Asset Identifier (GRAI) | **+++** |
| Auto-ID | **++** |
| Serial numbers | **++** |
| Batch Management and Recall | **++** |
| Mobile Data Entry | **++** |
| GS1 Identification Standards | **B** |
| Object Event Repository | **B** |
| RFID | **B** |
| **Software Development** | **++** |
| Design and architecture of add-ons that are highly integrated with standard solutions | **++** |
| User exits, Enhancements and BA d I | **B** |
| ABAP Objects | **B** |
| Interfaces | **++** |
| Electronic Data Interchange (EDI) and IDOC | **++** |
| **Leadership** | **+++** |
| Team lead | **+++** |
| CRM | **+++** |
| Project Team Training | **+++** |
| Accelerated ERP (MFG) | **+++** |
| Project Management | **+++** |

+++ = Excellent; ++ = Advanced; + = Proficient; B = Basics

# PROFESSIONAL TRAINING & CERTIFICATIONS

|  |  |  |
| --- | --- | --- |
| **Course** | | **Year** |
| **ERP / CRM** | | |
| MFG Enablement Program Powered by iON Reports and Communications | **2016** | |
| ERP/CRM Management Powered by iON Reports and Communications | **2016** | |
| Business Analytics Powered by iON Reports and Communications  (Manufacturing) | **2017** | |
| **Courses** | | |
| Information Security Awareness - Acceptable Usage | **2017** | |
| Information Security Awareness - An Introduction | **2017** | |
| Information Security Awareness - Business Continuity Management | **2017** | |
| Information Security Awareness - Information Protection | **2017** | |
| Information Security Awareness - Internet and E-mail Usage | **2017** | |
| Information Security Awareness - Password Management | **2017** | |
| Information Security Awareness - Securing Physical Work Environment | **2017** | |
| Information Security Awareness - Social Engineering | **2017** | |

# LANGUAGES

|  |  |  |
| --- | --- | --- |
| **Language** | **Level of Expertise** | **Read/Write/Speak** |
| English | **Expert** |  |
| Hindi | **Fluent** |  |
| Bhojpuri | **Native Speaker** |  |

# PERSONAL DOSSIERS

Father’s Name **: Mr. Prem Chandra Tiwari**

Sex  **: Male**

Marital Status  **: Unmarried**

Present Address  **: New Ashok Nagar, Delhi-110096**

Hobbies  **: Reading Books, Playing Games, Watching YouTube Videos, Surfing Web.**

**Date:**

**Place: New Delhi (Ashutosh Kumar Tiwari)**