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| C:\Users\hp\Downloads\Dipesh-photo.jpg  Techno-functional professional with **18 years** of experience in **Software/ Application Management including end-to-end development of software products** from requirement analysis to system study, designing, testing and implementation.    [dipeshprajapati@hotmail.com](mailto:dipeshprajapati@hotmail.com)  +91-84608 69699    Dipesh Rameshbhai Satani | |
| Executive Profile   * Resourceful in understanding and **coordinating for client’s needs** / enhancements, customizing **HRMS applications** accordingly and consulting with technical team to provide solutions as per the delivery schedules * Recognised for ensuring achievement of **customer expectations and providing technical leadership** in application life cycle activities * **Expertise in developing & implementing technology-based solutions** for enhancing functional efficiency of HRMS applications and achieving business excellence, managing risks and planning for contingencies to ensure minimal effect on deliverables * Excellence in providing **various technical suggestions, solutions and troubleshooting** assistance during development and deployment of **HRMS application** * Successfully managed **2000 Attendance Biometrics Devices** of PAN India and migrated **70K Employee Data** (employee, leave, attendance module with other attributes) from Sparsh HRMS to Cloud based PS HRMS * Recognised for implementing **various HRMS module**, managing middle ware POCs, providing technical proposals and techno-functional support * Expert in **resolving escalations for resolving critical issues**, steering business continuity & customer satisfaction, manpower planning & recruitment, and employee skill development & engagement * Performed **Service Delivery functions** such as Incident Management, Problem Management, Configuration Management, Change Management & Release Management   Education & Credentials   * 1999: **B.Com.** from Gujarat University, Ahmedabad   **Other Technical Courses**   * Pursuing: **AWS Certification Course** from Ahmedabad * 2011: **ITIL v3. Foundation** * 2005: **MCP** * 2001: **E-Commerce** * 1997: **P.C.R. (S.C.V.T.)** * 1996: **D.P.C.S. (N.C.V.T.)**   Career Timeline (Recent 6) | Key Impact Areas  Business Requirement Gathering    Cost Reduction & Profit Management  Process Improvement / Optimization  Client/ Stakeholder Relationship anagement  Project / Program Management  Resource Optimisation  Data Migration/ Transition  Problem and Incident Management  Technical & Functional Specification  Vendor QA/ QC  Soft Skills    Soft Skills  Communicator  Analytical  Decision-making  Motivator |
| **Meditab Software Inc.**  **Pantaloon Retail India Ltd. Bigbazar**  **CDP India Pvt. Ltd.**    **Sep’05-Sep’06**  **Sep’09-May’10**  **Feb’08-Aug’09**  **nuFuture Digital (India) Limited**  **Since Jun’10**  **Wipro Infotech**  **Indiabulls Securities Limited**  **Sep’06-Jan’08**  **Jul’04-Aug’05**  Professional Experience  **Since Jun’10: nuFuture Digital (India) Limited, Ahmedabad as Assistant Manager**  **Key Result Areas:**   * Administering **strategic SDLC activities** related to documentation, development, testing, implementation, support and administration for domestic user; monitoring system and logs for solving issues that arise Ensuring: * Best practices for **architecture, and security** are employed, and maintaining responsibility for the quality development of all applications * **Business requirements and functional specifications** for the module are tested and fulfilled before the code is delivered for integration * Coordinating with team members for **HRMS design, integration and application maintenance**; cooperating with other teams across the organization for efficient work progress * Spreading **post-implementation, application maintenance and enhancement support** to the client with regard to the product / software application * Resolving the **problem/incident within the SLA/benchmark time** in a prompt and coordinated manner * Providing technical support to **HRMS Application** and supervising **7 SQL DB & 2 Postgress Server**, **BRL Application Integration & BRL Employee Data migration** * **Monitoring Windows, DB server & Application Traffic.** * Manage and execute system/application installation, patching, releases, and upgrades . * Collaborating with vendors for successfully developing **HRMS applications within the stipulated time frame**, while adhering to the software development process and security procedures * Coordinating with different **Bio metrics Device Vendor & HRMS Application Vendor.** * Maintaining **machine & employee master sheet,** material master, vendor master, CAPEX, OPEX material creation, brand change, MC change, EMC change & valuation class change, Legacy System Migration Workbench (LSMW) * Managing the following activities as a **part of SAP MDM (Master Data Management) different team**: * **Article creation** (Single, Display, capex, opex) * **Article Maintenance** (Brand Change, MC Change, EMC Change, Valuation class change,season category & year change) * **Update Article** CP, MRP, Description & POS Description * **Uploading PI Docs** in SAP updating the status of Inventory * **Article listing** at site level as well as Assortment of the articles at site concept level * **Life cycle of Articles** **in Retail** (Creation, Maintenance, Archival) * **Article profit center migration** * **Analysis of the Articles**, Merchandise Category (Valid & Invalid Articles) * **Resolve Desktop Application related issue** * **Article migration Activity** * **Mass maintenance of master data** * **JCAPS Configuration to extract the data**   **Highlights:**   * **Integrated 7 SQL DB server** with middle ware in cloud environment. * **Implemented & rolled out Biometric Solution** with HRMS Application. * **Integrated HRMS with HR & other application** like Shakti, Auto Birthday Mailer, GAL Data & Visitor Data * **Migration specialist:** Successfully managedBiometric device Migration project/ BRL Application Integration & BRL Employee Data migration/ Rollouts, Support and Migration projects (Hypercity, Aadhar, Heritage & Nilgiri) Article Profit Center & Material Migration Activity. * **Part of SAP ECC5 to ECC6 migration activity.** * Expertise in managing **technical proposals, providing techno-functional support**   Previous Experience  **Sep’09 to May’10: Meditab Software Inc., Ahmedabad as Technical Support Engineer**  **Key Result Areas:**   * Installed **IMS (EMR) software** (both server and client) & **Fax Server (Linux Base)** and checked connectivity with the IMS software * **Configured & updated client version** with server ones * **Managed interface devices** like Sigped, Fax Server, Midmark Spiro-Ekg, Wellch Allyn, Ko Ko interface   **Feb’08 to Aug’09: Wipro Infotech, Ahmedabad as Customer Support Engineer**  **Project Undertaken**  **Project:** Max New York Life, Baroda**/ Period:** Apr’09 to Aug’09  **Key Result Areas:**   * Managed **Max New York Life Makarpura branch** independently and **ensured SLA adherence** with interface departments and customer * Maintained **ADC & Lotus Mail server**; managed user`s ID Add in AD, Lotus mail & other application ID creation, transfer & removal * Provided **My Flow, My Money, CSMS, Injinium, Cafe HR & Training Enlight application** support and troubleshooting   **Project:** Future Group**/ Period:** Feb’08 to Mar’09  **Key Result Areas:**   * Managed 10 Acres Mall BB Kankaria site independently and managed all **IT Operations at Big Bazaar** like VPN, UPS, EPABX System, Future Media Project. * Manage and execute system/application installation,patching, releases, and upgrades. * Supported & troubleshot **REM, Plutus, Big Fix and SAP application** * Monitored **application roll-out activity** in 10 Acres Mall; created & roubleshot **Microsoft Outlook & Outlook Express User Profile** * Supervised **monthly database backup of point of sales for 10 Acers Mall** (Big Bazaar, Pantaloon, Brand Factory, Lootmart, Shoe Factory, Furniture Factory Outlet) * Ensured **Inbound and Outbound Idocs uploads/downloads** for POS-SAP integration. * Configured & scheduled **cycle count in application** for taking physical inventory of stocks configured as per instructed by client   **Sep’06 to Jan’08: Pantaloon Retail India Ltd. Big Bazar, Ahmedabad as BSE IT**   * To Maintain windows 2k & 2003 Server Active Directory user creation. * Day opening / Closing activity, stock take cycle count activity, Daily backup activity. * Vendor management related to hardware, network, EPABX,weigh scale & future media project. * **POS application support, Roll out & troubleshooting.** * **POS DB slimming, archive & truncate activity.** * Mail client **migration activity lotus Notes 5 to MS Outlook & Outlook express.**   **Sep’05 to Sep’06: Indiabulls Securities Limited, Ahmedabad as System Engineer**   * Taking care of NSE`s CTCL Server & Admin Responsibility for running smooth network. * Handling Desktop, laptop,Printer, Router, switch & Firewall. * Support & Troubleshooting of CTCL Client, PIB & backoffice application. * Handling Voice Recording System & related issue.   **Jul’04 to Aug’05: CDP India Pvt. Ltd., Ahmedabad as Help Desk Engineer**    **Mar’03 to Jun’04: Worth Information Systems & Electronics Pvt. Ltd., Ahmedabad as Customer Support Engineer**  **Sep’00 to Mar’03: Jindal Online.Com Ltd., Ahmedabad as Customer Support Engineer**  Trainings Conducted / Professional Affiliation   * Conducted **ITIL and Business Communication Training** provided by Wipro Infotech * Active member of **Computer Society of India Ahmedabad Chapter** in 1999 and 2000     Personal Details  **Date of Birth:** 15th April 1978  **Languages Known:** Gujarati, Hindi and English  **Marital Status:** Unmarried  **Address:** 138/Krishnadham Society, Opp. Kharawala Factory, Vatva Road, Isanpur, Ahmedabad-382443  **Location Preference:** Gujarat & Pune | |
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