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| C:\Users\hp\Downloads\Dipesh-photo.jpgTechno-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  +91-9377014791 / 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
* Recognized 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 deliverable
* Excellence in providing **various technical suggestions, solutions and troubleshooting** assistance during development and deployment of **HRMS application**
* Successfully managed **2000 Attendance Bio-metrics Devices** of PAN India and migrated **70K Employee Data** (Employee, Leave, Attendance, Travel & conceyance module with other attributes) from Sparsh HRMS to Cloud based PS HRMS
* Recognized 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, Ahmadabad

**Other Technical Courses** * 2020: **AWS Certification**
* 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 AreasBusiness Requirement Gathering Cost Reduction & Profit ManagementProcess Improvement / OptimizationClient/ Stakeholder Relationship anagement Project / Program Management Resource OptimisationData Migration/ Transition Problem and Incident Management Technical & Functional SpecificationVendor QA/ QC Soft SkillsSoft SkillsCommunicatorAnalytical Decision-makingMotivator |
| **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 / functional support to **HRMS Application** and supervising **7 SQL DB & 2 Postgress Server**, **BRL Application Integration & BRL Employee Data migration**
* Identify key areas for automation and optimization to enhance productivity.
* Monitoring & management of alerts, events via relevant monitoring & ticketing tools for all server.
* **Act as a SPOC on assigned functional & technical issues for the ongoing Data Migration & Integration of various applications.**
* 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
* Participate in testing i.e. Integration Testing and User Acceptance Testing to ensure high quality of all deliverable.
* Coordinating with different **Bio metrics Device Vendor & HRMS Application Vendor.**
* Expertise in Application and Production support.
* Define and monitor support SLA s.
* Define and monitor support processes and procedures.
* Day to day management of service Desk, issue and incident escalations.
* Managing the following activities as a **part of SAP MDM (Master Data Management) different team**:
* 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)
* **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 (ECC5 to 6)**
* **Mass maintenance of master data(MDM)**
* **JCAPS Configuration to extract the data**

**Highlights:*** **Integrated 7 SQL DB server** with middle ware in cloud environment.
* Integrated 7 SQL DB server with Zing HR Application(Third Party Employee).
* **Implemented & rolled out Biometric Solution** with HRMS Application.
* **Integrated HRMS with 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/ Roll outs, 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 T**echnical 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).
* **Configured & updated client version** with server ones
* Create services in Sybase DB.
* To Install Fax Server (Linux OS) and check connectivity with the IMS application & troubleshoot if any kind of issue comes up.
* Update the IMS software in-case of Technical fault.
* **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.
* Update symantec antivirus client.
* Take Data & mail backup daily basis on Tap Drive and check after restore.
* Lotus Mail Id configuration, Replication and Archival activity.
* Lotus Mail Migration completed successfully from lotus 6.5 to 8.0
* Provide technical Support to live webcast event.
* Responsible for Desktop, Laptop, Network Printer & scanner related issue.
* Monitor network traffic (Lease Line & ISDN Line).

**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, weighing Scale, Future Media Project.
* Manage and execute system/application installation, patching, release and upgrades.
* Supported & troubleshoot **REM, Sanvik, TP Linux (POS), Plutus, Big Fix, Customer Loyalty Programme and SAP application**
* Monitored **application roll-out activity** in 10 Acres Mall, created & troubleshot **Microsoft Outlook & Outlook Express User Profile**
* Supervised **monthly database backup of POS DB for 10 Acers Mall** (Big Bazaar, Pantaloon, Brand Factory, Loot mart, 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
* Developed process improvements and other enhancements that improve operational efficiency as well as ensure data security
* Perform preventive maintenance, s/w, h/w upgrades, patch management and Backup server readiness to avoid any impact on EOSS.

**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 & permission.
* Day opening / Closing activity, stock take cycle count activity, Daily backup activity.
* Vendor management related to hardware, network, EPABX,weigh scale, Bar code printer & future media project.
* Promotion Idoc, MC Idoc & Tax Idoc Import.
* Promotion configuration & management.
* Planned, Implemented and maintained a windows Domain based Infrastructure.
* **POS application support (REM & Sanvik), Customer Loyalty Programme application, GV Application Roll-out & troubleshooting.**
* **Perform POS DB slimming, archive & truncate activity.**
* Mail client **migration activity lotus Notes 5 to MS Outlook & Outlook express.**
* **Providing Application Training to New team member, Head cashier and Operation Team.**

**Sep’05 to Sep’06: Indiabulls Securities Limited, Ahmedabad as System Engineer*** Taking care of NSE`s CTCL NEAT Server , BSE, MCX/ NCDEX & Admin Responsibility for running smooth network.
* Handling Desktop, laptop,Printer, Router, switch, hub, V-sat & Firewall.
* Support & Troubleshooting of CTCL Client, PIB & back office application.
* Manage Voice Recording System, Backup & related issue.
* Manage vendor and service provider relationships, costs, licensing and related activities.
* Handle the IT operation of new opening branch in Gujarat State.

**Jul’04 to Aug’05: CDP India Pvt. Ltd., Ahmedabad as Help Desk Engineer*** Looking ICICI Bank Call Centre Dependently as a Site Engineer.
* Troubleshooting of Computer h/w issue, Application issue, OS issue, Printer Issue & scanner issue
* Troubleshooting of LAN Issue & Monitoring Lease line connectivity.
* Installation of Antivirus Software & removal of virus on detection.
* Maintain Desktop Policies as per Bank Rules.
* Maintain IT Asset.

**Mar’03 to Jun’04: Worth Information Systems & Electronics Pvt. Ltd., Ahmadabad as Customer Support Engineer*** Installation of Win95/98, Win NT, Workstation, Win2k Server and Professional.
* Installation of Epo Agent in client & configuration.
* Anti Virus software installing & updating.
* Responsible to manage Desktop, Printer, Network Printer & Network of NABARD Bank all Gujarat State location.
* Maintain IT Inventory.
* Provide Support as a Help Desk Engineer in ICICI Bank (Prudential, Lombard, Loan Department) various site.

**Sep’00 to Mar’03: Jindal Online.Com Ltd., Ahmedabad as Customer Support Engineer*** Installation of Dial up & ISDN Modem.
* Monitoring bandwidth of Lease line client & ISDN Line.
* Monitoring E1/R2 Line and Main 2 MBPS link from GNFC.
* Configuring mail in Outlook express & MS Outlook
* Troubleshooting of 100 PC H/w , s/w & network issue.
* WAN Administration spread across 15 branch of Dot@trot cybercafe.
* Provide Telephonic support to User of Dial up and ISDN line.

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, Mumbai & Pune  |
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