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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)  +91-9377014791 / 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 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 / 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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