**NILACHAKRA DASH +91-9582299450**

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**PROFESSIONAL SYNOPSIS**

* Total 9 Years of Experienced professional in Business Process management, Project Management SAP CRM Support and Merger & Acquisition Projects.
* Have great experience in Lean and Quality improvement in Business Processes with expertise in setting up End to end Business Process.
* Led Projects related to Integration & implementation in SAP CRM ERP system for Agilent Technologies Pvt. Ltd.
* Experienced in understanding Customer/ Business Requirements to identify and formulate in business strategies.
* Strong analytical, problem solving & organizational abilities.
* Extensive exposure working with multi-cultural/global people being a part of Global CRM Ops team.
* Worked as key member for providing critical support to Field sales, sales operation & marketing teams. Also, part of implementation on services in SAP CRM ERP system.
* Effective communication & interpersonal skills to build strong working relation with business partner, stakeholders & within team.



**SKILLS**

# Business Process Management

# Project Management

# Quality & Lean Improvement

# Customer & Product Master data management

# Change Request Management

# SAP CRM Organizational Hierarchy and territory Management

# Winshuttle tool

* MS Office, Visio & Sharepoint Knowledge



**PROFESSIONAL EXPERIENCE**

1. **Agilent Technologies International Pvt. Ltd. (June 2012 till date)**

# Designation : Business Process Analyst

# Role : Business Process & Project Management

# Employer : Nippon Data (June 2012 – April 2014)

**JOB RESPONSIBILITIES:**

* Consulting and testing for major/minor CRM enhancements.
* Managing the various SAP CRM upgrades (EHP1 and EHP3) and major releases.
* Analyzing results of operations and system to discover more efficient ways to utilize resources.
* Coordinating the successful simultaneous development of several projects.
* Managing SLA/TAT/BFT, documentation and related communication with Partners and stakeholders.
* Acting as a Lead and managing 4 people team for daily operations and Projects.
* Setup and execution of BCP (Business Continuity Plan) for the Global Business Support Process.
* Co-develop, Improve, Operationalize, and Execute Key CRM Processes.
* Manage the Global Tier 3 Support for Regional CRM Support teams, around SAP CRM
* Organization/Territory/Employee/Product Master Data and Pre-Sales Transactional Data.
* Project Manager for Performance Period Setup (partner with Quota Credit, GIPO, IT, Global Ops and WW Regional CRM Support Teams)
* SAP CRM Master Data implementation for all acquisitions, Channel Splits, Org Splits, as well as introduction of new Sales Processes.
* Responsible for Data Quality management, Data Migration and Data Cleansing activity to ensure correct, error free and unique data in the ERP system.
* Winshuttle Script creation to update Master data and Transaction Data

**KEY PROJECTS (Agilent Technologies):**

* **Transaction Data Management –** Designed & development of new Program in SAP CRM for mass product changes in sales transactional data
* **Optimus (CRM Sales) –** SAP CRM system Performance enhancement project for improvements of program used in Performance Period Setup project.
* **Performance Period setup (CRM Sales) –** Leading bi-annual project to maintain the changes in Sales Org Structure & update these changes in SAP CRM.
* **EHP3 Upgrade –** I worked as a lead to manage the system functionality failure and User issues. Identifying and resolving Defects during the Stabilization phase.
* **China Branch Tax –** A project to implement new Chinese tax law in the system. I worked as a lead for Global CRM team to create 4 new Sales division and Updated CRM as per the ECC to overcome the IC billing impact.
* **Single Sign On –** To increase the adoption of CRM by End Users by synchronizing the CRM login credential with the Desktop credential. Consulted Users and regional super users for requirement gathering and provide solutions during the stabilization window.
* **Data Migration Support –** Worked in multiple data migration projects in SAP CRM and ECC, which required a deep analysis of large data having different information, different format and prepare a unique and correct dataset.
* **Denali (CRM Services) –** A project to implement SAP CRM service module in Agilent.
* **New Merger and Acquisitions –** Integrated SAP CRM for new acquisitions (DAKO, Seahorse, iLAB, Cobalt etc.) done by the Organization.

**SUPPORT (Agilent Technologies):**

* **Winshuttle Management –** Created variousscripts and templates as per the system to mass update the master data and transaction in SAP systems as per the business requirements.
* **Regression Test Script Management –** Working to manage correct and updated test script in HPALM. These scripts are used by testers to validate the system during any test cycle.
* **Master Database Management –** Performs various data analysis and data validation to maintain the unique and quality data in the system. It helps to reduce confusion among Users, reduce TAT for a support request and smooth run of projects.
* **Tier-3 Support & Consulting –** Provide support to the regional CRM support team by troubleshoot the access related query within the TAT and make sure the sales team gets the correct information.

**(2) Xchanging Technology Pvt. Ltd. (July 2010 – June 2012)**

# Designation : Associate

# Role : Risk Analyst

Working for a leading reinsurance company operating worldwide, PAS (Policy Administration Services - Property & Engineering portfolio.

**JOB RESPONSIBILITIES:**

* Analyzing various insurance policy documents & extracting key data & facts given. The insurance policy includes Fire & Perils (property), CAR/EAR & Machinery Breakdown (Engg.) insurance covers
* Ensuring correct entry of data on a sophisticated reinsurance system.
* Maintain various codes defined earlier in the system for product, Class & Placing of business, Leader, Premium type, Premium condition, Locations etc.
* Monitor, Check and capture Risks as per the documents provided by the reinsurer.
* Run enquiries to ensure the correctness of the data captured.
* Maintain High Productivity and Quality



**TECHNICAL SKILL SET**

* ERP : SAP-CRM (7.4), ECC 6.0, SAP IDM
* SAP Mass Update system : Winshuttle Transaction (10.7 Hotfix 2)
* Project Management tool : HPALM & MS Project
* Ticketing tool : HP Service Manager
* Office Suits : Microsoft Office 2003 – 2010 and Office 365.



**SUMMER TRAINING PROJECT**

**Steel Authority of India Limited (SAIL)**

Location : Durgapur

Period : April 2009 – June 2009 (Duration: 6 weeks)

This assignment was during Postgraduate Diploma in management as a mandate.

Project: Market Analysis of Ammonium Sulphate of DSP in Murshidabad.



**EDUCATIONAL CREDENTIALS**

* PGDM – Marketing, from Fortune Institute of International Business, New Delhi in 2010.
* B.Sc. (H)-Botany, Utkal University, Bhubaneswar, Orissa in 2007.



**TECHNICAL QUALIFICATIONS**

* SAP CRM Functional training
* Project Management Program from QAI Global, New Delhi.
* Post-Graduate Diploma in Computer Application