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| B117, Extn 2, Shalimar GardenSahibabad, GZB-201005 | **Umesh Chandra Purohit** | 9873802446umeshpurohit1975@gmail.com  |
| ***Career Summary****\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** *15+ years IT related employment including 8years as a Support head*
* *Played key role in presales and implementation of the whole of ERP,IVR and CRM system in Sierraleone(West Africa) and getting the Completion and Operational Certificate from the client. Awarded for same*
* *Given Onsite Training to the Users and Prepared User Acceptance Testing Documents.*
* *Presently supporting Indian and Abroad Clients of Coral with a Team of 7 members.*

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| **TECHNICAL SKILLS** | **GENERAL SKILLS** |
| *Application support. Competent in handling Database Activities and queries in SQl Server2008 and 2012* | *Client relationship and management. Presales. Business understanding of sales, purchase cycle and finance modules* |
| *Have sound Knowledge of Creating Views,Triggers,Procedures,Functions Scheduling Jobs in SQL Server 2008 and 2012* | *Powerpoint, word, presentation, product and training documentation. Remote support model* |
| *Preparing excel based Reports as per the requirement of Client* | Teamwork**,** Negotiation and persuasion.Problem solving, Ability to work under pressure |
| *Product support and management ( erp and crm system)* | Perseverance and motivation. |

**TECHNICAL EXPERIENCE*** Implementation of sales, purchase and Finance modules in the onsite location using erp software. Application support
* Full Functional knowledge of whole of Purchase and Sales cycle as well as Finance Module
* Knowledge of creating views, stored procedure, triggers and Functions in sql server 2012 . This includes taking back up and restoration.
* Troubleshooting/bug fixing using SQL Server Profiler
* Functional Requirement Study: *Prepared FRS for the Sierraleone (West Africa Project) -2012-13.*
* System Requirement Study : *Prepared SRS for the Sierraleone project based on the FRS-2012-2013*
* User Acceptance Document: *Prepared User Acceptance document for Sierraleone Project 2013-14*
* Creating excel based reports for the client as and when required using sql server 2012 and Crytal reporting tool
* Create ERP implementation plans and implementation schedules for customers
* Applications: MS Word, Excel, Power Point.

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| **PROFESSIONAL EXPERIENCE*****Support Head Coral Telecom Jan 2015- till date**** *Heading the team of 7 members with team members and Project Managers*
* *Responsible for end to end implementation of whole ERP, IVR and CRM solutions for multiple clients (Sierraleone West Africa,Denso India Limited Greater Noida,Six Sigma Chandigarh, Global Technologies Mysore, Voice Telesystems Private Limited Haryana)*
* *Client management both onshore and offshore (Of shore : Sierraleone West Africa, Onshore: Denso India Limited Greater Noida,Six Sigma Chandigarh, Global Technologies Mysore, Voice Telesystems Private Limited Haryana)*
* Coordinate, plan, and conduct analysis of client business *Handling client escalations and issues*
* *Managing the projects pipelines for Indian and client abroad. Supporting on Erp and crm presales projects*
* *Multiple Client visits in Africa to handle onshore deployment*
* *Leading department initiatives and processes*

***Principal Support Analyst Coral Telecom Limited Jan 2009 – 2015*** * *Took an ownership on some key projects and guided a team of 3 members*
* *Client request gathering and converting it into technical document. Handling any client issues*
* Develop reference materials (status reports, documentation, etc.) for supported applications and related technologies
* *Worked in the Implementation and support of the In-house Client (Denso India Limited Greater Noida,Six Sigma Chandigarh, Global Technologies Mysore)*
* *Implemented Purchase, Sales and Accounts Module in the Onshore Sites*
* *Developed Excel Based Reports for the On-Shore Clients as and when Required*
* *Developed Reports in the Reporting tool as Crystal Report*
* *Worked in Sierraleone for around 2 Years 2013-2015and Successfully implemented ERP, IVR &CRM*
* *Got the Completion Certificate from the Customer on June 2015*
* *Got the Operational Acceptance from the Customer on August 2015*
* *Working on enhancing the in houseERP tool*
* *Mentoring team members*

***Support Engineer Coral Telecom Limited Jan 2007-2009**** *Supporting the Principal support engineer on various client assignments*
* *Understand the customer issue and then get it resolved through the team members.*
* *Deployment of the patch at customer site was the key functional area .*
* *Was involved in developing the various Views, Stored Procedure and Functions for getting the report related requirement for on Shore Clients Denso India Limited Greater Noida,Six Sigma Chandigarh)*
* *Was Involved in designing the new report requirement in Crystal Reporting Tool for On shore Client(Denso India Limited Greater Noida,Six Sigma Chandigarh)*
* *Was Involved in the Deployment and Implementation of Sierraleone African project.*
* *Was involved in the Implementation of the Purchase and Sales Module of Onshore sites (Denso India Limited, ,Six Sigma)*

***Support Asst EngineerCoral Telecom LimitedJan 2005-2007**** *Supported the deployment of In House Coral ERP ( Purchase, sale and Accounts Module)*
* *Was Involved in giving hands on Training to the end users for in House ERP*
* *Was involved in Making the reports in Crystal Reporting tool*
* *Responsible for QA and testing before releasing the path to the Support Engineer.*

***Junior Consultant Jai Prakash Industries Limited June 2000 – 2004****Worked as a Key member in deployment of the In house ERP in the Various sites of Jaypee . Travelled to sites also for the deployment and implementation* |
| ***Education*** |
| * *B Tech from Pant Nagar University , 1996-2000 with first Division*
* *12th from KendriyaVidhalaya Dehradun with 1st Division.*
* *10th from Bright Lands School Dehradun with 1st Division*
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| ***Ceritification & TRAINING in ERP****Awarded for achieving the completion of Sierra Leone ( africa government project)**MULTIPLE IN HOUSE TRAINING ON ERP SUPPORT* |
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