

Girish Sahu



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Career Objective:

To take a challenging and growing role in Business Operations and give an Efficient and Effective Solution that will help the Organization to achieve the best results in Business Success and ultimately increase its Productivity in local and global Market.

Career Summary:

A competent professional with 13.5+ years of rich experience including various Product (ERP), Project, e-Governance and Service implementations in Business Automation, Business Consulting, Financial Services (Reporting), Manufacturing, CRM, Legal domains as a Business Analyst, Functional/Implementation and Business Consultant.

Skill Summary:

- Competent Skills in Understanding, Analyzing, Writing, Designing and Developing/Streamlining Business Processes.
- Manage changing priorities and work on multiple projects concurrently.
- Strong Understanding & Implementation of Agile Methodology of Software Development Life Cycle (SDLC).
- Work closely with cross-functional teams to streamline workflows and ensure system enhancements align with overall business goals.
- Monitor project progress and performance metrics, and provide regular updates to stakeholders.
- Highly Skilled in Process of Enterprise Analysis, Client Interaction & Success, Stakeholder Management, Application Demonstration and Channel Sales Partner (CSP) Management.
- Highly Skilled in Use Case, Test Case, User Story, SCM (Software Change Management) and writing User Manual.
- Release, Sprint Management, Function Testing, Configuration and Data Management (Analyzing, Verification, Import, Export, Validation and Conversion).
- Strong Communication, Interpersonal, Analytical & Negotiation Skills.
- Capture feedback from customers and other stakeholders to refine and enhance companies value management processes and methodologies continuously.
- Interpret data, analyze results, prepare data analysis reports. Analysis of data to extract business logic under different business and technical BI and MIS reports.
- Lead the change management to drive business objectives, solve challenges, and ensure desired outcomes during the software development, UAT, and Go-Live stages.
- Excellent working knowledge of MS-Office Suite.
- Knowledge of Wireframe, Screen Prototype and Process Flow Diagram (PFD's) creation using Tools such as Microsoft Visio, Gliffy, Draw.IO and Figma.
- Used tools for Project Management such as Azure DevOps, Zoho, Team Foundation Server (TFS).
- Used Support and Meeting tools such as AnyDesk, Skype, Team Viewer, Show My PC, MS Teams, G-Chat etc.
- Used ChatGPT tools for Document writing and subject understanding.
- Technology worked with as D2K, Oracle, PL/SQL, .Net, Java, PHP, Low Code No Code.

Certifications:

Agile Project Management and Scrum:

- Pursuing Project Management Professional (PMP) Certification Course.
- Pursuing Agile Project Management Certification Prep+Agile Scrum+Jira.
- The Complete Scrum Guide for Scrum Masters and Agile Teams.
- Agile Project Management.

Microsoft Dynamics 365 Business Central:

- Start up course of Microsoft Dynamics 365 Business Central.
- Introduction course of Microsoft Dynamics 365 Business Central.
- Customizing Microsoft Dynamics 365 Business Central.
- Supply Chain Video Training Course of Microsoft Dynamics 365 Business Central.

Business Management:

- SugarCRM Certificate for CRM Module.
- Inventory Management.
- Data Science and Analytics.
- AI for Beginners (Basic concept and understanding of the impact of AI on the technology landscape).
- Introduction to Digital Business Skills.

General:

- Email Writing and Communication Certificate from Robosol System.
- Business Email.
- Effective Presentations.
- Google Sheet Management.
- Market Research Analysis to SaaSify the Desktop Product (at Persistent Systems Ltd.).
- MSCIT.

Project and Functional Documentations:**• Skilled in Project Documents -**

- Kick Off Document
- Project Plan
- Project Status Report
- Gap Analysis
- Requirement Gathering (RG)
- As-Is Document
- To-Be Document
- Software Requirement Specification (SRS)
- Software Specification Document (SSD)
- Software Design Document (SDD)
- Functional Requirement Specification (FRS)
- Functional Requirement Document (FRD)
- Business Process Re-engineering (BPR)
- Customization and Amendments
- Workaround Management
- Work Breakdown Structure (WBS)

• Skilled in Functional and Implementation Documents -

- Minutes Of Meeting (MoM)
- Conference Room Pilot (CRP I and CRP II) Document
- User Acceptance Testing (UAT) Sign-Off
- Training Sign-Off
- Change Request (CR) - Customization
- Release Notes
- Root Cause Analysis (RCA)
- Data Collection and Import Document
- Print and Report Layout Format
- Customer Service Report (CSR)
- Escalation Matrix
- Daily Work Summary (DWS)
- Daily Progress Report (DPR)
- Project Work Summary (PWS)
- Support Hand-Over Document (SHD)
- Issue & Bug Tracker
- Go-Live Sign-Off

Application Solutions Designed and Implemented for the following Domain/Industries:

- E-Governance - Maharashtra State Road Transport Corporation (MSRTC), Maharashtra.
- E-Governance - Municipal Corporation & Municipal Council, Maharashtra and Bihar.
- Manufacturing (Steel, Iron, Wire Rod, Power Plant, Blast Furnace, Induction Furnace, Rolling Mill).
- Retailing and Trading (Electric & Electronic, Clothes, Mobile, Fireworks, Hardware, Super Market, Pipe, Pump & Metal, General Items, White Goods, Bakery etc.).
- FMCG
- Sales and Service
- Cake and Bakery
- Tyre and Workshop
- Automobile, Spares and Dealer Management
- Food and Beverages & KOT
- Legal Case Management
- Hospital
- Pharmaceutical
- Gym
- CRM
- School Education
- Library
- Marine (Shipping)
- Marbles (Stone)
- Trips & Tour Management
- Industrial Spare (Oil, Gas etc.)
- Hardware
- Super Market
- Building Construction etc.

Career History: -

ChainSys India Pvt. Ltd., Chennai and Mumbai (www.chainsys.com)

Sr. Functional Consultant [Jan 2024 to Feb 2025]

Project: E-Governance (ERP Automation from Scratch and Customization Project for Maharashtra State Road Transport Corporation (MSRTC)).

Key Responsibilities:

- Responsible to understand the client requirement in depth, analyzing them and designing the new product from the scratch for one of the biggest Public Sector (Service) Organization of the State Government.
- Requirement Gathering from MSRTC's all Regional, Divisional, Depot, TRP, MEU, Units, Workshop and Training Institute as per Annexure and Request For Proposal (RFP).
- Meeting with Division/Unit HOD for Annexure understanding for Requirement Gathering.
- Preparation of GAP Analysis, As-Is and To-Be, Software Requirement Specification (SRS), Functional Requirement Specification (FRS), Business Process Re-engineering (BPR) documents and Process Mapping.
- Preparation of comparative amended As-Is document as per New Requirement and Changes in Process.
- Designing the Prototype Screen for Master, Utility, Transaction, Print, Report and Dashboard for the proposed application.
- Coordination with Data Digitization and Data Migration Team for Document & Language Conversion, Data Conversion, Data Integration etc.
- Daily Interaction with Technical and Quality Analyst (QA) team for the mapping, integration and development of the process and its integrated testing respectively.
- Preparation of Master Data Template and managing it as per systems backend structure/framework.
- Designing and configuration of Process Flow and Workflow for the business.
- Configuration of the system and Master mapping with other modules.
- Preparation of Project Plan for Module, Action Plan, User Acceptance Testing (UAT) & Training Plan and execution of the same.
- User Training, Implementation & Support.
- Team Formation, Planning and Meeting for Project Kick.
- Planning and Managing Daily Team Meeting, Daily Timesheet and Project Planning, Status and Review Meeting and MoM Preparation.
- Preparation for Steering Committee Meeting.
- Interaction with PMO, Project Manager, SME and Delivery Head for Project Status and Technical feasibility for the identified requirements.

Robosol System Pvt. Ltd., UK (www.robosol.com)

Project Manager [May 2023 to Aug 2023]

Domain worked: Hospital, FMCG (Fast Moving Consumer Goods) and Retail & Wholesale

Project: Microsoft Dynamics 365 Business Central and Navision (Project & Product Implementation & Delivery) for UK Customers.

Key Responsibilities:

- Planning and organising daily Project Call, Project Plan and Review Meeting with UK Customers.
- Resource (Functional, Testing, Development and Technical) Management and Allocation for Project.
- Planning and managing daily Scrum Meeting.
- Planning and managing daily & weekly Support Review Meeting.
- Requirement Gathering and Process Mapping etc. and Preparation of Project Plan, Action Plan, Testing Plan, UAT & Training Plan and Run through.
- Setting up of Configuration and Master Package.

Ambit Software Pvt. Ltd., Pune (www.ambitsoftware.com)

Sr. Business Analyst [Jun 2022 to Sep 2022]

Project: SugarCRM (Project & Product Implementation & Delivery for UAE and Bahrain).

Mobile Application Solution: Service Application & Request, Cases & Complaint, Punch In-Out, Geo Location etc. Dashlet & Dashboard, SMS & Emailing.

Key Responsibilities:

- Developed a strategy for each engagement by identifying their critical success criteria, measurable milestones, potential risks, and recommended plan of action.
- Arranged the Kick-Off Meeting, Demo etc.
- Preparation of Project Plan and Review & updates.
- Interaction with the Client for Requirement Gathering, Designing and Reporting which includes MoM Draft.
- Worked collaboratively with internal resources keeping the best interests of the customer (technical support, engineering, sales, etc.) and meeting project timelines.
- Preparation of SRS, PFD's, SCHEMA Layout, Use Cases, Test Cases and UAT documents etc.
- Designed Screen Layouts, prepared Business Logic and Screen Rules documents.
- Mapping of application (Master and Transaction) with SAP/Oracle and other third party software Integration.
- Functional Testing of the Field & Screen Rules, Business Rules, Business and Process Flow and Validation etc.
- Ensure 100% quality on each delivery using standard testing methods, validation, and user acceptance testing (UAT).
- Participate in project planning activities, including defining detailed project tasks/activities and Training to the end users and process owners.

Lighthouse Info System Pvt. Ltd., Nagpur (www.lighthouseindia.com)

Project Leader [Business Analyst - Consultant] [May 2020 to May 2022]

Project: Manufacturing Industries: Steel & Iron, Power Plant, Wire Rod & Rolling Mill, Casting & Metals, Blast Furnace & Induction Furnace, and Plant Maintenance.

Mobile Application Solution: CRM, Sales & Dispatch Management, Dashboards.

Implementation Region: Maharashtra, West Bengal, Jharkhand, Orissa, Chhattisgarh and Madhya Pradesh.

Key Responsibilities:

- Studied the current state of the processes, bridged the GAP in business understanding between client and development team. Prepared AS-IS process map and the TO-BE scenario.
- Interacted with the client for Requirement Gathering, Designing and Reporting.
- Act as the primary liaison between business stakeholders and the technical team, translating business requirements into system specifications.
- Prepared system requirement document including Functional and Non - Functional Requirement.
- Created Detailed Requirement Design Documents & Functional & System Specification.
- Functional Testing of the Product with Test Cases.
- System and ERP Health checkup.
- Coordinated with development team and client for the Enhancement, Customization and Business Process Re-engineering (BPR) and Workaround.
- Conducted CRP I and CRP II demonstration as per client requirement and standard system mapping.
- Conducted User Acceptance Testing (UAT).
- Organized Training for end users, process owners and consultant partners.
- Prepared CRP I & II, UAT, Training and Go-Live Sign-Off Documents.
- Soft Go-Live, Go-Live and Delivery of the project.
- Post Go-Live Support, Escalation Management, and adherence to Service Level Agreement (SLA) and other compliance.

RnR DataLex Pvt. Ltd., Nagpur (www.rnrdatalex.com)

Team Lead [Business Analyst - Consultant] [July 2014 to May 2020]

Domain Worked: Trading and Web ERP Solution, FnB (Food and Beverage ERP), Tyre Trading (ERP), Workshop and Automobile Management, Service and Building Construction, Industrial Spares, Stone (Marble ERP) and Shipping ERP.

Product and Project: Rujul ERP (Implementation & Delivery)

Mobile Application Solution: CRM, Sales, Legal Case History & Service Management and ERP Dashboards.

Implementation Regions: India, UAE, Saudi Arab, Bahrain, MENA, Ghana & Nigeria, Italy, Indonesia, Somalia

Onsite Implementation: India, Beirut (Lebanon)

Key Responsibilities:

- Managed end-to-end implementation of entire software for new and existing clients.
- Studied the current state of the processes, gathered business requirements from clients, identified the GAP and bridged them to configure and customize the software to meet their needs.
- Prepared GAP Analysis, AS-IS and SRS documents and scenario.
- Translated the functional and technical requirements into business document.
- Collaborated with technical teams to integrate the SAAS/Cloud and desktop based solution with clients' existing ERP and systems.
- Responsible for overall project management, stakeholder management and customer success.
- Created Detailed Requirement Design Documents & System Specification.
- Created User Interface Designs, Print & Report Specifications.
- Data Element Mapping, Data Migration and creating of Business Rules.
- Worked with development and QA team for requirement discussion, requirement testing, bug fixing and new development and delivery.
- Provided training and workshops to ensure users understand and fully leverage the software's features.
- Responsible for preparing test scripts; training materials and maintaining required checklists.
- Lead User Acceptance Testing (UAT) and troubleshoot any issues to ensure a smooth deployment.
- Created Change Request documents including Impact and Root Cause Analysis (RCA).
- Conducted Training for Local and International resources of Partners.
- Offered post-implementation support to clients, resolving technical and functional issues.
- Consistent engagement with various levels such as development and implementation and go-live.
- Work closely with project managers, ensuring that projects are delivered on time and within budget.
- Shared best practices by providing not just product consulting but also a touch of business consulting (as required) based on the domain, industry, or region of the customer

ABM Knowledgeware Ltd., Mumbai (www.abmindia.com)

Functional Consultant [Oct 2011 to May 2014]

Project: E-governance (A Replication Project of KDMC, Government of Maharashtra and Bihar),

MAINet: Municipal Administrative Information Network

CARE: Complaint and Redressal Management System: To record & resolve Municipal Complaints,

CFC: Citizen Facilitation Center: A one window initiative for the citizens,

E-Portal: An Online Portal for Maharashtra Municipal Public & Information Management

Kiosk Integration: For Payment/Billing and Status Tracking

Key Responsibilities:

- Understanding and Analyzing the Business Process and Requirement Gathering.
- Interacted with client to elicit the requirement for preparing business and functional requirement document.
- Performed requirement analysis by gathering both functional and Non-Functional requirements based on interactions with the process owners & stakeholders and document analysis.
- Prepared Software Specification Document (SSD), Configuration and Testing of system.
- Demonstration of businesses functional flow by software as per finalized SSD.
- Training and Implementation and Go-Live of module and software.

- Resolved Technical Bugs, End User Query, Patch Deployment and Configuration, Data Porting and Uploading.
- Provided On-site Training and Application Support to customers, Tracking and Troubleshooting customer issues.
- Post Implementation Support.
- Participated regularly in Walkthrough and Review meetings with Project Manager, QA and Development team.
- Managed the change request, new requirement for the product development and enhancement by documenting all system changes and request for user access using Change Management Forms.
- Adhere to and help develop governance processes to ensure data integrity and system compliance.

Micropro Software Solution Pvt. Ltd., Nagpur (www.microproindia.com)

Software Implementer - IT [Feb 2011 – Sep 2011]

Project: DMS (Dealer Management System for Automobile Industry), **A Project for Eicher (Tractor) Company Dealer all over India.**

Product: DMS (Dealer Management System), DTS (Document Tracking System), HospyCare (Hospital Management Software), LMS (Library Management System), Pharmaceutical.

Implementation Region: India (Tamilnadu, Karnatka, Madhya Pradesh and Maharashtra), UAE.

Key Responsibilities:

- Analyzed the Business Process, designed the Proposed Solution.
- Prepared the Functional Requirements Document (FRD).
- Installed and Configured As-Is and User required system.
- Setting up the database and taking on a company's information for use in various Divisions.
- Functional Testing of the system and preparation of Test Cases.
- Conducted User Acceptance Testing (UAT), User Training & Supported the End Users.
- Data Importing and Data Validation.
- Implementation and Go-Live and Post Implementation Support.

Academic Projects:

Bajaj Steel Ltd., Nagpur:-

- Role of Enterprise Resource Planning (ERP) in Expansion and Development of Business.
Project Description: The business has stand - alone applications for every department. The purpose was to know the implementation impact of centralized ERP application.

Virtual Galaxy Infotech Pvt. Ltd., Nagpur:-

- Summer Internship Program (SIP) in Enterprise Resource Planning (ERP).
Title: Study of Education Management System (EMS) and Visitor Management System (VMS).

Zextra Privilege Card Services, Nagpur:-

- Six months Selling and Promotion experience with ZPCS.

Extra-Curricular Activities:

- Social Service Certificate from Help Age India.
- Certificate by SAHU Society for Passing in 10th Class with 1st Division.
- Participated in Inter Collegiate Chess competition held in DBM Institute, Nagpur.
- Participated in "National Level Paper Presentation" Competition on "Enterprise Resource Planning" held in Gaikwad-Patil Engineering College, Nagpur.

Hobbies:

- Cricket, Chess and Teaching to childrens.
- To be a part of and help to Social NGO's (UPAY, Help Age India, Bhumi).

Academic Qualification:

Year 2011	Master of Business Administration (MBA) - IT & Marketing Dhananjayrao Gadgil Institute of Cooperative Management, New Nandanvan, Nagpur. (A Unit of Ministry of Agriculture-Government of India).
Year 2008	Bachelor of Computer Science (BCS) Kamla Nehru College, Sakkardara, Nagpur.
Year 2005	Higher Secondary Education (HSC) - 12th (Science) S.F.S. Junior College, Sadar, Nagpur.
Year 2003	Secondary School Certificate (SSC) - 10th Madan Gopal High School, Sitabuldi, Nagpur.

Personnel Detail:

Father Name	Kishor Sahu
Mother Name	Rajkumari Sahu
Birth Date	08-Sep-86
Gender	Male
Nationality	Indian
Marital Status	Married
Language Known	English, Hindi, Marathi
Pan Card No.	CWTPS2060K
Passport No.	N3528450

Declaration: I hereby solemnly declare that the information furnished above is correct and true to the best of my knowledge and belief.

Place: Nagpur

Date:

References: Will be provided on request

Signature

(Girish Sahu)