#### MOHAMMED SADIQUE

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###  Career Objectives

Competent professional with experience in Enterprise Resource planning that covers maintenance and full cycle implementation of ERP systems, system upgrades, reporting systems

###  Profile Summary

* Experienced in **full cycle implementation** and support of **SCM, EAM, CRM, HCM and Finance** products.
* Assisting the customer in analyzing requirements, translate requirements into functional specifications, implement and test the solutions and assure a constant follow-up and evaluation.
* Interface with customers and gain understanding of requirements/processes through meetings and discussions.
* Proficient in **identifying data issues** (Configuration, Master and transaction data) and **GAP analysis** between **AS-IS** and **TO-BE** Process.
* Define and **communicate the business requirement** and gaps to the development team. Review the requirement and guide in preparing the related documents.
* Perform **system set-up, configuration, testing**, and support day-to-day systems and Production issues
* Expertise in guiding the technical team members for **User Enhancements, Custom Reports** and other system modifications
* Act as SPOC, Work closely with end users; provide walk-through to stakeholders and development teams.
* Advise client on implementation issues and best practices.
* Organize technical team meetings and manage consultant team to adhere SLAs.
* Assesses and manages technical risk, prepares risk mitigation alternatives and recommends the appropriate alternative.
* Participate in Integration Testing, User Acceptance Testing (UAT) and Functionality Testing.
* Debug and Fix issues found during development, testing, cut-over and post go-live skills
* Documents configurations for future use and responsible for key user training, end user training, post go-live support and client signoff
* Identify and resolve issues and conflicts within the project team and stakeholders
* Determine the frequency and content of status reports from the project team, analyze results, and troubleshoot problem areas

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| Technical Knowledge

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| Operating Systems | Windows, Unix |
| Application Expertise | Clicks ERP, Farvision ERP, iSMART ERP, Ginesys ERP |
| Technology | My SQL/SQL SERVER/ JAVA/ .NET |
| Tools | Ms Visio, Excel, Stimul Soft Reports, Tableau/ Yellowfin |
| Monitoring Tools | JIRA, Mantis Bug tracker, Ticketing |
| Specialized Domain | Marketing, Sales Force Automation, CSM, CRM, SCM, Equipment Management, EAM, Engineering, Facility Management, Bulk SMS/Mail Communication, Legal Management, HRMS, Production, Administration and Finance |

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### Professional Experience

**Employer:**  ***Guruinfo Solutions Pvt Ltd.,***

**Designation**: *Functional Consultant - Oct 2017 to till date*

**Product**: *Clicks ERP*

**Modules**: *Marketing, Sales Force Automation, CSM, CRM, SCM, Equipment Management, EAM, Engineering, Facility Management , Bulk SMS/Email Communication, Legal Management, HRMS, TMS Management, Production, Administration* and *Finance*

**Client**: **Amarprakash Developers Group**

**Roles and Responsibility:**

* Act as **SPOC**, Work closely with end users; provide walk-through to stakeholders and development teams
* Analyzing the change requirements, translate requirements into functional specifications, implement, test the solutions and assure a constant follow-up and evaluation
* Handle the change request and prepare the scope of work then escalate same to development team for further process through ticketing tool
* Training session to end user through Online or process document
* Conduct the user acceptance test to end user in UAT environment and get the Sign off
* Configuration of Master and transaction data into production environment
* Prepare the customized reports through business analytical tool
* Monitoring the activities of user day to day activities
* Clarification of customer and vendor portal related queries

**Modules Handled**:

**Marketing**: Lead Collection from online portals (through advertisement and other tactic), lead processing and Follow-up with Ameo (call integration), Marketing Budget, Marketing Work Order, Marketing Work Order Release/Spent, Marketing Work Order Bill, Payment through Bank API and Vendor Portal.

**Sales Force Automation**: Lead Conversion, Lead Site Visit, Lead assign to Sales Team, Lead Schedule follow ups, Lead Schedule Forward, Lead Forward, Not interested leads tracking, Site Visit arrangement using Lead portal integrated with Ola API and Project/Broker related Mobile Apps Integration

**CSM**: Customer Application/Booking, Schedule of Payment, Stage wise Demand Generation, Stage progress update, Customer Receipt, Customization Additional Charges, Unit Cancellation, Unit Transfer or Swap, Customer collection follow-ups using SMS and Email, Agreement/Bank Documentations generation and update, NDC and Key handover, Customer handover to CRM, Customer Ticketing System with Customer Portal, CSM related Reports and Mobile Apps.

**CRM**: Member Maintenance Invoice Automation, Monthly consumption billing, Member Receipt, Member Agreement Document Generation and Renewal, Rental management, Issue ticketing through with Member Portal, Mobile Apps and Payment Gateway Integration

**SCM**: Item Organization, Inventory Organization, Vendor Management, BOM, BOQ, Material Requirement Planning, Indent, Indent Amendment, Quotation, Quotation Comparison, Purchase Order, Quality Inspection, Material Inward Document, Vehicle Inward/Outward, GRN, Material Issue, Material Issue Return, Material Delivery Note, Material Transfer (Intra & Interstate Location), Stock Adjustment, Invoicing, Payments through bank API, SCM Related Reports through Data Analytics Tool and Vendor Portal

**Equipment** **Management**: Equipment Master, Equipment Contractor Database maintenance, Equipment Work order with schedules and shift process, Daily Work Progress (Clock Sheet and Log Sheet Generation), Invoicing, payments through bank API and Contractor Portal

**EAM**: Asset Master, Asset Transactions, Asset Service Request, Asset Job Work Order (Internal/External), Asset Job Work Completion, Asset Job Work Order Invoicing, Asset Issue Note, Asset Issue Return Note, Asset Maintenance Schedule, Payments through bank API, Asset upgrade, Asset Disposals, Asset Sales

**Engineering**: Project Configuration, Project Budget,Item of Work Configuration, Labour Master Creation, Estimation(BOQ), Planner Scheduler, Material Request Generation, DPR Entry, Milestone Completion, Subcontract work order, MBook Quality Assurance, Material Reconciliation, Subcontractor Invoicing, Subcontractor Payment, Client RA Bill Generation, BOQ/Work Done Based Drawing integration and reports

**Facility Management:** Facility Master, Membership Creation, Package Creation, Membership Agreement Generation, Facility Booking, Facility Booking Add On/POS bill generation, Membership Transfer, Facility Booking Payment integration through Bank API, Facility Access Policy Integration and Facility related reports

**Bulk SMS/Mail Communication**: SMS/Mail integration with API, Sender Address Configuration, Template Creation, Activity Creation, Work Flow Configuration and Email Status Report

**Legal Management**: Legal Litigation case of Customer/Member/Vendor/Employee, Litigation Mapping, Legal Document Generation and update, Legal Invoicing and Payments through bank API

**HRMS**: Recruitment, Training, Shift, Performance Evaluation, perks & benefits, internal transfer, increment, bonus & final settlement, Employee Master, Pay structure, reimbursement, BIO metric attendance integration, Payslip generation, EPF, ESI, Variable Pay generation and accounts integration

**Finance**: Tally integration with ERP, Accounts Receivables, Accounts Payables, Accounts Budgeting, Multiple currency link, Bank Reconciliation Statement(Auto/Manual), Cheque Printing, Financial Reporting (GL, Trial Balance, Balance Sheets, P&L, Ledgers, Cash flow), Manage Taxes, Excise, Freights, Tax Deduction

**TMS Management**: Time Sheet, Events, Appointment, Meeting, Task, To-Do, Holiday, Week off, Contact and Groups, Calendar

**Production**: Paver Block Master Creation, Block Composition Creation with BOM, Subcontractor Work Order, Work Done, Daily Production Entry, Subcontractor Bill and Production related reports

**Administration**: User Management, Organization/Project Configuration, Module wise master Import/Export Configuration, Group/Individual Rights Configuration, Work flow Configuration, ID Logic Configuration, Online User Session Control, Mobile User Session Control, Business Intelligence Tool Configuration, User Activity Tracking, Document Print Format Configuration, Menu Configuration

**Employer:**  **Gamut Info Systems Pvt Ltd.,**

**Designation**: *Software Implementer –Mar 2015 to Sep 2017*

**Product**: *FARVISION ERP*

**Modules**: *Sales Force Automation, CRM, Engineering, SCM, Payroll, Asset Management, Payroll, HRMS, Administration & Finance*

Client: Clients All Over India.

**Modules & Responsibility**:

The following modules are trained and monitored for effective usage by end users of Farvision to make data available for management online.

**Sales Force Automation**: Lead Creation, Lead follow-ups, Lead Schedule, Lead Conversion Online Portal Integration, Marketing Advertisement Budget, Advertisement Work Order/Billing, Payment, Lead and Marketing related reports.

**Sales and Customer Care**: Customer Application/Booking, Schedule of Payment, Stage wise Demand Generation, Customer Receipt, Customization Additional Charges, Unit Cancellation, Unit Transfer or Swap, Customer collection follow-ups using SMS and Email, Agreement/Bank Documentations generation and update, NDC and Key handover, Customer handover to CRM, Customer Ticketing System with Customer Portal, CSM related Reports and Mobile Apps.

**CRM**: Member Maintenance Invoice Automation, Monthly consumption billing, Member Receipt, Member Agreement Document Generation and Renewal, Rental management, Issue ticketing through with Member Portal, Mobile Apps and Payment Gateway Integration

**Engineering:** Project Configuration, Project Budget,Activity, BOM, BOQ, Work Projection, Auto Indent Generation, DPR Entry, Milestone Completion, Subcontract work order, work done, Work Completion, Material Reconciliation, Subcontractor Billing, Payment, Client RA Bill Generation, BOQ/Work Done Based Drawing integration and reports

**SCM**: Item Organization, Inventory Organization, Vendor Management, BOM, BOQ, Material Requirement Planning, Indent, Indent Amendment, Quotation, Quotation Comparison, Purchase Order, Quality Inspection, Material Inward Document, Vehicle Inward/Outward, GRN, Material Issue, Material Issue Return, Material Delivery Note, Material Transfer (Intra & Interstate Location), Stock Adjustment, Invoicing, Payments through bank API, SCM Related Reports through Data Analytics Tool and Vendor Portal

**Asset Management**: Asset Master, Asset Transactions, Asset Service Request, Asset Job Work Order (Internal/External), Asset Job Work Completion, Asset Job Work Order Invoicing, Asset Issue Note, Asset Issue Return Note, Asset Maintenance Schedule, Payments through bank API, Asset upgrade, Asset Disposals, Asset Sales

**Payroll**: Employee Master, Pay structure Setup, Employee Yearly CTC Setup, Statutory Setup, BIO metric attendance integration, Daily/Monthly Attendance, Payslip Variable Input, Leave Encashment, Bonus Generation, Payslip generation, Employee Final Settlement, Employee Monthly Reimbursement Generation, Employee Reimbursement Payment, EPF, ESI, PT and accounts integration.

**HRMS**: Recruitment, Training, Shift, Performance Evaluation, perks & benefits, internal transfer, increment, bonus & final settlement.

**Finance**: Tally integration with ERP, Accounts Receivables, Accounts Payables, Accounts Budgeting, Multiple currency link, Bank Reconciliation Statement(Auto/Manual), Cheque Printing, Financial Reporting (GL, Trial Balance, Balance Sheets, P&L, Ledgers, Cash flow), Manage Taxes, Excise, Freights, Tax Deduction

**Administration**: User Management, Company/Project Configuration, Master Data Import/Export Template, Group/Individual Rights Configuration, Work flow Configuration, ID Logic Configuration, Online User Session Control, Mobile User Session Control, Business Intelligence Tool Configuration, User Activity Tracking, Document Print Format Configuration

**Employer:**  ***Ginni Systems Pvt Ltd.,***

**Designation**: *Sr. Technical Engineer –Aug 2014 to Feb 2015*

**Product**: *Ginesys ERP*

**Modules**: *SCM, CRM, POS, Production, Finance, Administration*

Client: Retail sector customers in India region

**Modules Handled**:

**SCM:** BOM, BOQ, Material Planning, Indent, Quote, Quote Comparison, PO, Quality Inspection, GRN, Vehicle Movement Register, Warehouse Management, Material Issue, Material Delivery Note, Material Transfer of different Location, Material Return, Invoicing, Payments through bank API, SCM Related Reports and Vendor Portal

**CRM**: Customer Loyalty Programme, Coupon or Shopping Vouchers, Membership Schemes, Employee Referral, Customer Feedback

**POS**: Retail Point of Sale, POS with Effective Stock Management, POS entries Auto Sync with HO

**Production**: BOM, Material transfer from one unit to another, Material Planning, Subcontractor Services based on Job Work, Daily work in progress entry by subcontractor, Subcontractor work Completion,

**Finance**: Accounts Receivables, Accounts Payables, Accounts Budgeting, Multiple currency link, Bank Reconciliation Statement(Auto/Manual), Cheque Printing, Financial Reporting (GL, Trial Balance, Balance Sheets, P&L, Ledgers, Cash flow), Manage Taxes, Excise, Freights, Tax Deduction

**Administration**: User Management, Company/Store Configuration, Group/Individual Rights Configuration, Work flow Configuration, ID Logic Configuration, Online User Session Control, Mobile User Session Control, Business Intelligence Tool Configuration, User Activity Tracking, Document Print Format Configuration

**Employer:**  ***SWOT Technologies Pvt Ltd.,***

**Designation**: *Sr. Technical Support Engineer –Jun 2012 to Jul 2014*

**Product**: *iSmart ERP*

**Modules**: *SCM, CRM, Payroll, Asset Management & Finance*

Client: Manufacturing Sector Customers i.e. Automobile Sector

**Modules Handled**:

**CRM**: Automobile Product & Tools Sales, Customer Order Management, Customer Order Schedule, Customer receipt, Customer Feedback and MIS reports

**Production:** BOM, Material Requirement Planning based on Customer Order and Dispatch Schedule, Product Costing, Daily Production Entry, Powder Coating Process, Injection molding Process ie. Casting, Plastic, Product Assembly Process, Subcontractor work order, work done, Subcontractor Bill, Payment

**SCM:** Item Organization, Inventory Organization, Vendor Management, BOM, BOQ, Material Requirement Planning, Indent, Indent Amendment, Quotation, Quotation Comparison, Purchase Order, Quality Inspection, Material Inward Document, Vehicle Inward/Outward, GRN, Material Issue, Material Issue Return, Material Delivery Note, Material Transfer (Intra & Interstate Location), Stock Adjustment, Invoicing, Payments through bank API, SCM Related Reports through Data Analytics Tool and Vendor Portal

**Asset Management**: Asset Creation, Asset Transactions, Asset Service, Asset upgrade, Disposals, Tools Maintenance, depreciation and capitalization

**Payroll**: Employee Master, Pay structure, reimbursement, BIO metric attendance integration, Payslip generation, EPF, ESI, Variable Pay generation and accounts integration

**Finance**: Tally integration with ERP, Accounts Receivables, Accounts Payables, Accounts Budgeting, Multiple currency link, Bank Reconciliation Statement(Auto/Manual), Cheque Printing, Financial Reporting (GL, Trial Balance, Balance Sheets, P&L, Ledgers, Cash flow), Manage Taxes, Excise, Freights, Tax Deduction

**Administration**: User Management, Company, Master Data Import/Export Template, Group/Individual Rights Configuration, Work flow Configuration, ID Logic Configuration, Online User Session Control, Mobile User Session Control, Business Intelligence Tool Configuration, User Activity Tracking, Document Print Format Configuration

**Employer:**  ***RV Matrix Software Pvt Ltd.,***

**Designation**: *Technical Support Engineer –Feb 2010 to Apr 2011*

**Product**: *Customized Product (****ERP****)*

**Modules**: *SCM, CRM, Payroll, Asset Management & Finance*

Client: Manufacturing Sector Customers i.e. Automobile Sector

**Modules Handled**:

**CRM**: Automobile Product Sales, Customer Order Management, Customer Order Schedule, Customer receipt, Customer Feedback and MIS reports

**Production:** BOM, Material Requirement Planning based on Customer Order & Dispatch Schedule, Product Costing, Production Management, Daily Production Entry, Subcontractor Service Work Order Process

**SCM:** Material request, Indent, Quotation, PO, GRN, Quality Inspection, Stock Transfer, Material Issue, Material Issue Return, Stock Reconciliation, Stock Audit, Invoicing, Payment and report

**Payroll**: Employee Master, Pay structure, BIO metric attendance integration, Pay slip generation, EPF, ESI, Variable Pay generation and accounts integration.

**Finance**: Tally integration with ERP, Accounts Receivables, Accounts Payables, Accounts Budgeting, Multiple currency link, Bank Reconciliation Statement(Auto/Manual), Cheque Printing, Financial Reporting (GL, Trial Balance, Balance Sheets, P&L, Ledgers, Cash flow), Statutory Compliance

**Administration**: User Management, Company Creation, User Rights Configuration, Work flow Configuration, ID Logic Configuration, Online User Session Control, Business Intelligence Tool Configuration, User Activity Tracking, Document Print Format Configuration

### Academic Qualifications

* **Bachelor of Engineering in Computer science , Anna University , Chennai, From 2005-2009**
* **SSV Higher Secondary School, Mathapattanam, Tirunelveli, 2004**
* **Govt High School, Poolangulam, Tirunelveli, 2002**

### Core Competencies

* Communication skills & documentation skill.
* Understanding and convincing the people
* Brings out the best in pressure situations from team.
* Strong leadership skills &Team as well as individual player.

### Personal Details

* Date of Birth : 10 May 1987
* Marital Status : Married
* Gender : Male
* Language Known : Tamil, English, Hindi, Bengali, Telugu

**Declaration**

I, hereby declare that above contents in my Curriculum Vitae are true and correct to the best of my knowledge and belief.

**Place:**

**Date:**