

VIPUL BHATTER

Project Manager | Certified Scrum Master | ERP Consultant

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Summary

A Project Manager with the total experience of **13+ years of experience** in Project Management, Customer Satisfaction, and ERP has always been my forte.

A determined enthusiast **Project Manager / Product Manager / ERP Consultant & Scrum Master** who has a long track of delivering the business and technology solutions. Experienced Using agile and phase-based methodologies to deliver projects and programs on time and on budget. Proven success at managing stakeholder expectations, developing solutions that lower operational costs and continuously improving processes and team efficiency.

10 years in ERP & P2P Implementation, Business analysis, Upgrades, Service Delivery, and Support of ERP Systems Including CRM, PM, SD, and P2P Applications.

Onshore experience with clients based in the **USA, Germany, Finland, China, Thailand, and South- Africa.** Adept in managing business operations with a focus on top-line & bottom-line. Aiming to utilize my strong Prioritization skills and analytical ability to achieve the goals of your company.

Work experience

Project Manager (PMO) 2019-03 -
Prudence Technology Pvt. Ltd., Delhi Till Date

Roles and Responsibilities:

- Handled clients globally from regions like North America, Europe, APAC Region (Singapore, Japan, Malaysia & Australia), Middle East (UAE, Saudi Arab).
- Led cross-functional team in the successful implementation of daily, weekly and monthly performance monitoring and reporting that contributed significantly to continuous improvement results using ITIL operations principles maintaining SLAs, IT Service Continuity, Incident, Problem, Change, Configuration, Event and Performance Management.
- Manage customer relationships and ensure delivery of committed service levels to customers.
- Implement improved processes and management methods to generate higher ROI and workflow optimization.
- Monitor & evaluate the performance of the team in all areas. Ensure that results are by agreed metrics and the operating plan. Participate in development, implementation, and maintenance of policies, objectives, short-and long-range planning; develops and implements projects and programs to assist in the accomplishment of established goals.
- Analysis and ability to follow up and resolve customer issues in coordination with multiple teams.
- Oversee the implementation of projects to ensure that all the client needs & expectations are met to their satisfaction.
- Team Management - Mentoring, Recruitment, and Selection, conducting performance appraisal, creating a performance development plan, feedback reviews, and controlling attrition.
- Having experience in working with various software development process like Scrum, waterfall. • Employee active listening skills to determine the client's desires to ensure client satisfaction.

Senior Technical Consultant (SDM) 2011-03 - 2019-03
Basware India Pvt. Ltd., Chandigarh

Roles and Responsibilities:

- Responsible for Relationship Management with clients & stakeholder's services that meet the needs of the business. Ensuring that the delivery of solutions is done with a professional, honest, and personalized service approach with 100% CSAT.
- Manage day-to-day relationship with clients/ stakeholders, resolution of all issues, escalation management change management, and Incident management.
- Accountable to own and implement workforce strategy outcomes and to provide technical resources to support delivery commitments.
- Responsible to coordinate and manage the customer needs for Hosting/Security/Network
- Service Lifecycle Management and reporting (Service Design, Service Level Design, Service Level Requirements, Service Delivery Preparation, Service Development, and Test co-ordination, Service Transition).
- Relationship Management with clients & stakeholders and ensure customer satisfaction.
- Be the one point of contact for all the Problem Management and Production Stability initiatives.
- End to end accountability for the full development lifecycle from requirements management with the Engagement teams, through design, build and test, into service management.
- Escalation Management: Point of contact for all functional service escalations.
- Responsible & Accountable to manage approximately 75-85 customer accounts for their service delivery

Skills

Project / Program Management



Initiation, planning, execution, closure

Management Tools



ITSM, ServiceNow, Projectplace, SharePoint, Confluence, MS Office

Agile Methodology



Scrum Process, Jira Tool, AHA!

Service Delivery Manager



Service Level Design, Service Level Requirements, Service Delivery Preparation, Service Development and Test Co-ordination, Service Transition

Enterprise Resource Planning (ERP)



Invoice Automation, OCR, PM, Alusta Implementation, CLM, TEM (Cloud SAAS based)

Procure to Pay process (P2P)



Invoice Automation, OCR, PM, Alusta Implementation, CLM, TEM (Cloud SAAS based)

SFDC (Sales Force)



Sales Force Development & Administration

Tableau



Tableau Desktop, Tableau Online

Certifications

- **Certified Scrum Master**
- **ITIL® Foundation Certificate in Service Management**
- **Invoice Automation**
- **Customer Communication**
- **Agile Development Practices**
- **Blockchain Basics**

Training & Workshop

- ITIL V3 Foundation
- AWS Professional
- Agile (Scrum, Kanban)
- PMP workshops in 2016
- Tableau workshop in 2016
- Jira Software
- Program Management
- PRINCE2

needs and be the interface between the SunGard Availability Services team and customer organization.

- Lead Infrastructure services to support other Towers and Service Managers
- Enterprise License management
- Representing and acting as a SPOC for Infrastructure space with Client and in common meetings like change Advisory boards, Major incident management Processes, and other common processes.
- Service Lifecycle Management and reporting (Service Design, Service Level Design, Service Level Requirements, Service Delivery Preparation, Service Development, and Test co-ordination, Service Transition)

Senior System Executive

2009-07 - 2011-02

Allied Nippon Limited , Ghaziabad

Roles and Responsibilities:

- Implementation of ERP Modules (Purchase, Sales, Inventory, Quality, PPC, Excise & Dispatch, Finance, HR & Payroll, etc.)
- Problem-solving and business solution scoping testing, bug fixing of forms.
- Responsible for providing support Forms, Reports, and Database related during User Acceptance Testing (UAT).

ERP Technical Consultant

2007-12 - 2009-06

Godrej Infotech Limited, Delhi

Roles and Responsibilities:

- Responsible for error-free installation of ERPLN6.1 (software) DBS(SQL Server 2000), Windows Server 2003.
- Infor S/W Administrator, Company Management, Device Management, Packages combination, packages VRC's, User Management(Maintain User, Authorization), Export/Import Patches & S/W Data Dictionary.
- Creation of Business process roles and configuration of DEM. Backup activities of software components and Sequential Dumps. Master Data upload by Exchange Scheme
- Training to the end-users and Customization development along with implementation of various Business processes and reports using Baan.

BaaN Tools Consultant

2006-09 - 2007-10

Avon Technologies (I) Pvt. Ltd., Hyderabad

Roles and Responsibilities:

- Developed and implemented new ERP systems and upgraded existing ones depending on project needs.
- Communicated often with business clients throughout the process and gave updates of work.
- Carefully tracked time and utilized good time management skills to ensure project deadlines met.

Education

B.Tech (Electronics and communication)

2001 - 2005

Shobhit Institute of Engineering & Technology, Meerut

B.Tech | 64.8%

Professional Achievements

- Earned High Performer two times in a row.
- Was been rewarded as Customer Focused Oriented Team Player in 2018
- Awarded as a best Support Consultant of the Quarter in 2012
- A star award for the best Service Delivery support 2016
- Certificate of proficiency in Communication Skills with "A" grade attended 40 hours worldwide
- Customer Communication Workshop in 2014.
- Have participated in "Kofax Transformation Module 5.5 Advancing" and "Kofax Capture 10" training.

Recommendations

Vipul started a career under my guidance. With the initial learning path, he picked the stuff very well. His strengths are relationship, teamwork and management capabilities. He is a good taskmaster who can manage the work assigned to him. He puts himself into the execution with the team to ensure a smooth delivery. -- **Go to ERP Business Leader, Educationist, Social Worker, ERP Experts, Business Process Automation Expert. - Anubhav Maheshwari**

Clients

- EXXONMOBIL
- TATA STEEL
- MARUTI
- DAIMLER
- CARLSBERG
- PARAMOUNT
- KFC
- UPM
- T-MOBILE
- DHL
- BLUE STAR
- SANDEN VIKAS
- KENT RO
- INFOR INDIA
- UNIPARTS
- BALDAMOTHERSON
- JUBILANT ORGANIC
- UNIPRODUCT
- BURCKHARDT COMPRESSION
- FORBES GOKAK LTD
- VIJAY ELECTRICALS
- PHOENIX
- INFOR GERMANY
- HARI MACHINES

Interest

- Photography
- Written
- Running
- Trekking

Varied Skills

- Sharepoint
- ITSM
- ServiceNow
- Planview
- Project Place
- CLM
- Google Analytics
- Kofax Capture
- Jira
- Mail Chimp