



Vishal C. Murdeshwar

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SUMMARY

- IT Professional with **10 Years of Experience** in Software Application Implementation across India, US, Canada, Africa, Saudi Arabia, Cambodia and the Philippines.
- Played several roles during Implementations and consulting over the different phases of **Consulting, Data gathering, process mapping, and in general the overall Implementation on Software products.**
- Proficient in Business and Systems Analysis, Functional Consulting, Software Implementation, Configuration, Organization work flows, Information Security, Product demonstration/Product Demo training users on Different Modules of ERP and Installation of application in different environments / Cloud based.
- My role in recent times has been to Manage implementations, Demo on the Products, upsell and ensure we get user signoff, support and hand hold the users until proficiency levels are attained, preparing KPI's, FAQ's & Troubleshooting documents for Knowledge transfer. Experience working with SQL and Familiar with JIRA, Confluence software.
- Well versed with the Sales Automation, **Salesforce Administrator, ERP, CRM, HRMS, MRP, PM, Rental and Leasing management, Facilities Management, Construction Planning & Execution, Expense Management and P2P** process incorporated in the Private Sector.

International On-Site Implementations as well as provided remote support for clients based in different time zones.

ORGANISATION SCAN

Jan 2019 – Present, as a Customer Success Manager, Implementation: Deskera Systems India Pvt.Ltd.

Responsibilities:

- Creating a culture of customer centricity.
- Responsible for the business process analysis, solution design, and implementation—including setup, configuration, customization, support, training of various modules and Upsell of the Products.
- Scope of projects, describe project phases and do a high level provisioning plan for the new client.
- Manage multiple Implementation projects simultaneously.
- Provide weekly project status to the client, as well as managing scope, tasks, deliverables using Scrum.
- Ensuring that the project is executed following the Project Delivery Process (Basecamp Checklist)
- Managing migration of data center components and networks for customers.
- Taking ownership for all technical aspects of provisioning.
- Strong product sensibility, and comfort with considering basic technical feasibility of partner integrations.

Oct 2012 – Feb 2014 as a Client Support Engineer and Mar 2015 –Dec 2018 as a Sr. Implementation Consultant: In4velocity Systems Private Limited.

Project recently completed with International Clients:

1. **Diaspora Design Build, Nairobi, Kenya.**
2. **Churchgate Group, Lagos and Abuja, Nigeria.**
3. **Borey Peng Huoth, Phnom Penh, Cambodia**
4. **Hadia Abdul Latif Jameel Co. Ltd, Jeddah, Saudi Arabia.**

10 Plus Projects completed across Indian geographical region.

Responsibilities:

- Responsible for the business process analysis, solution design, and implementation—including setup, configuration, customization, support and training of various ERP modules.
- Access and manage implementation needs, craft innovative solutions that span different subject matter domains, and implement plans to the business unit's satisfaction.
- Coordinate and manage all internal support requirements for a successful implementation of ERP.
- Design all job requirements and specifications and manage all communication with implementation analysts if required.
- Perform various tests on process with help of test cases and prepare documents for same and coordinate with manager to resolve all issues within required timeframe.
- Prepare and maintain all technical and business documents and collaborate with clients and IT department to provide support to all issues.
- Test and apply all the Hotfixes, patches and update the Build on request of ERP Coordinator/Client team.

April 2014 – Mar 2015: RezNext Global Solutions Pvt. Ltd, As an Implementation Lead.**Responsibilities:**

- Design all job requirements and specifications and manage all communication with implementation analysts and resolve all issues and develop programs according to client requirements.
- Collaborate with development team to design new programs for all client implementation activities and manage communication with department to resolve issues and assist implementation analyst to manage all production data.
- Prepare and maintain all technical and business documents and collaborate with clients and IT department to provide support to all issues.
- Assist clients to monitor all software implementation lifecycle and assist make appropriate customization to all software for clients.
- Train client technical staff on all hardware and software issues and identify all issues in processes and provide solutions for same.

July 2010 – Sep 2012: Concorde Group Pvt. Ltd, As a ERP Engineer.**Responsibilities:**

- Involved in implementation and support of In4Suite® ERP system and to ensure that all business requirements addressed in accordance with the business needs.
- Performed business requirements analysis and design, Performed gap analysis between ERP Application functionality and Business requirements.
- Regular Data monitoring and ensure system stability, Issue Management and finding Root cause analysis for all the issues escalated.
- Test and apply all the fixes, patches to solve the escalated issues
- Knowledge on SQL server data base, perform periodical backups and optimization.
- Configuration of periodical Auto Reports for Management and Department Heads.

Aug 2009 – Jun 2010: S. K. Software's, As a Software Engineer.**MANAGEMENT SKILL**

- Excellent communication, organizational, analytical and interpersonal skills quickly developing rapport with users and clients assimilate new technologies and their standards and procedures.
- An ability to interact with people at all levels both internally and externally has ensured the development of good business relationships.
- An ability to work under pressure in a fast-paced, time-sensitive environment and ability to Adopts a systematic approach to problem solving and effectively analyze results and implement solutions.
- Dedicated and committed, willing to take on challenging roles, tough assignments and work to tight deadlines.
- Learned about products and services/support and kept up to date with changes.

IT EXPOSURE

- ERP: Deskera, Salesforce Administrator, In4suite®, In4Arrows, Reznext, NAV 2016, Quadra, SAP.
- Hands on experience on Tally Integrations with TDL's and Reznext Integration with multiple Channel partners. Along with Deskera integration with Amazon, woocommerce.
- In-depth knowledge of IIS, SQL servers and Windows server.

On-Site - Training at 'ITI LIMITED Bangalore' in the following areas "TDP, SAP, IT and R&D

EDUCATION & CERTIFICATION

- Bachelor of Engineering in Electronic and Communication from Shirdi Sai Engineering College, (VTU) Bangalore.
- Certification in Advanced Diploma on Embedded Software Engineering from ISM, Bangalore.
- Certified Business Analytics Professional from Vskills- Education Management, New Delhi.
- Agile Fundamentals: Including Scrum and Kanban
- Salesforce Certified Administrator (aka-201) 2020

PERSONAL PROFILE

Language : English, Hindi, Kannada, Konkani

Place: Bangalore, India

(Vishal C. Murdeshwar)