

Bharat Vatsa MBA, MSE

Business Process Management:

Eager to contribute highly applicable business process management skills and ability to personalize service delivery to analyzing business needs and translating them into executable strategies for your organization

Professional Profile:

- Seasoned IT professional with total experience of 12+ years and comprehensive business/technical skill set and expertise in **ERP applications - PeopleSoft, Oracle EBS & CRM On Demand**
- Worked with various companies of repute - Accenture, WNS, netCustomer.
- Expertise in business process automation/management (BPM), enterprise application integration (EAI), process improvement, systems integration, requirements analysis, workflow design, project management, leadership, process modeling, testing/quality assurance, software development, customer service, estimating, client and vendor relationships.
- Proficient problem-solver who envisions business and technical perspectives to develop workable solutions.
- Motivated achiever who guides organizations in applying technology to business settings, provides added value, and creates project deliverables in a timely manner.

Areas of Expertise:

Business Process Engineering	Technical / Software Skills	
✓ Business Process Management (BPM) technologies	Applications / Tools	PeopleSoft HRMS, PeopleSoft Financials, PeopleSoft CRM, People Tools, Oracle EBS (Financials), Oracle CRM On Demand (Seibel)
✓ Business Process Management System (BPMS)	Other CRM Applications	Sales Force, Vantive
✓ Enterprise Application Integration (EAI) concepts	Support Tools	Remedy, JIRA, SDP, PVCS Tracker, Issue Tracker
✓ Performance Measurement	Reporting Tool	SQR, Crystal Reports
✓ Critical Success Factors (CSFs)	Versioning Tools	VSS, SharePoint
✓ Business Process Design/Measurement	Object Control Tool	STAT
✓ Process Improvement	Automation Testing Tool	Rational Robot, Rational Functional Tester, Data Loader
✓ Reusable Business Processes Flows	Self Training Tool	Epiplex
✓ Services Oriented Architecture (SOA)		
✓ People & Project Management		
✓ Program Management & Solution Design		

Professional Experience:

WNS Global Services Pvt. Ltd., Mumbai; January 7th 2008 to Present

Sr. Manager - Program Management & Solution Design; ERP & Non ERP Applications

- Collaborated on solution architecture and infrastructure requirements, led test data analysis and collection efforts, and coordinated test cycle runs with team
- Ensured smooth operation of intensive testing environment, thus helping client keep its costs down
- Played key role as liaison with client in problem solving, project status updates, gathering performance measurements on the implemented systems
- Led CMM-based process-improvement team effort to implement more efficient, documented estimating process that was previously unstructured and subject to customer complaints, resulting in 20 – 30 % reduction in estimate effort and improved estimate quality.
- Played key role in transition from old, inefficient systems that crashed, resulting in hundreds of thousands of dollars in lost revenue, to new, state-of-the-art applications that created potential for future business growth, and improved organization's Resorts' competitive position; hence reducing companies expenses & increased the growth by these automation drives
- Played a key role in:
 - ✓ People Management – including recruitment, training & coaching, mentoring and retention
 - ✓ Quality – responsible for quality reviews of the deliverables, ensuring that the SLA metrics are met thus ensuring the adherence of Quality Management as per the WNS & SOX standards
 - ✓ Operations & Project Management – including resource allocation and project revenues
 - ✓ Business Development - Assist the full time BD / Consulting teams in business pursuit by lending domain expertise and project specific case studies, and Opportunity Identification
- Led to successful implementation of below PeopleSoft modules:
 - ✓ **Absence Management System** – customized as per the requirements to facilitate the employees to check leave balance & apply leaves, comp off & OT following a dynamic approval workflow; this reduced the paper work to a large extent thus resulting in huge savings organization wide
 - ✓ **Attendance Management System** – customized to capture the attendance data via LAN, SWIPE Access & Web and integrate it with Absence Management System & Roster Management System following a dynamic approval workflow
 - ✓ **Roster Management System** – customized application to enable users to set the rosters online
 - ✓ **Integration with Transport Management System** – this reduced extra payouts to the vendors by actually tracking the rosters
 - ✓ **Attendance Regularization System** – customized application for users to regularize the attendance in case of missing entries generated following a dynamic approval workflow
 - ✓ **Web Attendance System for Trainers** – customized solution for trainers for marking the attendance for the trainees
 - ✓ ESS & MSS Modules
 - ✓ Entire Grade re-structuring across WNS
 - ✓ **Supervisor Mapping Tool** – customized PeopleSoft module for raising the requests for the Supervisor change following a specified approval workflow
 - ✓ Complete transition of the newly acquired companies/processes into PeopleSoft
 - ✓ TAM: Currently working on TAM implementation

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- ✓ ePerformance: Currently also working on ePerformance implementation.
 - ✓ HR API functionality – to facilitate the automated update of the employee’s status in Oracle EBS.
 - ✓ Single handedly managed the entire shift maintenance across WNS
 - ✓ Single handedly laid down the support process for the entire Absence, Attendance & Roster systems
 - ✓ Managed massive user trainings for all the above modules across WNS locations
 - Led to successful implementation of below Oracle EBS modules:
 - ✓ iExpense –facilitating employees to reimburse the expenditures following a dynamic approval workflow
 - ✓ iProcurement – entire procurement module facilitating the procurement process following the DOA based approval workflow
 - ✓ iReceivables – It reduces the cost structure of billing and collections by enabling customers to perform extensive inquiries, and review current account balances, all online thus reducing processing time and improving customer service by automating the traditional, manual bill dispute process
 - ✓ Budgeting – facilitating the users to enter the estimated account balances for a specified range of periods. These estimated amounts could also be used to compare actual balances with projected results, or to control actual and anticipated expenditures.
 - ✓ Single handedly managed the Capex & Opex Item Master
 - ✓ Single handedly managed the DoA Approval Hierarchy maintenance
 - ✓ Single handedly laid down the support process for the entire EBS module
 - ✓ Managed massive user trainings for all the above modules across WNS locations
 - Led to successful implementation of Seibel CRM On Demand:
 - ✓ Implementation Cycle I:
 - Played a key role in designing the custom solution architecture for the forecasting functionality through web service
 - Collaborated on solution architecture for Campaigns, Lead, Account, Contact, Opportunity and Forecast
 - Laid down the approach for SSO integration
 - Laid down the approach for the reports based on opportunity & forecast
 - Laid down the custom approach for the automatic opportunity team assignment through windows service
 - ✓ Implementation Cycle II:
 - Laid down the approach for the approval workflow for the custom object of Opportunity Scorecard at the Opportunity level
 - Laid down the approach for the approval workflow for the custom object of Contract Checklist with a custom interface
 - Designed the UI & the logic for the Approver Page & the notifications.
 - Laid down the solution design for Integration of CRM On Demand with Oracle EBS
 - Laid down the solution design for Integration of CRM On Demand & Outlook.
 - Rolled out the solution design for Mobile sales assistant.
 - Laid down the custom approach for the complex reports on forecast & revenues – actuals & pipeline.
 - ✓ Single handedly laid down the support process for the entire CRM On Demand application

- ✓ Managed massive user trainings for all entire sales & marketing team within WNS including the MD's.
- Led to successful implementation of few Non ERP applications as well:
 - ✓ ARROW – a dynamic approval workflow application facilitating the users to raise online financial requests
 - ✓ IT Requests – a dynamic approval workflow application facilitating the users to raise IT requests
 - ✓ Budgeting – a custom interface application for entering & maintaining the Revenue & Direct Cost & Capex data for Oracle AP,AR & GL modules
 - ✓ PAMS – single handedly managed the delivery & roll out for this custom application built for Airlines & transport client to handle the invoicing and payroll of around 6000 employees.
 - ✓ Managed massive user trainings for all the above applications across WNS locations

**ACCENTURE Services, India Delivery Centre, Mumbai; March 6th 2006 to Dec 11th 2007.
Project Lead - Program Management & Solution Design; ERP Applications, PeopleSoft**

- Successfully led the implementations & managed the Project Management of PeopleSoft modules for international clients.
- Played a key role at onsite & offshore in understanding the business requirements of the Client and deliver solution design in PeopleSoft Financials 8.9, PeopleSoft HCM 8.8, PeopleSoft HCM 8.0
- Played a key role in initial project setup, defining the timelines for the respective deliveries, creating Project Plans, Quality Management Plan, Configuration Management Plan, Risk Tracker Dashboard, Ramp-up Plan & team management
- Ensured timely application of the Tax Updates for HCM 8.8 as & when released
- Ensured proper documentations like Migration Testing Plan (MTP), Unit Testing Plan (UTP) & Unit Detailed Design (UDD) UAT scenarios,
- Ensured adherence of Quality management as per the Accenture standards
- Played a key role in Solution Design for Automation Testing Tool for PeopleSoft HCM 8.8, 8.9
 - ✓ Involved in preparing the Manual Scripts for various components in HCM8.8 & 8.9 and its automation with the help of Automation Testing Tool - Rational Robot & also Rational Functional Tester
- Projects Undertaken:
 - ✓ Finstar (CNA Insurance)
 - ✓ Staples (US; Framingham)
 - ✓ Namaste (UCB Pharma)
 - ✓ ATT

netCustomer India Pvt. Ltd, Noida; May 19th 2003 to Feb 10th 2006.

Team Lead - Solution Development & Strategic Implementation, Technical Support & Trainings; ERP Applications, PeopleSoft

- Played a key role in solution design for the Customized Reports in PeopleSoft HCM 8.8, 8.9
- Played a key role in the PeopleSoft Global Support Centre providing support across various PeopleSoft versions
- Single handedly managed the Application Development team & effective People Management – including recruitment, training & coaching, mentoring and retention
- Managed smooth interaction with the US partners in Pleasanton

✉ Permanent - 617B ROYAL, SHIPRA SUNCITY, INDIRAPURAM, GHAZIABAD-201 010 | ☎ +91-120-2651049, ☎ +91-9810599976

✉ Current – 301-B WING, FORTUNA BUILDING, LODHA PARADISE, MAJIWADE, THANE(W) – 400 601 | ☎ +91-22-25408455, ☎ +91-9833779162

- Ensured adherence of SLA management & Quality management as per the standards of PeopleSoft, Pleasanton; US
- Played a very important role in trainings – single handedly managed the entire training related to Application Development for the new recruits
- Projects:
 - ✓ Project Tiger
 - ✓ PS GSC Support

Independent Software Solutions Pvt. Ltd, Noida; July'2002 to April'2003.

Sr. Technical Consultant - Customized Solution Development; ERP Application, PeopleSoft 7.5

- Technical customization of the comprehensive package for the Personal details about the employees in the organization. The whole package consisted of Hiring details, Attendance, Leave management and Defining Business Rules
- Ensured proper documentation as per the client standards
- Report designing using Crystal Reports, nVision & SQR
- Complex customizations using people code, CI & IB
- Projects:
 - ✓ NYC Hospital: Workers Efficiency System & Employee History Record

Tirupati Software Solutions & Market Research Pvt. Ltd, Delhi; December'2001 to June'2002

Technical Consultant - Customized Solution Development; ERP Application, PeopleSoft 7.5

- Technical customization of the comprehensive package of HRMS as per the client requirement
- Ensured proper documentation as per the client standards
- Performed security administration, application, database & people tools upgrades, used security administrator to give security access to end-user for newly developed panels
- Complex customizations using people code, CI & IB
- Projects:
 - ✓ Borden Foods, Ohio

Non – IT Experience; Delhi; April'1998 to Nov'2001

HR Personnel

- Formulating the HR Policies for the organization
- Recruitments, Interviews, Trainings
- Assessments & Evaluations for performance appraisals

Education:

Title of the Degree (Stream)	University /College	Year of Passing
Masters in Business Administration (MBA) – (HR & Marketing)	Modi Institute of Management Excellence	1998
Bachelors in Sciences – (Biology, Chemistry)	CCS University, Meerut	1996
AISSCE 10+2	CBSE Kendriya Vidyalaya, Shillong	1993

Additional Qualification:

Degree / Diploma / Certification	Institute	Year of Passing
Masters in Software Engineering (M.S.E)	Uptron - ACL (A UP Govt. Enterprise)	1998
Masters in Export Management (MIEM) – (International Market)	IIEEM, Bangalore	1998
PeopleSoft Certification	P.G. Softech (New Delhi)	1999

Personal Information:

<p>Father's Name: Shri. R.P. Sharma</p> <p>Date of Birth: 26th December 1973</p> <p>Marital Status: Married</p> <p>Child: 1</p>	<p>Old Passport No: A8480518 Issued At: New Delhi Valid Till: 12/12/2009</p> <p>New Passport No: H9756441 Issued At: Mumbai Valid Till: 26/01/2020</p> <p>Visa History:</p> <p>Multiple Entry B1 US VISA Valid Till: Nov' 2016</p> <p>UK Visa Romanian Visa</p>
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Professional Affiliations:

- Project Management Institute
- Object Management Group (OMG.org)
- Business Process Management Initiative (BPMI.org)
- Association of Business Process Management Professionals (ABPMP.org)
- Oracle Forum
- International Association for Human Resources Information Management, Inc (*ihrim.org*)
- Linked In.

References:

- On Demand