

AVIK DUTTA

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Objective

ERP Support Consultant with 3.9 years of experience in optimizing and troubleshooting ERP systems, seeking to contribute expertise in for organizations to enhance system efficiency and user satisfaction, Proven track record in streamlining processes and providing strategic solutions to drive business success. Adept at simplifying processes and delivering practical solutions to support organizational goals.

Professional Work Experience

Currently serving as an ERP Support Consultant with experience in SAP B1, BatchMaster ERP, and WMS (Warehouse Management System). Provide technical support and troubleshooting for ERP systems and web clients, assisting users with system issues and ensuring smooth operation. Responsible for managing support tickets, documenting and resolving system problems, and collaborating with the ERP Implementation team to facilitate effective system integration. Proficient in guiding users, optimizing system performance, and maintaining detailed records of support activities and resolutions.

- Experienced ERP Support Consultant with a strong understanding of ERP systems and both discrete and process manufacturing environments.
- Adept at performing root cause analysis and collaborating with cross-functional teams to resolve system issues effectively.
- Excellent communication skills and ability to quickly adapt to different team environments.
- Dedicated to meeting business requirements, including providing support during weekends when necessary to ensure system reliability and user satisfaction.
- Proficient in using Agile methodology and tools such as JIRA/TFS for tracking and managing support tickets and system issues.

Skill Set

- ≠ ERP System Support and Troubleshooting
- ≠ Root Cause Analysis and Issue Resolution
- ≠ SQL Queries for Data Retrieval and Analysis
- ≠ Technical Documentation and Reporting
- ≠ User Training and Support
- ≠ JIRA and TFS for Issue Tracking and Management
- ≠ System Integration and Configuration
- ≠ Process Improvement and Optimization

Experience

Quality Assurance Engineer

JUNE 2024 - PRESENT

BatchMaster Software Pvt LTD, Indore.

Role: Manual Functional Tester of WMS and SAP B1.

Roles and Responsibilities:

- Developing and executing test cases: Created detailed test cases to evaluate the functionality and performance of software. Executed test cases systematically to identify and isolate potential issues.

- Bug reporting and tracking by communication with cross-functional team: Identified and documented software defects accurately. Maintained open and clear communication with cross-functional teams to ensure a shared understanding of reported issues. Tracked bug resolution progress to facilitate timely fixes.
- Managing multiple projects and being responsible for release: Coordinated testing efforts across multiple projects simultaneously. Took on the responsibility for the release process, ensuring that software met quality standards before deployment.
- Retesting and Regression testing: Conducted retesting to verify that reported issues were successfully addressed. Performed regression testing to ensure that new changes did not introduce new problems or negatively impact existing functionality.
- Test Management and Planning: Oversaw the planning and organization of testing activities. Managed test schedules, resources, and priorities to align with project timelines. Ensured that testing efforts were efficiently coordinated and aligned with overall project goals.

Support Consultant

JANURARY 2022 – JUNE 2024

BatchMaster Software Pvt LTD, Indore.

Role: Client support and troubleshooting of WMS and SAP B1.

- ERP System Support and Troubleshooting: Provided comprehensive support for ERP systems, addressing user-reported issues, diagnosing technical problems, and implementing solutions to ensure smooth system operations.
- User Assistance and Training: Assisted users with navigating ERP systems, resolving functional and technical issues, and delivering training to enhance their understanding and usage of the software.
- Issue Tracking and Resolution: Identified, documented, and tracked system issues using tools like JIRA and TFS. Maintained clear communication with cross-functional teams to ensure prompt resolution and user satisfaction.
- System Configuration and Integration: Supported the configuration and integration of ERP systems to meet business requirements, ensuring seamless operation and alignment with organizational processes.
- Documentation and Reporting: Created and maintained detailed documentation of system issues, resolutions, and user interactions. Prepared regular reports on system performance and support metrics.
- Process Improvement: Collaborated with stakeholders to identify areas for process improvement within the ERP systems. Recommended and implemented enhancements to optimize system performance and user experience.
- Emergency Support and Upgrades: Provided support during critical situations, including emergency fixes and system upgrades, to minimize downtime and ensure the continuity of business operations.
- Collaboration with Implementation Teams: Worked closely with ERP implementation teams to facilitate smooth system deployments and ensure effective integration with existing business processes.

SAP Business One Consultant

APRIL 2021- JANUARY 2022

Embee Software Pvt LTD, Kolkata.

Role: ERP Implementation and Customization Testing.

Role and Responsibilities:

- **Assessment and Planning:** Evaluate the client's business processes and requirements. Create a project plan and timeline for the implementation.
- **Configuration:** Set up and configure SAP Business One to meet the client's specific needs. Customize modules, fields, and workflows as necessary.
- **Data Migration:** Transfer existing data from legacy systems to SAP Business One. Ensure data accuracy and integrity during migration.
- **Training:** Provide training to end-users on how to use SAP Business One effectively. Create user manuals and documentation.
- **Testing:** Conduct thorough testing of the system to identify and resolve issues. Perform integration testing with other systems if applicable and perform customization testing for the customization developed as per client's needs.
- **Go-Live Support:** Assist during the system's go-live phase to ensure a smooth transition. Address any immediate issues or concerns.

Academic

- Bachelor of Commerce in Accounts and Finance Honors 2017-2020
(Honors in Accounting and Finance, Issued by University of Calcutta · Nov 2020)
Rabin Mukherjee College, University of Calcutta CGPA 5.9/10
- ST. Joseph and Mary's School, Kolkata (*ICSE Board*) Class 12th 2017
- National Gems Higher Secondary School, Kolkata (*ICSE Board*) 10th 2015

Licenses and Certifications

- SAP FICO / HANA END USER, from *The Institute of Computer Accountants, Kolkata*
Credential ID - ICA/SAP/A00402371