

**TEK09958** (Zoho - 8 + Year) PGDCA

Highlights

- A senior IT Professional with diverse experience in solutioning with multiple technologies (Zoho, Oracle, COBOL & Tally) for Delivery of Business Solutions, for industries in various sectors, with recent experience (8+ years) in Zoho Platform
- Lead as a ZOHO CONSULTANT/PARTNER, driving Implementation of Multiple Custom-Built Solutions, based on ZOHO, Achieving Comprehensive Growth of Organization
- A seasoned IT Solutioning Expert, with certification in multiple technologies and offering over 31 years of total industry experience,
- Having more than 8+ years of current certified (Zoho Creator/Zoho CRM/Zoho Books) expertise in Zoho Technologies, implementing Zoho CRM, Zoho Survey, Zoho Bookings, Zoho Writer, Zoho Meetings, Zoho Sign, Zoho Creator, Zoho Books with Inventory, Zoho Flow and Zoho campaign in different Projects.
- A creative ZOHO Consultant/Partner, being a Certified Associate in Zoho Creator, Zoho CRM and Zoho Books as well as have the recent record of development of custom-built applications, suitable for several verticals, including customization of ZOHO CRM, use ZOHO Books/ZOHO Creator & Integration of data between ZOHO CRM & ZOHO Creator.
- An innovative & technology savvy Solution Architect, capable of defining Enterprise Solution Strategy as well as developing Enterprise-wide Solutions using emerging technologies, to meet/exceed business requirements/pain-points, finalizing and deploying the solution, thus achieving the business objectives.
- Adept in Team Development/Management through consensus building, promotion of positive environment, & teamwork spirit, competence development, issue resolution, motivation and mentoring
- Cohesive Team Player with Fast Learning Curve along with strong analytical, problem-solving, innovation, planning, organizational, communication & interpersonal skills

Skills

Primary Skills

- Zoho Creator
- Zoho CRM

Secondary Skills

- HTML

Other Skills

- **Quick Learner** - eager & able to adopt new technologies
- **Operating System:** Windows
- **Languages:** C, HTML, PHP
- **Database:** MS SQL Server
- **Tools:** Crystal Report, QuickBooks, XML, NodeJS
- **Product:** Tally
- **ZOHO Tools:** Creator, CRM, Books, WorkDrive, Sheet, Bookings, Forms
- **Utility:** MS Office Suite
- **Strategic Orientation** - alignment Information needs with business goals
- **Solutioning** – suitable for multiple applications/sectors
- **Technology Expert** – certified in Zoho/Oracle/COBOL/Tally
- **IT Architecture** – Analyse, Brainstorm, Select & Create an application to meet business requirements
- **Customer Impact** - build long standing relationships with internal/external Clients

Projects

Project - 1 - IT Industry

Responsibilities :

- Presently reporting to the Director and leading a team of 5 resources, acting as ZOHO Consultant/Partner, to analyse business requirements to create a custom Zoho Application Solution.
- Till now developed over 50 Custom Applications for multiple verticals and the same meet/exceed the respective business requirements.
- While used ZOHO Creator for creating the above applications, customized/implemented more than 50 Zoho CRM/Books.
- Created Solution diagram, assigned same to team members and validated the estimate of task-wise time breakdown.
- Estimated/managed/executed Zoho Creator specific projects, single-handedly and communicated the details to the Customer success department, for proposal escalation.
- Allocated project tasks to respective team members, giving post-proposal approval & monitoring progress, while finally validated and approved, before delivery to the client

Project - 2 - IT Industry (142 months)

Responsibilities :

- Reported to the VP-Marketing, leading a team of 4 resources, for the producer of No.1 Excise Software, in India.
- Responded to Sales Lead, after nurturing, arranging to send proposals to the clients as well as negotiate and finalize the proposals.
- Implemented and Supported installation of Excise Software at various locations in India, specifically in parts of the Eastern Region

Project - 3 - Any Other (71 months)

Responsibilities :

- Reported to the Director-Finance and led a team of 8 resources, for Design, Development, and Testing & Implementation of Computer-based in-house Applications in a multi-user environment.
- Undertook overall supervision of Computer Department (Two Servers with 20 Terminals) as well as supervised V-SAT system
- Assessed user-needs, arranged procurement of Computers & Peripherals and Create & Upgrade AMC, at the same time identified Training needs and developed in-house training programmes

Project - 4 - Product industry (31 months)

Responsibilities :

- Reported to the Regional Manager and supervised 2 resources for the operation of the EDP functions, of the organizational establishment at Kolkata
- Further undertook design, development, testing & implementation of computer-based in-house solutions, including C&F Agent.
- Some of the responsibilities were same as reported in the previous engagement and have not been repeated here.

Awards

- Certified Associate of Zoho Creator
- Certified Associate of Zoho CRM
- Certified Associate of Zoho Books
- Certification in Oracle with Developer 2000
- Certificate in COBOL
- Tally Graduate