

Monika Anil Suryawanshi

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SUMMARY

• 3+ years of experience. • Ability to work independently and within a team. • The ability to manage users and to administer certain account-level Preferences. • To communication and give monthly Report status updates. • Has the ability to understand and transform complex business requirements into software, ensuring applications. • Manage and co-ordinate projects using a project tracking tool.

WORK EXPERIENCE

CGI • Pune • 08/2021- Present

Role • Software Engineer Full-time

Application Admin Support Team – DocuSign

Experienced in providing comprehensive application administration and support for DocuSign, an electronic signature and digital transaction management platform. Skilled in ensuring smooth operation, troubleshooting, and optimizing DocuSign configurations to meet organizational requirements. DocuSign is a SaaS-based system that allows you to digitally sign any form of document from anywhere and on any device. CGI has adopted it globally for usage by CGI executives and members. With DocuSign. eSignature administration and assisting CGI executives and members with onboarding into the DocuSign system and answering requests, issues, and concerns.

CGI • Hyderabad • 08/2021- 03/2022

Role • SAP MM junior Consultant

Associate Software Engineer • 08/2021- 03/2022

SAP Materials Management (MM) is a critical module in SAP ERP that focuses on procurement, inventory management, and material valuation within an organization. As an SAP MM professional, I have gained comprehensive expertise in configuring and implementing SAP MM processes to streamline procurement and supply chain operations. My experience includes working on end-to-end materials management lifecycle, enhancing business processes, and ensuring smooth integration with other SAP modules like SAP SD (Sales & Distribution), SAP WM (Warehouse Management), and SAP PP (Production Planning).

EDUCATION

DIPLOMA in Information Technology

Jayawantrao Sawant Polytechnic • Handewadi • Perc%: 77.47 • 07/2015 - 06/2018

Information Technology is an intensive program focusing on advanced techniques, including software development, data analytics, for the IT industry.

Bachelor of Engineering in Information Technology

JSPM's Jayawantrao Sawant College of Engineering, Handewadi • Pune, Maharashtra • CGPA: 9.08 • 06/2018

IT focuses on the convergence of hardware and software, providing students with the skills to design, build, and optimize computing systems for a wide range of technological applications.

LANGUAGES

English, Marathi, Hindi

SKILLS

JIRA(ASOP)	Object Oriented Programming
BMC remedy	CSAP
SAP MM	DocuSign
MS OFFICE	SAP MM Customization / Configuration
Troubleshooting	
Database management	

PROJECTS

DocuSign • 04/2022 - Present
CGI Pune

Proficient in configuring and managing DocuSign accounts, user roles, permissions, and templates to ensure optimal performance and security. An ITSM ticketing system automates responses informing the requesters of the ticket creation. It tracks the communication between support agents and requesters. An ITSM ticketing system offers reporting and analytics features

• Tools Used : Jira , BMC DocuSign

SANOFI • 08/2021 - 03/2022
CGI Hyderabad

It was a pharmaceutical industry expertise. Analyzing and troubleshooting reported issues (incidents) in the SAP system. Working on the client's side using the VM. Implementing and maintaining SAP MM systems, which includes ensuring system functionality, developing and implementing customizations, and providing end-user support.

• Tools Used: SAP logon

Training & Certification

- AMS 2.0 global curriculum(2021), Accessing ServiceNow as a Support Agent (ITSM)
 - Data Analytics on AWS
 - DocuSign eSignature Administration Specialist (earn badge 2024)
 - Completed Course Work in SAP MM
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DECLARATION

I hereby declare that the above-mentioned information is true to the best of my knowledge.

Date:

(Monika Anil Suryawanshi)