

MERWYN S. PEREIRA

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merwyn.pereira89@gmail.com

Professional Summary

- Over 2+ years of experience in operations management including 1 year as a business analyst.
- Experience supported by Masters of Global Management at Royal Roads University
- Over 4 years of international experience in the IT sector including 3 years as an Implementation Consultant in Logistics domain.
- Experience supported by Bachelors in Science – Information Technology.
- Proven experience in application management of Microsoft Dynamic Nav (Retail Business System) and ERP application – Logi-Sys.
- Proven experience in change management, incident management, project management and troubleshooting of complex system issues.
- Proficient in MS Office suite (Word, Excel, Power Point, Project, SharePoint & Teams).
- Excellent analytical, problem-solving communication (verbal and written) and presentation skills.

Professional Experience

Operations Support

Connect Hearing

Victoria, Canada (July 2016 - Present)

Connect Hearing is one of the largest hearing solution groups in Canada, with the Victoria head office providing oversight for 120 locations across Canada. Aggressive growth within Canada is due in a large part to acquisitions, with a short term target of \$100 million in sales. Connect is owned by a publicly traded company based in Switzerland, which necessitates international reporting.

- Provided support on Microsoft Dynamics Retail Business System (RBS) which included training, troubleshooting issues, reporting incidents and service requests through TopDesk (Incident reporting tool) and user acceptance testing (UAT) of new releases.
- Support development and implementation of new and updated Standard Operating Procedures (SOP's).
- One point contact between the vendor and clinics to support the cross functional technical and business activities including streamlining processes and error free electronic data exchange (EDx).
- Usage of Microsoft Sharepoint and Teams for tracking of documents and collaboration of teams when on-boarding new acquisitions.
- Developed training material for clinic users through the Learning Management System (LMS).

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- Developed management level reporting using QlikView (Business Intelligence tool) to highlight the total sales in comparison with the budget and also highlight the business trends of the company.
- Prioritize support calls and make recommendations to management based on experience, emerging patterns, training issues and more.

Projects & Achievements:

- Coordinated with multiple stakeholders such as vendors, clinics and development team for the successful implementation of Electronic Data Exchange (EDx) module across all clinics in Canada. This allowed clinics to send purchase order information electronically to the vendor, thereby providing an efficient ordering process. This also resulted in discarding the tedious manual process of ordering items from the vendor and move to a complete automated process.
- Re-Designed the company's internal website MyConnect (Confluence based) so as to provide an interactive platform between the clinics and Head Office.

Implementation Consultant

Softlink Global Private Limited

Mumbai, India (February 2011 - April 2015)

Softlink Global is one of the largest logistic software solutions providers in India. They develop innovative and superior technology products and solutions which gave them recognition both locally and globally. The company has developed an ERP software solution – Logi-Sys which is used by the top freight forwarders, custom house agents, warehouse and transport companies.

- Implemented over 20 successful Logi-Sys application projects in various international Logistic companies around the world.
- Led a small team of implementation consultants to ensure the successful delivery and implementation of ERP application.
- Designated single point of contact for the companies where successful ERP implementation was carried out. Reporting issues through the ticketing system and ensure timely resolutions.
- Conducted business evaluation and GAP analysis to develop and document business specifications and communicated them to the development team so as to meet customer requirements.
- Provided user training for the ERP application and conducted user acceptance testing to ensure software specifications meets client requirements.
- Assisted in the development of a detailed and technical user manual for the ERP application.
- Provided technical and business expertise post Go-Live.
- Provided customer status reports to the CEO and implementation projects manager.
- Received Best Support Executive Award (2013).

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Projects & Achievements:

- When Softlink on-boarded their first ever international client I was handed over the responsibility of implementing the ERP application. Based out of Philippines, the company provided logistic services to their clients across the globe. During this successful implementation, the major challenge that I overcame was implementing and supporting the entire process online.
- When Softlink on-boarded a major logistic/carrier company in India, I was responsible for the support and development of integrating their internal software with the ERP application. The client was very happy about the integration and implementation, thereby resulting in a successful implementation under my belt.

Education

Masters of Global Management

Royal Roads University, Victoria, Canada.

Relevant Courses: Operations Management, Business strategy and Inter-cultural studies.

Bachelors of Science – Information Technology

Mumbai University, Mumbai, India.

Community Involvement

- Career Development Day Ambassador – Royal Roads University, Victoria (February 2016)
- Campus Ambassador - Royal Roads University, Victoria (July 2015)

References: Provided upon request