# Rajendhar Reddy

# WMS FUNCTIONAL CONSULTANT/SUPPORT

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**Professional Summary:**

* Over 7 years of experience in implementing, configuring, and supporting Warehouse Management Systems (WMS), including Blue Yonder WMS and Manhattan WMS (WMOS and Active Omni). Skilled in customizing WMS solutions to enhance warehouse operations and align with business goals and Service Level Agreements (SLAs) across sectors such as Travel, E-commerce, and non-profit.
* Recent experience in Blue Yonder WMS configuration, ERP and TMS integration, and hands-on User Acceptance Testing (UAT) and regression testing. Collaborated with cross-functional teams to document workflows, provide user training, and manage change, supporting smooth system adoption and optimized operations.
* Extensive background in Manhattan WMS including setup, configuration, inbound and outbound process management, inventory control, and post-implementation support. Experienced with multiple versions (2013, 2017, 2018, 2019, and 2020) and directly involved in Go-Live and Post-Go-Live activities to ensure operational stability.
* Strong expertise in Business Process Improvement, Gap Analysis, and Change Management to drive efficiency and continuous improvement in WMS processes. Proficient in troubleshooting, identifying process gaps, and implementing solutions to address complex WMS challenges.
* Skilled in creating comprehensive documentation for WMS configurations, process workflows, and user training materials. Provided training sessions and support to help warehouse teams adapt to new systems and operational changes effectively.
* Experienced in data integration for WMS, using APIs and middleware to synchronize inventory, order tracking, and shipment data across ERP and TMS systems. Hands-on with SQL for data analysis, Jenkins for automation, and Snowflake for reporting to support accurate, data-driven decision-making.
* Advanced technical skills in WMS testing and support, using tools such as POSTMAN for API testing, SQL for data validation, and Git for version control. Familiar with AWS and GCP to leverage cloud capabilities for improved WMS performance and scalability.
* Previous experience includes expertise in Manhattan SCALE, MHE systems, and RF Technology, enhancing productivity in high-volume warehousing and distribution environments. Hands-on in managing tasks related to put-away, picking, and outbound shipment, contributing to streamlined warehouse operations.
* Excellent communication and collaboration skills, with a customer-focused approach. Proficient in engaging stakeholders to align system functionality with business needs and ensure that WMS solutions support both operational and strategic goals.

# Technical Skills

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| Warehouse Management Systems (WMS) | Blue Yonder WMS, Manhattan WMoS (13, 17, 18, 19), Manhattan Active Omni, Manhattan Integration Framework, Manhattan SCALE Support, SAP, OMS |
| Testing | UAT, Regression, Integration, Functional testing, Smoke. |
| Data and Reporting | Operational and Inventory Reporting in WMS, Data Quality Checks, SQL for WMS Data Analysis, Custom Reporting in Blue Yonder WMS, SSRS |
| System Integration and Data Flow | ERP and TMS Integration, API Management for WMS Platforms, Middleware for Data Synchronization |
| Other Tools and Technologies | SQL, Jenkins, Snowflake, AWS, OpenShift Container, Azure, Git |

# Work Experience

**Client: Ulta Beauty Jul 2023 – Present**

**Role: WMS Functional Consultant**

**Responsibilities:**

* As a WMS functional consultant,for the Blue Yonder WMS implementation, collaborating with both offshore and onsite teams to prioritize tasks and manage escalations.
* Led production incident triaging for Blue Yonder WMS, actively working toward issue resolution to minimize downtime and ensure service-level agreements (SLAs) were met.
* Configured Blue Yonder WMS settings for optimized warehouse processes, including inbound, outbound, inventory control, and task management, aligning system configurations with business requirements to enhance operational efficiency.
* Integrated Blue Yonder WMS with third-party systems (such as ERP and TMS) to facilitate seamless data flow, utilizing APIs and middleware to synchronize inventory, order tracking, and shipment data in real time
* Performed comprehensive regression and integration testing across Blue Yonder WMS modules to ensure system reliability and accuracy, including testing for order fulfillment, TMS integration, and shipping workflows.
* Developed custom reports within Blue Yonder WMS to monitor key performance indicators (KPIs) across inventory levels, picking accuracy, and shipment timelines, enabling data-driven decision-making and proactive adjustments to meet SLAs
* Engaged with stakeholders to provide insights and updates on system functionalities, ensuring alignment between Blue Yonder WMS capabilities and the organization's operational goals.
* Conducted training sessions and led change management initiatives to prepare warehouse teams for system adoption, troubleshooting potential issues, and guiding users through the transition to Blue Yonder WMS.
* Identified and mitigated risks associated with the system rollout by documenting workflows, creating backup procedures, and ensuring contingency plans were in place to maintain warehouse operations.
* Provided hands-on leadership during the go-live phase, ensuring a smooth transition to Blue Yonder WMS by handling critical support calls and resolving high-priority issues quickly

# Environment: Blue Yonder WMS, SQL, Jenkins, Snowflake, problem management, incident management, SAP, TMS integration, regression testing.

# Client: **L'Oréal** **Nov 2022 – Jun 2023**

**Role: WMS Analyst**

**Responsibilities:**

* Configured Blue Yonder WMS to support L'Oréal’s specific warehouse operations, adjusting system parameters to align with product handling requirements, storage zones, and workflow preferences for efficient order fulfillment.
* Worked on integration between Blue Yonder WMS and upstream systems, including ERP and TMS platforms, ensuring consistent data flow for order processing, inventory updates, and real-time visibility across the supply chain.
* Working with multiple teams to resolve the tickets.
* Supported UAT activities by preparing test cases, conducting functional tests, and gathering feedback from end-users to validate Blue Yonder WMS performance and usability before production deployment.
* Mapped and documented existing warehouse processes, collaborating with operational teams to align Blue Yonder WMS workflows with established business processes, particularly for inventory control and order processing.
* Provided on-the-ground support for Blue Yonder WMS users, troubleshooting operational issues, addressing system errors promptly, and escalating complex issues to ensure minimal disruption to daily activities.
* Conducted periodic analyses of inventory data and space utilization metrics within Blue Yonder WMS to help optimize stock levels and improve warehouse layout for efficient picking, packing, and shipping processes.
* Documented system configurations and updates in Blue Yonder WMS, creating a reference library for team members to ensure consistency in system management and provide a baseline for future enhancements.
* Worked alongside IT and operations teams to address pain points identified by Blue Yonder WMS users, applying a hands-on approach to resolve bottlenecks and improve process flows within the system.
* Assisted in developing training materials and provided on-demand support to warehouse staff adapting to Blue Yonder WMS, ensuring users were equipped to handle the system independently.
* Performed data verification tasks, checking that inventory and order records within Blue Yonder WMS accurately reflected real-time warehouse conditions, thereby minimizing discrepancies and supporting precise reporting..

# Environment: Blue Yonder WMS, SQL, ERP integration, TMS integration, UAT, process mapping, data quality assurance, operational troubleshooting, configuration management, and end-user support .

**Client: AMWAY Apr 2020 - Jul 2022**

**Role: WMS ANALYST**

**Responsibilities:**

* As a WMS analyst, communicated resources in both offshore and onsite in the shift and work as a team to prioritize work and to handle escalations.
* Provided technical expertise in configuring and customizing the Manhattan WMS.
* Involved in analyzing business processes and requirements along with configuring the Manhattan WMS system to align with business needs.
* Collaborated with the relevant stake holders to implement technical components, troubleshooting, and resolving technical issues.
* Gathered requirements, analysis, design, functional & technical specification and wrote SSIS scripts for data transfer.
* Triage WMS production incidents and work towards resolution.
* Experience in working with Supply Chain process (Warehouse Management, Shipping, Inventory, and Transport Management)
* Good understanding on how ASN flow in WMS application from source system.
* Good experience in all the WMoS terminologies like LPN, OLPN, Manifest, wave, tote, sku, items, order, WMS, WCS, pallet etc.
* Involved in production support, Issue analysis, Resolution, and Implementation.
* Root cause Analysis for P1 and P2 issues in the application.
* Interacting with Wave Processing team, Shipping/Receiving and Operations team for incident analysis and provide solution to the respective teams
* Identified, tested and resolved database performance issues (monitoring and tuning) to ensure data optimization.
* Involved in the migration of SQL Server 2014 databases to SQL Server 2016.
* Created and scheduled Various SQL Jobs, using SQL Server Agent to perform various administrative tasks such as data loading, batch jobs.
* Worked on tools like SQL Profiler, and Activity Monitor for event monitoring and performance monitoring, and make recommendations based on the results.
* Hands on experience in testing with WMS Systems, MHE Systems, RF Technology in Apparel, footwear environment.
* Handled Clustering between Production Servers and performed daily backups and developed recovery procedures.
* Worked on providing Logging, Error handling by using Event Handler, and Custom Logging for SSIS Packages.
* Created documentation for Unit Testing, Integration Testing and Test Case Preparation.
* Implemented SSRS Business Intelligence life cycle such as configuration of report server configurations, Deployment of reports, creating report subscription (Data Driven) in development, Test, Production Environment.
* Monitored batch job processes, also assist with issue resolution and troubleshooting of batch jobs.
* Understood an existing system and designed modifications to the system to support new requirements.
* Created backup and maintenance plans and perform general migration and upgraded multiple databases.
* Engaged in new development as well as support maintenance or enhancement of existing applications.

**Environment:** Manhattan 2015**,** Manhattan integration framework, MS SQL Server 2016/2014, SSIS, MS Visual Studio, SQL Profiler, Server Reporting Services (SSRS) 2015/2017.

# Client: Amazon Aug 2017 – Mar 2020

**Role: SQL Developer**

**Responsibilities:**

* Wrote complex SQL queries, stored procedures, triggers, views, and indexes using DML, DDL commands, and user-defined functions.
* Optimized queries by analyzing execution plans to enhance database performance.
* Performed normalization and denormalization of tables to improve query efficiency.
* Developed T-SQL queries and procedures for dynamic modification of database objects based on inputs.
* Created SSIS packages to import and export data from various sources, including CSV files, flat files, Excel spreadsheets, and SQL Server.
* Designed and developed a variety of reports (matrix, tabular, chart) using SSRS.
* Managed migration from SQL Server 2012 to SQL Server 2014.
* Maintained effective communication and working relationships with business stakeholders at all levels.
* Coordinated with onshore and offshore teams, as well as stakeholders, for task clarification, fixes, and reviews.
* Reviewed and implemented changes to enhance and improve existing systems.
* Designed and developed custom databases, including tables, views, functions, procedures, and packages.
* Monitored and tuned SQL code for performance optimization.
* Extensively worked on new system development with Oracle 6i.
* Collaborated with business analysts to develop modeling techniques.
* Utilized SQLCODE and SQLERRM for error handling and troubleshooting.
* Used Oracle Import/Export Utilities for data management tasks.
* Automated daily processes with UNIX shell scripts according to business requirements.
* Wrote and optimized SQL queries for complex data retrieval involving join conditions.
* Applied EXPLAIN PLAN, ANALYZE, and HINTS for query performance tuning.
* Loaded data from flat files into databases using SQL\*Loader and created external tables for data integration.

# Environment: Unix, Oracle 6i, SQL Loader, Oracle Forms 6i, SQL\*Plus, SQL Developer, SSRS, Unix Shell Scripts.