# LAKSHYA RAJORA

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## PROFILE

Technically oriented ERP professional with hands-on exposure to Oracle ERP Systems, SAP ECC, and Salesforce workflow environments, combined with a strong foundation in business requirement documentation, cross-functional collaboration, and enterprise operations support. Background spans functional ERP usage, stakeholder coordination, system onboarding optimization, and internal process documentation — bridging business requirements with technical execution across academic and administrative environments. Currently seeking to formalize and expand this foundation within a structured ERP development and customization role.

## EDUCATION

**2018 - 2023**
**MBM UNIVERSITY JODHPUR**

- B.tech (Electrical and electronics engineering) 7.4 CGPA

**2017**
**HIGHER SECONDARY EDUCATION**

- Satpuda Valley Public School percentage :- 74%

## WORK EXPERIENCE

**July 2023- may 2026**
Aakash Educational Services limited
**Operations and Admin Head**

- Operated within a structured CRM and ERP-adjacent environment to manage student enrollment pipelines across the Jaipur center, ensuring systematic lead tracking with minimal data drop-off.
- Managed structured CRM-based data pipelines for enrollment tracking, minimizing lead drop-offs through systematic reporting.
- Maintained documentation and workflow tracking across multi-team outreach programs with strict timelines.
- Coordinated between business teams and system administrators to resolve operational bottlenecks.
- Organized and executed outreach programs requiring multi-team coordination, timeline adherence, and documentation — mirroring change request lifecycle management processes.

**September 2022 – December 2022**
**Active Intern — Ministry of Power, Government of India**

- Worked within an enterprise technology environment involving SAP ECC, Oracle ERP, and Salesforce — gaining multi-platform exposure to large-scale ERP operations in a government/institutional context.
- Applied integration and data flow understanding to support internal process challenges, developing foundational competency in identifying system-level issues and contributing to resolution workflows.
- Leveraged AI tools and analytics frameworks to support process optimization, demonstrating adaptability and technical initiative within a technology-first environment.
- Assisted in administrative coordination and operational support activities.

## SKILLS AND SOFTWARES

- ERP & Enterprise Systems Oracle ERP Systems | SAP ECC (Functional Exposure) | Salesforce (Workflow & Operations Level) | ERP Module Operations & Support | Middleware Concepts & Data Flow | Student Lifecycle & Enrollment Systems
- Technical & Functional Business Requirement Documentation (BRD) | Fault Analysis & Root Cause Documentation | System Integration Concepts | Change Request Tracking & Coordination | Vendor & AMC Partner Coordination | SLA Monitoring & Deliverable Validation | User Acceptance Support
- Collaboration & Operations Cross-Functional Collaboration (IT + Business Teams) | Stakeholder & Client Communication | Process Documentation & Reporting | Data Analytics & Consumption Pattern Review | MS Office Suite | Canva | Meta AI Tools

## LANGUAGES

- English (Fluent)
- Hindi (Fluent)