Professional Profile

Manohar Shenoy - MS

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Manohar Shenoy's IT concentration has been in the Retail, Wholesale, and Supply Chain areas where he gained extensive leadership skills and expertise in preparing the strategy and building the architecture and roadmap for IT and business initiatives. Previously as Director of Retail IT at an apparel & footwear manufacturer/retail company, he managed the Retail IT solutions group and architected and implemented fundamental components for omni-channel operations across stores, digital direct to consumer, mobile, and customer service channels, to optimize inventory consumption based on demand & availability, and to provide a consistent customer experience across all channels.

He was the Director of the Integration Management Office (IMO) for a $300Million acquisition of multiple footwear brands and associated post-M&A carveout.

SPECIALIZED EXPERIENCE

Expertise & experience in architecting solutions and managing implementation projects in Retail & Wholesale, for the following:

Omni-channel operations with POS, eCom, OMS, CRM, and Clienteling

SAP AFS & FMS with CAR & HANA integrated with 3PL WMS, PO Collaboration, PLM, DAM, B2C, B2B, and BI

Oracle xStore POS with payments gateway including tokenization and P2P encryption

Oracle ATG eCom site with integrations to OMS, CRM, Loyalty, and CX Analytics

Demand Ware eCom site with integrations to OMS, and Border Free shipping

B2B merchandising & cataloging site for distributors forecast & demand management

Post-M&A carve-out, setup, and integration activities across IT & Business

Business process mapping for Order-to-Cash, Procure-to-Pay, and Retail work streams

Strategic & Product sourcing systems with inventory management

Warehouse Management Systems (WMS) with EDI interfaces to ERP, Transportation, and Customer Systems

EXPERIENCE

THE ROCKPORT GROUP - Director - Integration Management Office

As Director of the Integration Management Office (IMO) for a $300Million acquisition of multiple footwear brands,

Worked with seller PMO in preparing the transition services agreement (TSA) for IT systems and shared services outlining "separate the business", "run the business", and "grow the business" activities, with the following:

Catalog of systems and summary of functions across all business applications, and infrastructure

Service levels (SLAs) for required support thru carve-out

Approach and costs for any temporary enhancements to facilitate the carve-out

License transfer

Training

Retirement of systems

TSA exit plans

Relative to the buyer-side responsibilities specific to the post-acquisition carve-out phase:

Reporting to the COO, set up the IMO and prepared the strategy, roadmap, and overall project plans for the post-M&A carve out and integration across Finance, Legal, Supply Chain, Retail, Product Mgt, HR and IT, across all markets in a 24-month timeframe, as per the transition agreement.

Provided oversight for execution of 40+ integration activities and projects for setup of US & Canadian operations, managing interdependencies, resources, timelines, budgets, and compliance with transition agreements.

Worked closely with stakeholders and facilitated the preparation of organizational structure for the separation process and for the proposed end-state.

Collaborated with external consultants for the rollout of global templates and local systems and processes to international markets in Korea, Japan, and Europe, and to wrap-up the carve-out.

Engaged project management resources for each business/market area and report into the IMO.

Worked closely with the business leads and project managers on deployment activities including user acceptance testing, training, data conversion & migration tasks for a successful cutover to production for the US market.

Engaged business process mapping consultants and facilitated the documentation across Procure-to-Pay, Order-to-Cash, Retail, and Finance work streams.

Worked with external vendors and market PMs for setup of the Offices and 3PL warehouse operations.

Worked with IT infrastructure leads in the process, and timing of migration of active directory, emails, and shared services.

Worked with IT leads to facilitate the preparation of IT architecture and infrastructure needs for migrating from legacy systems to a greenfield implementation of ERP, PLM, POS, eCom, PO Collaboration, 3PL WMS, with EDI interfaces.

Worked closely with seller PMO resources to obtain support for the carve-out, as needed and based on the transition services agreement, for data migration, conversion, and temporary system operational needs.

Monitored the spend and identified areas requiring additional resources and funding, as appropriate.

Prepared the overall work plans for the carve-out and monitored the progress on a weekly basis escalating issues and recommending corrective action to stay on target.

Prepared global templates for all project managers to report in a consistent way on progress in their areas.

INFOSYS LIMITED, USA - Program Manager

Conducted the business impact assessment of Oracle-MICROS Xstore POS and Relate CRM, and prepared the blue print outlining the configuration and integration needs for this solution, to replace an existing POS at a leading athletic footwear and apparel company.

BROOKS BROTHERS GROUP, Inc. - Director OmniChannel / Retail IT

Reporting to the CIO, managed a retail transformation initiative to implement omni-channel concept & systems across stores, direct-to-consumer (digital), and customer service.

Assessed buy online and ship/pickup from store capabilities with offerings from Manhattan, eBay, MICROS, and SAP.

Implemented SAP CRM with HANA & CAR for customer call center with CTI, IVR, email, and social media integration

Facilitated customer service reps with the tools to respond to queries from all channels with one system.

Deployed a 360-degree view Clienteling repository with Micros Relate, EEMS marketing database, and SAP CRM / C4C

Enabled effective customer segmentation and targeted promotions.

Completed a business impact assessment to use MICROS xStore POS and initiated the implementation.

Upgraded the payment process to include CC# tokenization and future P2P encryption, for PCI compliance.

Implemented B2B visual catalog frontend to PLM, accessible to merchants worldwide for demand generation.

Managed a team of 11 providing support to the business for DemandWare eCom, Micros POS for 200+ stores, and OMS.

THE STRIDERITE CORPORATION (now WOLVERINE WORLDWIDE) - Program Manager

Managed a support team for an Oracle ATG based eCom site for 5 brands, across US & Europe, with continuous functional updates utilizing an agile methodology, in an out-sourced cloud-based environment.

Implemented a Loyalty system across eCom, and POS in over 120 stores. Registered a million members in 6 months.

Implemented SAP AFS in a 9-month timeframe, managing the integrations, infrastructure, and data conversions.

Architected & deployed a B2B site for distributors to showcase upcoming offerings and build demand and place orders.

SAUDI TADAWI HEALTH CARE COMPANY - Head of IT Applications - Riyadh, Saudi Arabia

Managed systems development, implementation, and operations for 7 warehouses and 500 stores.

Implemented a rationalized item master, reducing skus by a factor 3 resulting in optimized inventory and carrying cost.

Implemented a data warehouse on retail analytics and optimized replenishments to reduce stock-outs.

i2 TECHNOLOGIES (now JDA) - Program Manager

Responsible for customer relationship and delivery management while growing the footprint of solutions and services at key accounts. Managed the following implementations:

A Steel Purchasing and Resale system resulting in approx. 3% savings in multi-billion dollar purchasing costs.

A Transportation & Freight Audit Process system facilitating optimized tariff and a freight audit process for compliance.

A Strategic Sourcing solution with supplier score-carding and vendor managed inventory (VMI) solution.

A rationalized parametric spare parts content database across 90+ locations to optimize inventory usage.

REEBOK INTERNATIONAL - Manager, Business Systems

Managed the day-to-day operations and maintenance of Reebok's Warehouse Management (WMS) with interfaces to corporate SAP ERP, and Transportation & Logistics systems.

KEWILL LOGISTICS (earlier Exeter Software) - Product Manager

As a product manager and project lead developed and implemented WMS/WCS at various customer sites including industries like Fashion, Apparel & Footwear, Jewelry, Home Building Products, Spare Parts, and Electrical Goods.

CITICORP OVERSEAS SOFTWARE LIMITED - Assistant General Manager - Mumbai, India

Managed one of three business units, with a team of 15 resources, and developed a simulator for training fund managers. Setup a check processing center for Citibank India, managing the entire RFP & selection process.

EDUCATION / CERTIFICATIONS

Masters in Science with Physics & Math -- Bombay University.

Course in Planning & Managing Projects -- conducted by IPS, a charter member of PMI.

Certificate course in C++, Java / HTML / XML / VoXML, and eCommerce -- Daniel Webster College.