

Shuganya Sekhar

Business Applications & Digital Transformation Leader

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I turn complex operational problems into practical, controlled and sustainable digital solutions — combining deep ERP technical experience with business analysis, application leadership, process improvement and transformation delivery.

CORE CAPABILITIES

Enterprise Systems	Oracle E-Business Suite, Microsoft Dynamics AX / Axapta, Scale WMS, MultiPick WMS, CRM, Enterprise applications
Business Analysis & Solution Design	Requirements analysis, Process mapping, Gap analysis, Solution validation, Functional design, Stakeholder workshops
Systems Integration	ERP/WMS integrations, Enterprise interfaces, 3PL integration, Integration testing, Data mapping, Interface troubleshooting
Data & Technical Analysis	SQL, Oracle SQL, Data investigation, Root cause analysis, Reporting & Power BI, Production support analysis
Quality & Delivery	End-to-end testing, System integration testing, Regression testing, UAT coordination, Defect management, Deployment readiness, Change validation
Leadership & Improvement	Team leadership, Coaching & knowledge transfer, Stakeholder management, Vendor management, Problem management, Continuous improvement, Cross-functional delivery

SELECTED TRANSFORMATION WORK

- **Replacing the ERP and warehouse backbone** (2023 – 2024) — Microsoft Dynamics AX replaced by Oracle E-Business Suite and Scale WMS — live in July 2024, ahead of plan.
- **Bringing Canary on board — without breaking Westland** (2025 – 2026) — A group business rolled onto ERP and WMS, with a critical production risk caught before go-live.
- **Getting the warehouse ready for MultiPick** (2026) — Leading the business side of a WMS replacement — finding the gaps in design, not on the warehouse floor.
- **Testing CRM end to end before users did** — End-to-end testing from CRM through to Oracle EBS caught critical defects before business UAT.
- **One product, several days, four systems** (2026) — Leading cross-company problem solving on traceability, and closing control gaps between production, quality and the warehouse.
- **From firefighting to root cause** (2024 – 2026) — Turning recurring incidents into permanent fixes — and changing how the team works.

PROFESSIONAL EXPERIENCE

Business Application Team Leader · Westland Milk Products · Yili Oceania	Jan 2021 – Present · Christchurch, New Zealand
Lead the business applications team supporting Oracle EBS, Scale and MultiPick WMS, CRM, integrations and reporting across Finance, Supply Chain, Manufacturing, Warehousing, Procurement and Sales. Digital subject-matter expert for ERP and WMS processes across Yili Oceania group businesses.	
• Led the business applications team through the replacement of Microsoft Dynamics AX with Oracle EBS and Scale WMS, which went live in July 2024 ahead of plan. • Found a critical pre-go-live risk on the Canary ERP and WMS rollout, then led the regression testing — including writing the test scripts — that protected Westland operations. • Key business and Digital lead on the MultiPick WMS replacement: gap analysis, design workshops and early risk identification.	

- Led cross-company problem solving on product traceability, giving Quality, ODL, Warehouse and Documentation clear options to decide between.
- Manage day-to-day relationships with technology partners (WMS vendor, ERP implementation partner, MultiPick vendor, 3PL partner, hosting partner and MES partner), challenging fixes and plans to protect solution quality and test coverage.
- Lead the applications support team: triage and assign tickets, coach team members, run knowledge-transfer sessions and deputise for the Digital manager.

Systems: Oracle EBS, Scale WMS, MultiPick WMS, CRM, ProDoc, LIMS, MES, TPM, S&OP, 3PL interfaces, Power BI, ManageEngine

AX Technical Analyst · Westland Milk Products

Apr 2016 – Jan 2021 · Christchurch, New Zealand

Supported Microsoft Dynamics AX as Westland's ERP platform.

Systems: Microsoft Dynamics AX, SQL Server

NZ Light Leathers

Nov 2014

Senior Technical Consultant / Technical Lead · Zylog Systems Limited

2013 – Oct 2014

Led Microsoft Dynamics AX 2012 delivery for an Oil & Gas vertical solution.

- Requirements clarification, gap analysis, estimation, solution development and AIF integration with an offline Windows application.
- Allocated work, reviewed code and designs, mentored team members and reported delivery status.
- Supported an AX 2009 to AX 2012 upgrade, resolved post-upgrade issues and rebuilt reports using SSRS.

Systems: Dynamics AX 2012, Dynamics AX 2009, AIF, X++, SSRS

Freelance Technical Consultant · Ax Source Infotech / Dyn Technologies / Medisys

2009 – 2012 · Canada

Microsoft Dynamics AX customisation, production support and root-cause fixes across food, automotive and healthcare environments.

- Worked directly with clients on requirements, solution design, development and UAT support.
- Handled emergency fixes, data correction, security and environment management.

Systems: Microsoft Dynamics AX, X++, MorphX

Technical Consultant / Support Analyst · RightFields / G.M. Pens International

2006 – 2009 · India

Dynamics AX implementation in an FMCG environment.

- Contributed to implementation, data migration, module integration, security, user training, go-live support and year-end activities.
- Developed integrations and automation for sales orders, online payments, finance processes and operational data uploads.

Systems: Microsoft Dynamics AX, X++

SYSTEMS & PLATFORMS

ERP	Oracle E-Business Suite, Microsoft Dynamics AX 2012 / 2009 / 4.0 / 3.0
Warehouse & logistics	Scale WMS, MultiPick WMS, 3PL integrations
Connected platforms	CRM, LIMS, MES, TPM, ProDoc, S&OP
Data & reporting	SQL / Oracle SQL, SQL Server, Power BI, SSRS
Microsoft & delivery tools	Power Platform, Power Apps, Power Automate, Microsoft Lists, SharePoint, Azure DevOps, ManageEngine
Earlier development	X++, MorphX, AIF

EDUCATION & CERTIFICATIONS

- Bachelor of Engineering, Computer Science and Engineering
- Microsoft Dynamics AX 2012 — Development and Introduction (Microsoft)
- Microsoft Dynamics AX 4.0 — Development and Introduction (Microsoft)

