Laxman Karmalkar

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Summary

Experienced Technical Product Owner with 10 years' experience in design, implementation and operations of order management systems specializing in E-Commerce Omnichannel, Supply Chain processes and order fulfilment. Expertise in cross-functional management and data-driven analysis for improving business processes and operational efficiency. Experience executing complex strategic and operational initiatives with excellent problem-solving skills.

Technical Skills

Primary Technologies/Skills: Ecommerce, Supply Chain, SaaS, DOM/OMS, Manhattan DOM, MIF/IFEE, Sterling OMS, IBM Message Broker, Vendor Management, Business Analysis, Root Cause Analysis
Languages: SOAP, REST, XML, HTML, SQL, WSDL, PHP, Unix, Microservice architecture, JAVA/J2EE
Databases: Oracle, MySQL, DB2, PostgreSQL
Software: MS Visio, Eclipse IDE, JIRA, Confluence, Supply Chain Intelligence, Tableau, Amazon Web Services

Professional Experience

The Children's Place, SVS Co.
Manager – ecommerce, Omni-Channel Order Management (August 2017 – Present)

- Leading end to end technical design and implementation of Omnichannel Order management system for Direct to Customer and Business to Business processes for North America
- Managing cross-functional stakeholders and teams to identify risks, balance dependencies and optimize resources to define clear product vision and strategy
- Managing entire agile product lifecycle for implementations of BOSS, BOPIS, SFS, Mobile SFS, 3PL, Amazon Direct Fulfilment, Inventory Management, Payment gateway Integration, Reconciliation process
- Architecting Sales Force Commerce Cloud, Apple Pay, Venmo, Vertex, POS, Customer Service system integration with distributed order management system
- Translating business goals and end customer needs into product strategy to drive priorities
- Gathering requirements, defining scope, performing proof of concepts
- Defining goals, metrics and analytics to recommend process improvements and success criteria
- Drive internal process improvements across teams, remove roadblocks, and deliver on high-impact projects with a focus on efficiency, performance, and quality
- Implementing and creating strategies for increasing fulfillment through ecommerce solutions
- Optimized Returns Processing by 70% between ECOM, POS, WMS and OMS systems
- Leading and conducting research to stay updated on trends, new technologies and on data integration needs for ecommerce and omichannel

Ralph Lauren Corporation
Product Manager – Digital E-comm (August 2016 – July 2017)

- Leading design, development, delivery and driving implementation of projects on the Manhattan OMS suite on Omni channel platform for Europe and North America
- Defining integrations between e-commerce, supply chain and third party systems including Hybris, Cybersource, AVS, Vertex, WMS, Sales Audit/Posting
- Designed and developed tracking API for tracking store orders by integrating with USPS API
- Design and develop customizations, technical product configuration, and troubleshooting of Order Management System components, API's, and related interfaces
- Creating technical and functional documentations for technical and non-technical users

- Partnering with teams for Agile development to enable digital and omni experience initiatives.
- Analyze, troubleshoot OMS product operational and deployment issues.
- Design and review test cases for testing software modifications.

J.Crew Group Inc.
Senior Software Engineer (September 2015 – August 2016)

- Analysis, design, implementation and support of Manhattan DOM and WMOS
- Design and development of Supply Chain Applications and warehouse management applications.
- Application installation and upgrade, including third party integration and hardware configurations
- Providing continuous improvement by developing utilities and automation
- Designed and developed Signature Screen for in-store pickup orders and integrating with OMS using PHP, CSS, SQL and Shell script
- Consistently apply best practices in application development, troubleshooting and knowledge management
- Develop detailed requirements form high level requirements by seeking information from business partners

Perficient Inc.
Technical Consultant (July 2012 – September 2015)
Clients: Carter's, Inc., Kirkland's, Inc., The Home Depot
- Build and execute strategies for clients seeking to leverage IBM Smarter Commerce Products to achieve Omni-Channel Fulfilment
- Design and development of Sterling Order Management System (OMS) and integration with Warehouse Management (WMS)
- Configuring Distributed Order Management, Inventory Management and Item Management
- Responsible for high level client interaction to gather and analyze project requirements to map them into OMS design and development
- Responsible for Test Strategy and Test Management Plan, creation and review of Test Cases, defect logging, defect management
- Customizing and creating the Sterling Rich Client Platform (RCP) UI screens and JSP Console Screens
- Creating custom APIs, Agents, and Services using the Sterling Java framework and XML

Education
New Jersey Institute of Technology
Masters – Information Systems, May 2012

University of Mumbai.
B.E. Information Technology - June 2009

Awards and Recognition

The Children's Place – Above and Beyond Award for DOM Team, 2019
The Children's Place Peer Recognition, 2022