

ATUL KUMAR PANDEY

Executive IT Leader • Digital Transformation & Enterprise Platforms

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PROFESSIONAL SUMMARY

Technology executive with 13+ years of experience designing and scaling enterprise architectures, digital platforms, and global IT ecosystems across E-Commerce, Supply Chain, and Logistics. Hands-on expertise in NetSuite ERP implementation and management, Shopify platform development and migration, SPS Commerce EDI, Odoo ERP, and Power BI analytics. Proven record of leading end-to-end platform transformations — including enterprise website migration from Optimizely (EPIserver) to Shopify — and delivering complex, multi-stakeholder programs from concept through execution for global clients including Classic Home (CA/US). Trusted partner to C-suite leadership in driving platform-led growth, system scalability, and data-driven decision-making.

KEY PROJECTS & PLATFORM ACHIEVEMENTS

- NetSuite ERP Implementation & Ongoing Management — Led full implementation of NetSuite ERP for Classic Home (CA/US), covering configuration, team training, and continuous development. Responsible for sustained platform governance, enhancement, and cross-functional alignment across finance and supply chain operations.
- Optimizely (EPIserver) to Shopify Migration — Architecting and executing a full enterprise website migration from Optimizely (formerly EPIserver) to Shopify for Classic Home. Leading end-to-end planning, data migration, theme development, and integration work; migration and ongoing development currently in active progress.
- SPS Commerce EDI Implementation — Managing SPS Commerce EDI platform implementation to streamline electronic data interchange with trading partners, improving transaction accuracy, reducing manual processing, and accelerating order-to-cash cycles.
- Odoo ERP Development — Oversaw successful development and deployment of Odoo ERP to support product creation workflows and quality inspection of export articles, enabling structured, auditable processes for the company's export operations.

PROFESSIONAL EXPERIENCE

Principal Manager – IT | KOSOS HOME

May 2024 – Present (1 yr 10 mos) • Noida, India

- Established and scaled a global IT organization supporting enterprise-wide digital and commerce initiatives across Supply Chain, NetSuite ERP, Shopify, EDI, and Data Analytics.
- Designed and implemented global IT operating models and governance frameworks to ensure system reliability, security, and regulatory compliance.
- Built and led cross-functional, geographically distributed teams; defined technology roadmaps aligned to executive business strategy and long-term growth objectives.
- Directed end-to-end oversight of ERP, e-commerce, and integration platforms supporting order-to-cash and supply chain workflows.
- Managed vendor relationships, technology budgets, and SLA governance to ensure cost-effective and scalable infrastructure delivery.

IT Project Manager | Classic Concepts

Jul 2023 – Present (2 yrs 8 mos) • Noida, India

- Built and led a 10-person high-performing IT team comprising Shopify developers, NetSuite consultants (technical & functional), EDI developers, e-commerce specialists, and Power BI developers within an export, supply chain, and logistics environment.
- Led NetSuite ERP implementation and ongoing platform management for Classic Home (CA/US), ensuring continuous development, optimization, and alignment with finance and operational requirements.
- Architecting and executing enterprise website migration from Optimizely (EPIserver) to Shopify, managing all phases of data migration, theme development, integration, and quality assurance; development ongoing.
- Managing SPS Commerce EDI implementation to improve trading partner communication, reduce transaction errors, and accelerate processing timelines.
- Oversaw development and deployment of Odoo ERP to support product creation and inspection workflows for the company's export operations.
- Collaborated with Power BI developers to design dashboards and analytical reports, delivering actionable insights to support strategic decision-making.
- Directed complex IT projects from inception to completion, consistently achieving on-time delivery and adherence to budgetary constraints.

Deputy Manager – IT | Classic Concepts

Mar 2020 – Jul 2023 (3 yrs 5 mos) • Noida, India

- Led IT strategy and planning aligned with business objectives, championing digital transformation and innovation initiatives across the organization.
- Managed full project lifecycle for IT programs — from scoping and vendor negotiations through delivery — ensuring quality, timeline, and budget adherence.
- Implemented robust cybersecurity measures, conducted risk assessments, and enforced compliance with GDPR and industry standards.
- Administered enterprise systems including ERP (SAP/Oracle), CRM (Salesforce), and IT infrastructure (servers, networks, cloud), ensuring high availability.
- Negotiated and managed vendor contracts and SLAs, optimizing IT expenditures and maximizing ROI across the department.

Assistant Manager – IT | Classic Concepts

Apr 2018 – Mar 2020 (2 yrs) • Noida, India

- Supported IT department operations including administration and maintenance of servers, networks, and hardware to ensure reliability and performance.
- Implemented new support workflows that reduced average incident resolution time by 20%, directly improving user satisfaction and productivity.
- Developed comprehensive IT documentation practices that improved incident tracking and reporting, enabling better decision-making and faster issue resolution.
- Coordinated IT projects including system upgrades and technology implementations; managed vendor relationships and monitored service levels.

Senior IT Executive | Classic Concepts

Apr 2016 – Mar 2018 (2 yrs) • Noida, India

- Developed and executed IT strategies aligned with organizational goals, driving both short-term operational wins and long-term innovation initiatives.
- Implemented a robust cybersecurity framework that decreased security incidents by 50%, significantly strengthening data protection across the organization.
- Managed and optimized IT infrastructure — including networks, servers, and cloud services — ensuring high availability and performance.

IT Executive | Classic Concepts

Aug 2015 – Mar 2016 (8 mos) • Noida, India

- Administered and maintained IT systems (servers, networks, hardware), ensuring optimal reliability and performance.
- Provided hands-on technical support for hardware, software, and network issues, minimizing downtime and improving user satisfaction.
- Coordinated IT project planning and execution, assisted in vendor management, and maintained comprehensive IT documentation.

System Administrator | Lyca Mobile Group

Nov 2013 – Jun 2015 (1 yr 8 mos) • Chennai, India

- Designed, implemented, and maintained enterprise IT infrastructure including Windows Server, Linux/UNIX environments, LAN/WAN, routers, switches, firewalls, and VPNs.
- Managed cloud platforms (AWS, Azure, Google Cloud) for virtual servers, storage, and networking; administered VMware vSphere and Hyper-V virtualization environments.
- Deployed proactive monitoring using Nagios, Zabbix, and SolarWinds; implemented backup and disaster recovery strategies using Veeam and Symantec Backup Exec.

CORE COMPETENCIES & TECHNICAL SKILLS

ERP & Business Platforms: NetSuite, Odoo, SAP, Oracle, Salesforce CRM

E-Commerce & CMS: Shopify (Development & Migration), Optimizely / EPIserver

EDI & Integration: SPS Commerce EDI, EDI Implementation & Management, API/System Integrations

Data & Analytics: Power BI, Dashboard Design, Business Intelligence, Reporting

Cloud & Infrastructure: AWS, Microsoft Azure, Google Cloud, VMware vSphere, Hyper-V, LAN/WAN

IT Leadership: IT Strategy, Digital Transformation, Global Team Building, Technology Roadmaps

Project Management: Full SDLC, Platform Migrations, Vendor Management, Budget & Cost Optimization

Security & Compliance: Cybersecurity Frameworks, GDPR, Risk Assessment, IDS/IPS, Active Directory

EDUCATION

Bachelor of Engineering (BE), Computer Science & Engineering

Anna University, Chennai | 2009 – 2013

Bachelor of Laws (LLB) – In Progress

Chaudhary Charan Singh University | Apr 2023 – Mar 2026

CERTIFICATIONS & AWARDS

- The Cybersecurity Threat Landscape
- The Fundamentals of Digital Marketing
- BULATS – Business Language Testing Service
- Best IT Security Expert Award | Recognized as India's Best IT Security Expert