

GAURAV VILAS KALE

ERP Coordinator | ERP Support & Implementation | College & University ERP Systems

+91-9172035663 • gauravkale238@gmail.com • Pune, Maharashtra, India • LinkedIn • robotexerp.online

PROFESSIONAL SUMMARY

ERP Support & Coordination professional with 2.5+ years of experience managing ERP systems for higher-education institutions, including Vishwakarma University, NICMAR University, and Trinity Group, Pune. Acted as the primary liaison between development teams and college/university stakeholders, coordinating admissions, fee, and academic-module support across multiple campuses. Skilled in requirement gathering, issue troubleshooting and escalation, end-user training, and vendor/client communication. Brings an added technical edge in Python, chatbot/NLP systems, and automation to resolve ERP issues faster and reduce manual coordination effort. Seeking an ERP Coordinator / ERP Support role with a college, university, or education group in Pune.

CORE COMPETENCIES

ERP Coordination: ERP implementation support, module rollout, multi-campus coordination, admissions & fee-module management

Stakeholder Management: Liaison between dev/IT teams and college administration, faculty, and student-facing staff

Support & Troubleshooting: Issue triage, root-cause analysis, escalation handling, ticket resolution, UAT & QA testing

Training & Documentation: End-user training, SOP/process documentation, onboarding new staff on ERP modules

Technical Toolkit: Python, SQL, MySQL, SQLite, REST APIs, Rasa & NLP-based chatbots, FastAPI, Git/GitHub

Methodologies: Agile, SDLC, STLC

Soft Skills: Client Communication, Cross-functional Collaboration, Analytical Thinking, Quick Learning

PROFESSIONAL EXPERIENCE

Software Engineer – Python / ERP Support (ERP Coordinator role)

Dec 2023 – May 2025

Eduplus Campus Pvt. Ltd. | Pune, Maharashtra

- Acted as ERP Coordinator and primary liaison between the development team and client stakeholders for three institutions — Vishwakarma University, NICMAR University, and Trinity Group, Pune — managing end-to-end ERP support across admissions, fee, and academic modules.
- Coordinated with college administration, faculty, and IT teams across multiple campuses to gather requirements, resolve ERP issues, and ensure uninterrupted system operations during peak admission and fee cycles.
- Designed and deployed Rasa-based ERP chatbots integrated into college portals to automate admission and fee query handling, reducing manual coordination workload for support staff.
- Led testing, debugging, and performance optimization of ERP and chatbot systems in collaboration with QA and development teams, improving system reliability and response accuracy.
- Trained administrative staff and faculty on ERP modules and chatbot tools, improving adoption and cutting down repeat support tickets.

Software Developer – AI/ML

Jun 2025 – Feb 2026

Almasons Technology Pvt. Ltd. | Mangaluru, Karnataka

- Coordinated cross-functional development of HeyGini, a production-grade AI assistant, working closely with stakeholders to translate requirements into a stable, deployed system.
- Built and maintained backend systems (Python, FastAPI, LangGraph, LangChain) supporting multi-user sessions, contributing process-documentation and troubleshooting skills directly transferable to ERP support environments.
- Managed persistent data workflows using a dual-layer SQLite + in-memory caching design — practical experience relevant to ERP data management and reporting.

R&D Engineer – ERP & AI Systems

Feb 2026 – Present

Robotex India | Maharashtra, India

- Researched, designed, and independently built a live ERP system (robotexerp.online) end-to-end, covering architecture, development, deployment, and ongoing support.

- Implemented ERP modules for attendance management, field tracking, and reporting for remote center trainers across multiple locations.
- Built an automated attendance engine using FastAPI and WhatsApp webhooks, combining multimodal vision OCR (Gemini Vision) with GPS geofencing to verify check-ins and eliminate proxy attendance.
- Automated scheduled workflows with APScheduler: weekly data reconciliation, database backups, and styled Excel (OpenPyXL) and HTML email reports for management.
- Containerized the full stack with Docker Compose, with an Nginx reverse proxy (SSL/TLS, routing, rate limiting) and Cloudflare Tunnel for secure domain routing.
- Designed normalized MySQL/SQLite schemas with SQLAlchemy and Pydantic; managed Linux server deployment and monitoring.
- Developed and delivered structured Python, Data Analytics, and AI/robotics training content for students.

EDUCATION

B.Tech – Computer/IT Engineering

Phaltan Education Society's College of Engineering, Maharashtra

CERTIFICATIONS

- Python Programming • Web Development • Data Science
- EASE Master Training – AI in Education (Attended as Master Trainer)