Adithya

Summary of Experience and Qualifications
- I have more than 11 years of combined IT experience, and I am well-versed in BRIM solution for Hybris Billing, SAP Marketing Cloud, SAP CRM - Interaction Center, Contract Management & CRM Middleware, SAP ISU - Customer support, and AMI.
- I participated in SAP CR&B green field and replacement projects with a number of clients in the US and Canada.
- I have full cycle implementation experience for the Hybris Suite, which includes SAP BRIM on-premises, SAP Marketing cloud, and SAP CR&B solutions.
- Workshop facilitation, requirement collecting, process design, blueprinting, functional design, system implementation, and application support are all tasks that fall under my purview.
- I provided high quality work with quick turn around time and has always been known for providing value adds to the client.

Highlights:
- SAP C4 HANA – Marketing Cloud implementation for 1 Utility client
- SAP BRIM implementation for 2 Utility client
- SAP AMI implementation for 1 Utility client
- SAP Techno-Functional ISU CRM Consultant for 2 Utility Clients
- SAP CRM Middleware Configuration & Replication 1 Utility Client
- SAP ISU & CRM Software Upgrade for 1 Utility client
- SAP ISU & CRM Hardware Upgrade for 1 Utility client
- Enhancements & AMS support for 2 Utility clients
- SAP Internet Explorer 8 Upgrade for SAP CRM IC Web for 1 Utility client
- EMMAX Implementation and Support for 1 Utility client
- RICEF objects development for 2 SAP Utility clients

Client: Ford
Industry: Automotive
Role: SAP Hybris Billing (BRIM) & RAR SME
May' 22 - Current
Description: Client is American multinational automobile manufacturer sells automobiles, commercial and luxury vehicles around the globe headquartered in Dearborn, Michigan. United States. Currently implementing Hybris suite for connected service programs for several customer segments.
Project Description: project involves implementation of BRIM and RAR for several customer segments in their retail market.
Key Responsibilities:
- Responsible for design and implementation of Subscription Order and Contract Management, Convergent Charging functionality as part of green-field implementation.
- Responsible for design, implementation, system setup and integration of SAP Convergent charging functionality with SAP CRM for charge plan modelling.
- Responsible for product modelling & bundling using PMU/BRF Plus functionality
- Responsible for implementing order distribution framework interfacing with backend invoicing

Technical Environment: SAP S/4 1908, SAP CC 5.1

Client: DTE Energy
Industry: Utilities
Role: SAP Hybris Billing (BRIM) & SAP Marketing Cloud SME
Sep' 19 – May' 22
Description: Client is involved in development and management of energy related businesses and services nationwide. It's operating units include an electric utility serving 2.2 million customers in SE Michigan and natural gas utility serving 1.3 million customers in MI. currently implementing Hybris suite for non-commodity market for customers based in Michigan region.
Project Description: project involves implementation of Hybris Suite – Hybris commerce cloud, BRIM and SAP Marketing cloud to support VAPS aka non-commodity sales with email correspondence experience with existing gas and electric businesses.

Key Responsibilities:
- Responsible for design and implementation of Subscription Order and Contract Management functionality for existing front office Call center roles.
- Responsible for design, implementation, system setup and integration of SAP Convergent charging functionality with SAP CRM for charge plan modelling.
- Responsible for product modelling & bundling using PMU/BRF Plus functionality
- Responsible for implementing order distribution framework interfacing with backend invoicing
- Integrated Subscription order management with Utility contract management processes
- Responsible for configuration and setup of SAP MC with creating CBOs, segmentation modelling, email templates & trigger campaigns for sending out emails and SMS for customer correspondences.

Technical Environment: Hybris commerce 1908 cloud, SAP CRM 7.4 BRIM (SOM), SAP CC 4.0, SAP ISU ECC 6.7.

Client: Centre Point Energy
Industry: Utilities
Role: SAP Hybris Billing (BRIM) Consultant
Jan' 18 – Sep' 19
Description: Client is the largest Natural Gas and Electric Distribution & Transmission Company in TX, MN and surrounding states. Implementing hybris suite for non-commodity market - Home Service Plans for customers based in Minnesota and Houston region.
Project Description: project involves implementation of Hybris Suite – Hybris commerce, BRIM and Hybris marketing cloud to support non-commodity sales (appliance sales) and services (Home service plans) with existing gas and electric businesses.
Key Responsibilities:
- Responsible for design and implementation of Subscription Order and Contract Management for existing front office Call center roles.
- Responsible for product modelling & bundling using PMU/BRF Plus functionality
- Responsible for implementing order distribution framework interfacing with ISU billing
- Implemented seamless guided enrollment process for better call center agent experience
- Integrated Subscription order management with Utility contract management processes

Technical Environment: Hybris commerce 6.7, Hybris marketing cloud, SAP CRM 7.4 BRIM (SOM), SAP ISU ECC 6.7.

Client: Nebraska Public Power District
Industry: Utilities
Role: SAP CRM Lead Functional Consultant
July' 17 – Jan' 18
Description: Client is a largest Electric utility company based in Columbus, NE providing services to residential and commercial customers within NE and most customers are into their retail operations.
Project Description: project involves SAP AMI implementation with SAP CRM 7.0 EHP3 and MDMS & Head End systems with L&G vendor
Key Responsibilities:
- I was a lead consultant on the project and responsible for business requirement gathering, business process design, blueprinting, functional design scripting, system configuration, system integration testing and cutover for CRM activities.
- Worked on automation for disconnection and reconnection using ECC programs for outcomes from Move-outs and Move-Ins
- Responsible for design and implementation of remote disconnection and reconnection processes from CRM Web IC
- Responsible for Owner allocation process design and system implementation

Technical Environment: SAP CRM 7.3, SAP ISU ECC 6.7 with UCES integration

Client: Louisville Gas & Electric
Industry: Utilities
Role: SAP CRM Lead Functional Consultant

Mar' 15 – July' 17
Description: Client is a leading Gas & Electric company based in Louisville, KY providing services to over 2 million customers within KY and parts of Virginia. Subsidiary of PPL companies.
Project Description: project involves SAP CRM 7.0 EHP 4 implementations with contract management and SAP ECC 6 EHP 8 Technical upgrade with HANA DB Migration
Key Responsibilities:

- I was a lead consultant on the project and responsible for conducting workshops, business requirement gathering, business process design, blueprinting, functional design scripting, system configuration, system integration testing and cutover manager for CRM Middleware replication.
- Responsible for design and implementation of contract management process framework using product modelling for utilities PMU for customer move-in/out processes
- Worked on process design and configuration for customer care processes that include High bill Inquiry, Credit Inquiry & customer payments through CRM Web IC
- Responsible for master data template setup using CRM products and system integration of move-in/move-out & Owner allocation processes in ECC with contract managament in CRM
- Responsible for baseline setup, performance improvement and data replication for CRM Middleware
- Cutover Owner for CRM Middleware replication and successfully replicated over 8 million records b/w systems with less than 0.01% error records
- Responsible for design of Interaction center configuration – Business roles, navigation bar profiles, functional profiles and screen design using component workbench and Web IC tools
- Worked with SAP Security team to setup up required authorizations for different users with in the business groups

Technical Environment: SAP CRM 7.4, SAP ISU ECC 6.8 HANA DB with UCES integration

Client: Enbridge Gas Distribution, Canada
Industry: Utilities
Role: SAP ISU CRM Techno-Functional Consultant
Duration: June 12 – July 14
Description: Client is a leading Energy company of Natural Gas providing services to over 2 million customers through their distribution and transportation network and supports non-gas contract billing for 3rd party vendors.
Project Description: Project involves Application Development and Support services for SAP ISU and SAP CRM 7.0 Web Interaction Center with focus towards Incident and Change release management and sub-project implementations.
Key Responsibilities:
Worked on SAP-ISU and SAP-CRM solutions which include BRD development, implementation, testing and support using SAP ABAP, OOABAP, CRM Technical – Functional, Web Interaction center, SAP EMMAX, workflows and RICEF objects

EMMAX Implementation:

- Implemented SAP EMMAX solution to improve existing business processes and eliminate back office operational effort by 50% and savings up $42,000(250 hours) for 2012-13
- Configured EMMAX Agent Inbox and Manager Dashboards to monitor the EMMA cases workload on back office agents with forward solution processing, custom BOR objects and SLA's configurations
- Created SAP EMMA case categories, Organizational Structure modifications, workflow tasks, and assigning cases to respective business processes in EMMAX

SAP CRM Software & Hardware Upgrade:

- Upgraded existing hardware and software for SAP CRM and ISU systems from version 6.0 to 7.0 EHP2 to incorporate the newer functionalities provided by CRM and also to improve system performance which was working 10 times faster than the existing system
- Responsible for Defect remediation and regression testing of the upgraded system
- Responsible for Integration testing of SAP CRM Web IC and ISU Business processes
- Offshore Lead for the CRM Module during the Upgrade Project Phase managing a team of 4

Technical Environment: SAP CRM 7.0, SAP ISU ECC 7.0

Client: Snohomish County Public Utility District
Industry: Utilities
Role: SAP CRM Techno-Functional Consultant
Duration: June 11 – June 12
Description: Client is the second largest publicly owned utility in Washington, serves about 320,000 electric customers and 20,000 water customers, involved all of Snohomish County and Camano Island.
Project Description: Project was implemented on SAP CRM 6.0 along with SAP ISU.
- Provided CRM technical and functional Support in resolving Medium/Complex Defects
- Worked on CRM Web-UI Configuration
- Worked on enhancements that include BOL, Genil programming in Web UI
- SAP support and maintenance of customized objects in modules like DM, CRM and FICA

Technical Environment: SAP CRM 6.0, SAP ISU 6.0

Education:
- Masters in Management Information Systems, Texas Tech University.

Adithya Sai

- Obetz, OH, US

Contact Information

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Skills

- **consulting** - 6 years
- **implementation** - 6 years
- **crm** - 4 years
- **isu** - 4 years
- **sap** - 4 years
- **configuration** - 6 years
- **sap** crm - 6 years
- **sap** erp - 6 years
- **contract management** - 5 years
- **framework** - 5 years
- **modeling** - 5 years
- **utilities** - 5 years
- **brf** - 3 years
- **hybris** - 3 years
- **order management** - 3 years
- **sales** - 3 years
- **sap** is-u - 3 years
- **blueprint** - 3 years
- **functional design** - 3 years
- **ic** - 3 years

Work Preferences

- Likely to Switch: False
- Willing to Relocate: False
- Work Authorization:
  - US
- Work Documents:

- - Have H1 Visa
- Security Clearance: True
- Third Party: True
- Employment Type:
  - Contract - Corp-to-Corp

Profile Sources

- Dice:
  https://www.dice.com/employer/talent/profile/9aaaa7b0075b1ac5d9c55832cd0bf18d