# Professional Summary:

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Rajeev Radhakrishnan

New Jersey raj3cr@gmail.com (+1) 9082402491

Linkedin - https://[www.linkedin.com/in/rajeev-rd/](http://www.linkedin.com/in/rajeev-rd/)

Experienced as an SAP solution expert with specializing in OTC, Retail, and SCM Modules. Proficient in end- to-end implementation and support across Retail, Pharma, and Manufacturing. Expert in SAP S/4HANA Greenfield Implementation and cross-modules like S/4HANA Order-to-Cash (OTC), Retail/FMS, and Supply Chain Management. Contributed to three successful end-to-end S/4HANA implementations. Well-versed in Agile and ASAP methodologies for streamlined SDLC execution

# Key areas of expertise:

* Engaged in six projects, encompassing three end-to-end S/4HANA implementations in versions 1610, 1709, and 1809, along with ECC, within various environments
* Sound Knowledge in SAP S/4 HANA Greenfield Implementation with SAP Activate Best Practices.
* Proficiency in cross modules like S/4Hana Order-to-Cash (OTC), Retail/FMS and Supply Chain Management
* Provide Technology Solution Development and Integration across the SDLC including requirements, functional specs, design, custom development, integration, testing, and deployment.
* Expertise in Full Software Development Life Cycle (SDLC) implementation of SAP S/4Hana in Agile & ASAP methodology
* configuring diverse Order to Cash (OTC) and Procure to Pay (P2P) life cycles, adeptly translating requirements into SAP S/4 processes, providing guidance in the development of functional and system specifications, and designing solutions for optimal effectiveness.
* Configuring business cycle in SD/MM involving management of customer orders including various types of Special Business transactions like Cash Sales (CS), Rush Orders (RO), Intercompany Sales & STO, Intracompany STO, Third- party sales, Contract Management Individual Purchase order and consignment process.
* Strong Knowledge in SAP Retail Omnichannel Commerce Pricing & Promotions, Omnichannel Availability & Sourcing,

“Click & Ship” Scenario, "Click & Collect" Scenario.

* Hands on experience in Retail FMS specific POSDM, Bonus Buy, Promotions, AATP, Allocation Run(ARun), Segmentation and CAR functionalities.
* Experience in customizing of the modules of SD/ LE, coupling MM, FI, PP modules.
* Implementations experience with Fit Gap session with Functional Testing for SD, MM, and PS, FICO module functionality to map and validate business process.
* Functional analysis and specification writing experience – User-exits and Workflow, Interfaces, Enhancements, Reports / Forms (WRICEF Objects).
* Strong knowledge in EDI/ALE interfaces of Inbound & Outbound IDoc messge types such as ORDERS, ORDCHG, ORDRSP, DESADV, INVOIC, WHSCON.
* Hands-on experience in Business process study, blue printing, functional and technical design, configuration, gap analysis to customizations, unit and integration testing, Go-Live and Post Go-Live support..

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| **Skills** | * SAP S/4HANA Implementation
* S/4HANA Order-to-Cash (OTC), P2P,Retail, CAR
* Retail/FMS and Supply Chain Management
* SDLC Implementation (Agile & ASAP)
* Cross-Module Configuration
* Retail Omnichannel Commerce
* SAP Retail Fashion(FMS) (POSDM, Bonus Buy, Promotions, AATP, Allocation Run, Segmentation, CAR)
* EDI/ALE Interfaces
* Functional Analysis & Specification Writing
* Testing & Training
* Tax Services– Vertex & OneSource
* Workflow & User-Exits
* Inbound & Outbound IDoc Message Types
* JIRA,ChaRM,Servicenow,Active Control,Sharepoint,MuleSoft API and HPQC.
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| **Education** | * **Master’s in Business Administration**(**MBA**)- Marketing (2009) University of Wales Lampeter. United Kingdom.
* **Bachelor of Business Management(BBM),** (2006) Sree Narayana Guru College, TamilNadu, India
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| **Certification** | * **SAP S/4HANA Certified Application Associate - Sales 1610**

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<https://www.youracclaim.com/go/gWnG5SIC> |
| **Clients** | **Sr. SAP Principal Consultant - OTC Vyaire Medical – Chicago****August 2023 to November 2023*** Working for new capital order scenario for B2B sales Vyaire medical. Implementing new business scenarios for various order types. Analysis on replacing legacy Oracle CPQ with SAP CPQ.
* Build credibility, establish rapport and maintain communications with stakeholders at multiple levels, including those external to the organization.
* Responsible for translating business requirements into a solution design, modeling transactions through the system to ensure that the business requirements are met. Thoroughly understand the capabilities of the system such that suggested alternative approaches to the configuration of the product, as well as suggested

enhancements to the system that would achieve the business objects. |

# Sr. SAP Functional Analyst – OTC/SD

# Management/Solution Expert Discount Tire, Phoenix, AZ

**January 2022 - June 2023**

* + Responsible for the functional design, configuration, and validation of the SAP solutions for Enhancements and Modifications.
	+ Maintain continuous alignment of program scope with strategic objectives and make recommendations to modify programs to enhance effectiveness
	+ I possess specialized knowledge in Retail Omni Channel environments, which involves managing complex interactions among crucial systems, including e-commerce (Hybris), OMS, WMS, POS (GK), and Ebay.
	+ Within the SAP Order Management Team, I take charge of pipeline management, JIRA utilization, and the coordination of various meetings to ensure seamless team collaboration and efficient workflow.
	+ I effectively oversee a wide range of Order Management business processes, encompassing B2C, B2B, BOPIS, ROPIS, Services Appointments, VMS, Rebate processing, Service Contracts management for B2B Customers and FIORI Sale Application.
	+ Fiori Application API integration with various system, OneSource for Tax calculation, Carrer integration for shipment calculations and Roadie Implementation.
	+ SAP Fiori application components for Sales and services supporting the Discount tire business such as vehicle configuration, Vehicle Master Data, Vehicle Search, reservations for tires, actions for changing vehicles, for setting a Discount tire service location or for assigning a sales campaign.
	+ Responsible for managing the ServiceNow incidents and enhancement-related changes for the implementation of Order Management.
	+ Leveraging my ABAP development skills, I skillfully execute custom enhancements for Fiori applications and Reports.
	+ I actively collaborate on new order management requirements and seamlessly integrate them with MM, FI, and LE areas, thereby enhancing the overall system functionality.
	+ Implemented new enhancements for pricing for Discount tire, which involves developing several new pricing routines and requirements.
	+ I proficiently design, monitor, and troubleshoot order management EDI, Idoc, and API integrations.
	+ My skillset includes performing MAP-GAP analysis, designing, configuring, customizing, and rigorously testing order management systems.
	+ I have experience in SAP ECC integration with various front-end and backend applications for order processing, Returns, and SD Billing in Fiori apps scenarios.

# Sr. SAP Functional Analyst – OTC/Fashion Tapestry, North Bergen, New Jersey January 2020 - December 2021

Brands: Coach, Kate Spade, Stuart Weitzman Environment: SAP S/4 HANA 1709

* + Managed roll-out project for Coach and Stuart Weitzman in North America and Europe, involving new OMS (IBM) implementation interfaces with S4 Hana FMS/CAR. Handled integration of various sales channels including Ecommerce, Salesforce (SFCC), Phone orders, and Store Orders (APTOS).
	+ Took a lead role in configuring and setting up data tasks for Kate Spade brand, particularly addressing Brexit-related requirements for the Ecommerce channel.
	+ Enhanced Retail Omni Channel capabilities for customer orders, including intricate Special Business transactions like Cash Sales (CS), Rush Orders (RO), Intercompany Sales & STO, Intracompany STO, Third- party sales, AATP, Condition Contract Management, Fashion attributes and consignment processes.
	+ Spearheaded the Omni Channel Return process for Tapestry brands, focusing on optimizing the customer experience.
	+ Worked on design and configuration of US sales/use tax solutions integrations with Vertex.
	+ Worked on ServiceNow solutions with different teams for implementation, customization, and optimization for various sales channels including Ecommerce, Salesforce (SFCC), Phone orders, and Store Orders (APTOS).
	+ Contributed significantly to integration testing, user interface design, system architecture, multipurpose production scenarios, and process documentation. Directed and led a diverse team of programmers, functional experts, and configuration specialists.
	+ Managed the entire project lifecycle from Planning, Blue Printing (including RICEF and Template Design), Realization, Final Preparation, Cutover, Go-live, and ongoing support for SD/LE module. Integrated inbound and outbound IDOCs to the WMS system.
	+ Designed and implemented OTC related EDI interfaces: Inbound orders (850) and outbound messages : 855, ASN/856, 810.
	+ Worked on billing plan setup and configured new pricing procedures including the pricing routines to support the business processes. Work/support Vertex team on the tax determination. Work with FI and COPA teams on the Revenue account determination and COPA postings.
	+ Led the development and maintenance of functional documents for EDI transmission.
	+ Demonstrated expertise in EDI/IDOCs and Batch job management, resolving Interface and IDOC-related issues. Managed Batch Job Scheduling and Background job processing.
	+ Possessed good exposure to different middleware systems like ESB and SAP PI/PO.
	+ Proactively identified requirements, presented changes in CAB meetings, and executed Unit Testing and QA processes upon approval of changes.

# Zencon Group - North Brunswick, New Jersey April 2019- December 2019

**SAP OTC Consultant**

* + Designing of interface between E-commerce website and SAP S/4hana FMS Retail.
	+ Understanding the User requirement & developing the Functional specifications for ABAP Objects (reports).
	+ Assist in testing of configuration changes related to SD
	+ Work with developers to design/test new applications developed to support the SD area of the business.
	+ Maintained and supported all customer EDI transactions very closely by working very closely with OMS on supporting all EDI transactions.
	+ Developed several new Pricing routines to get the transfer pricing logic in place
	+ Gather, analyze, document and Configure EDI settings for the 3PL system interface
	+ Expertise in Execute Unit, Integration & Regression testing to validate that the business requirements are met by the SAP system and document the test results & provide training sessions to the SAP Power Users to operate any customized solutions and prepare program/process documentation & End user training material.

# Cloud Corner Solutions Pvt Ltd June 2013- January 2019 SAP Delivery Manager – Retail/OTC

**Clients- Swiss Time House - Retail**

Environment : SAP S/4 HANA 1809

# Main responsibility:

* + Deliver new and complex high-quality solutions to clients in response to varying business requirements
	+ Responsible for managing scope, planning, tracking, change control, aspects of the project.
	+ Responsible for effective communication between the offshore project team and the customer. Provide day to day direction to the project team and regular project status to the client.
	+ Serve as the primary architect for the Retail, Wholesale, Ecom Order management global solution, and Responsible for schedule, scope, quality, and resource requirements.
	+ Developing project objectives, implementation methodologies, migration strategies,etc.
	+ Worked with SAP Retail/Wholesale O2C process (Rush Order, regular Order, wholesale and Retail Scenario)
	+ E-Commerce (**www.swisstimehouse.com**) integration with SAP S/4 HANA. Interface discussion with business for SAP and E-Commerce.
	+ Worked extensively on the following - Master data,AATP, UI5 interfaces for Sales screen, Promotion Management, Master data for fashion, Promotions, Condition Contract Management and Bonus Buys.
	+ Experience in assigning S/4 Hana Sales Cloud application for various roles in Order to cash areas.
	+ Movement of Site Masters & their associated Customer and Vendor Master from Golden Client to the Production Client, Data Migration through BDC & LSMW Programs during Cutover Phase & Knowledge Transfer to the client for Post Go Live support in Production System.

# Client : Sreedhareeyam Ayurvedic Eye Hospital( Pharma) Environment : SAP S/4 HANA 1809

**Designation : Sap Functional consultant- OTC**

* + Full cycle SAP S/4hana SD implementation using Agile methodology. Conducted GAP analysis , document findings, evaluated scope of studies & suggested solutions through SAP for implementation and customization.
	+ Led and mentored the project team from both technical and functional perspectives including solution development, requirements identifications, testing, and project management Configured Third party **HIS(Hospital Solution**) integration to S/4hana
	+ Interacted with core team members to identify and understand **business requirements**, **Process flow**, and participated in development of **business blueprinting** for Sales and Distribution.
	+ Configured and controlled **customer master** using **account groups**, and worked on **Material Master data** and

# customer-master info records.

* + Customized **Sales order types** such as Orders, Free of Charge order, Return Order and **Billing Types** such as order related Invoice, Delivery related Invoice, Proforma Invoice and Inter-company Invoice
	+ Created **Pricing** procedure with different discounts/surcharges using associated condition types, condition tables and access sequence for automatic pricing during a sales process

# Worked on Stock Transfer Orders, Item Proposal, Material Determination, and Cross Selling

* + Maintained **Copy Controls** relevant for Order, Delivery and Billing Types and created **Item Categories, Schedule line Categories** and **Item category determination.**
	+ Configured **Partner Determination Procedure** that includes defining **Partner Types, Partner functions** and assigning **account groups** for partner determination
	+ Customized **Account determination Procedure** to facilitate proper **interface between SD and FI**
	+ Configured **Availability Check and Transfer of Requirements** by defining checking groups, checking rules and control parameters through requirement types and requirement classes.
	+ Configured **SD billing function** such as collective billing, periodic Billing, Billing according to customer schedule.
	+ Worked on **delivery blocks**, Billing Blocks and on **Special sales documents** such as rush sale, returns, free of charge samples.
	+ Configured **output determination** for order acknowledgment, invoice, Advance shipment notification (ASN) and delivery note using condition technique
	+ Worked on the creation **of** new Partner profile, Prepared and tested **Outbound and Inbound IDOC.**
	+ Trained **end users** for SD Business processes and provided Post Go Live Support in the areas of Sales & Distribution and Logistics Execution.

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| **Client : Montanhydraulik Germany Environment : SAP S/4 HANA 1709 Designation : SAP Lead Consultant SD/PS****Role & Responsibilities:*** Responsible for gathering business requirements, participating in system design, configuring and testing existing system and providing post implementation support for SD/PS module.
* Configuration of Project Profile for customizing WBS Elements, Networks and Activities.
* Resosible for business analysis and process redesign expertise in Sales & Distribution (SD) functional areas within the enterprise specifically in the analysis, and redesign, of SAP functions and processes such as Sales, Deliveries, Transportation & Shipment, and Billing etc.
* Coordinated with client/ project team on the creation and maintenance of master data (such as customers, materials, condition records, etc.)
* Configured various Condition Types and determined the necessary Pricing Procedures for domestic and international customers, which involved defining Condition Tables, creating associated Access Sequences, and addressing pricing functions like Condition Exclusion.
* Actively involved in the Conversion activities during Technical Cut Over and Go-Live
* Provided END user training on procedures and assistance in developing user training manuals and planned the training sessions.

**Client : AKAY FLAVOURS & AROMATICS PVT. LTD****Environment : SAP S/4 HANA 1610 Designation : SD Consultant****Responsibilities :*** Study of AS IS Business Process and mapping To Be Business processes.
* Worked and configured on Order Management with various Sales Order types like standard order, cash order, rush order, outbound deliveries, STO and the billing function.
* Customized copy rules for partner functions and copy rules between sales documents, deliveries and billing documents at header and item level.
* Configured-pricing comprising complicated price configuration, Condition technique setting in pricing. Maintained Condition records, customer hierarchy for pricing, special functions, condition types, free goods, and credit/debit notes.
* End user training, and development of Training documents on each OTC process.
* Integration with other modules like MM, PP and FICO.

**Client :** [**Daily Fish India (Baby Marine Seafood Retail (P) Ltd)**](https://www.linkedin.com/vsearch/p?company=Daily%2BFish%2BIndia%2B%28Baby%2BMarine%2BSeafood%2BRetail%2B%28P%29%2BLtd%29&trk=prof-0-ovw-prev_pos)Designation **:** SD Support Analyst Environment : ECC 6.0* Attend Issues and handling support tickets.
* Collecting new business requirement and preparation of SOW (Scope of work) document
* Rectify master data related issues occurring during creation of material and customer and maintaining product hierarchy, customer master additional data, and location master.
* Defining new delivery hubs, shipping point, configuring picking and storage location determination.
* Configuring new discount schemas, price catalog maintenance, free goods schemes and tax master data.
* Maintaining continuous interaction with End users, and responsible managers to keep system up to date and error free.
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| **Abercrombie and Fitch. London, United Kingdom.****May2009 to April-2012 - Management Level- (Retail Manager )**Duties and responsibilities:- |

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|  | * Maintaining optimal stock levels to ensure timely availability of products.
* Handling space planning, visual merchandising and Replenishment.
* Recruit and train employees in the stock room and overnight function within the group.
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| **Education -** | * **Master’s in Business Administration**(**MBA**)- Marketing (2009) University of Wales Lampeter. United Kingdom.
* **Bachelor of Business Management(BBM),** (2006) Sree Narayana Guru College, TamilNadu, India
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