**WORK EXPERIENCE**

* Overall, 16 years of experience, around 13 years of experience in S4Hana SD/SM, as Functional Consultant and 3+ years Domain Sales.
* Building Core Mode and Local model ranging from requirement analysis to Solution proposes solutions design, solutions implementation, and testing functionalities. Go live and support.

**Certifications:**

* SAP Certified Associate - **SAP S/4HANA Sales (2021 version)**
* SAP Certified Associate – **SAP Solution Architect for CX**
* SAP Certified - **Generative AI of SAP**

**SKILL SUMMERY:**

* Experience in creating requirement specifications based on Architecture / Design / Detailing of Processes and have strong experience on configuration, customization, integration, testing and support.
* Experience with SAP Sales Cloud Lead to Cash business Process.
* Experience with project management and Team Leading.

**SAP Sales and Distribution (SD):**

* Configuration of SAP Enterprise structure, Defining organizational elements like Sales Organizations, Distribution Channels, Divisions, Sales Office, and their assignments.
* Configured Sales documents, Delivery documents and Billing documents.
* Configured Item Category, Schedule Line Categories, and its determinations.
* Involved in Pricing Procedure setup: Defining Pricing procedures, Condition type, Access Sequence and Condition Tables. Maintained Condition Records.
* Handled Quote / Order to Cash (Q & OTC) processes in S/4 Hana, Scheduling Agreements and Contracts.
* Handled Special Business Transactions like Consignment Process, Third Party sales, Rush Order and Cash Sales.

**Technical Skills:**

ERP Tools : SAP ECC 4.7, ECC 6.0, S/4HANA, CRM7.0, C4C

Modules : SD, SM, SAP S/4 HANA Sales

Interfaces : LSMW, EDI, ALE, IDOC, RFC

Testing Tools : HPQC HP ALM, SolMan, and Service Now.

**Education**

* MBA, Osmania University, India, 2007.
* Bachelor’s degree BSC MPC from Kakatiya University in 2004.

**PROFESSIONAL DETAILS**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Organization** | **Industry** | **Projects** | **From** | **To** | **Role** |
| TCS | IT | HP Client | July’23 | May’24 | S4 Hana Service |
| Accenture Technology Center India | IT | Ferrero  Barilla  Carlsberg  Velux  3M  Standard Bank | June' 11 | May’ 23 | SAP Tower lead  SAP Team lead  SAP Sr Consultant |
| Cravaka Info system | IT | Business Analyst - ERP | Jun’10 | Jan' 11 | Business Analyst |
| Softline Software Solutions Pvt Ltd | IT | Focus ERP | Jan’08 | Jun’10 | ERP Software Consultant |

**TECHNICAL expertise skills**

**Project Name: HP**

**Role: SM Consultant (S4 Hana Service)**

**Duration: July’ 23 to May’ 24**

**Environment: Support (AMS)**

**Responsibilities:**

* Worked as Onshore coordinator for S4 Hana Service module.
* Integration with Sales order with Service contract and Customer Service.
* Worked on Integration testing between the different systems.
* Worked on the Regression testing for end-to-end phase of Service quotation and Service Contract.
* Worked on the configuration of S4 Hana Billing documents.
* Raised the defects in Jira application and interaction with project team.
* Providing training to junior resources in offshore team.
* Interacting with business stakeholders and other module teams for the test results.
* Involved in unit testing and Integration testing for the new developments.
* Participating in Weekly meeting with the business for discussing the status of the tickets.

**Employer: Accenture Solutions Pvt ltd**

**Project: Ferrero**

**Role: Associate Manager - SME for SD**

**Duration: Feb 2019 to May 2023**

**Environment: SAP SD Offshore Implementation and Support**

**Responsibilities:**

Worked as the SME Offshore Support Team Manager for SD processes for the Ferrero Project.

* Handled an 8-member SD team and managed SD - Order to Cash (OTC) related developments and enhancements.
* Participated in daily calls with the business and onshore/offshore teams to discuss the status of developments, enhancements, and defects. Ensured KPIs as per SLA.
* Involved in requirement gathering for new developments and enhancements.
* Attended daily and weekly meetings to provide updates on activities.
* Performed gap analysis and identified RICEF objects.
* Conducted walkthroughs and knowledge transfers (KTs) for developers for development and testing.
* Configured end-to-end pricing elements using condition techniques.
* Coordinated with developers on changes.
* Prepared handbooks for process flow for users and business.
* Prepared FUT documents.
* Validated master data and transactional data and handled data migration.
* Worked on inter-company sales business processes.
* Collaborated with the ABAP team for country-specific localization.
* Prepared end-user training documents for new developments/enhancements.
* Performed unit testing, integration testing, and regression testing of new developments.
* Coordinated with business users for UAT and transport movement to the production system.
* Set up and monitored background jobs and process chains, and analyzed results.
* Analyzed daily issues from OTC, identified root causes, and provided solutions to the business using the ServiceNow tool.

**Employer: Accenture Solutions Pvt ltd**

**Project: Barilla – Support**

**Role: Team Lead – SME for SD**

**Duration: August 2017 to January 2019**

**Environment: SAP SD**

**Worked as SME for SD team in Barilla Implementation and Support project handled 4 Members team.**

**SAP SD:**

* Worked with S/4 HANA with respect to OTC process.
* Handled SAP Quote and Order to Cash (Q & OTC) processes, Scheduling Agreements Contracts.
* Worked on Customer Master (BP), material Master, Inquiry, Sales Quotation and Sales Orders.
* Responsible for SAP Business process and Optimization. Develop the solutions in accordance with SAP guidelines and co-ordination with respective Business owners.
* Support Customer Master Data Team with daily Incidents, Tasks, Defects, Enhancements and providing solutions to ensure SLA compliance and KPI.
* Involved in unit testing and Integration testing for the new developments.
* Participating in Weekly meeting with the customer for discussing the status of the tickets and KPI as per SLA.

**Employer: Accenture Solutions Pvt ltd**

**Project: Carlsberg Beverages – Account Development**

**Role: Sr. Software consultant for SD**

**Duration: August 2016 to August 2017**

**Environment: SAP SD Support**

**SAP SD**

* Sales and distribution (SD), order to cash (OTC) support.
* Resolving issues related to order to cash in the areas like Sales order creation, Delivery, material master, Customer master.
* Configuration and testing of changes to sales order types, delivery types, billing types, PO types, material types, storage types.
* Batch job setup process in the system.
* Configured ATP using Requirements Type, Requirements Class, Schedule Line Category, Delivery Item Category, Checking Group, Checking Rule, Scope of Check Etc.
* Troubleshooting Logistics issues for order to cash, return orders, scheduling agreements, quotations, pricing, shipping, delivery, output determination, routes, credit management, availability check, account / tax / text determination, partner assignment, Output Determination.
* Provided the Functional specifics to technical team in ABAP debugging & bug fixing.
* Writing functional specs for new reports, modifying the existing reports, enhancements.
* Worked on Third party process. Rebate Process- Rebate agreement and settlement.
* Developing new scenarios based on business requirement.
* Carried out various new output types and its configuration.

**Employer: Accenture Solutions Pvt ltd**

**Project: Velux – Support**

**Role: Sr. Software consultant for SD**

**Duration: October 2015 to August 2016**

**Environment: SAP SD**

**SAP SD:**

* Supporting Incidents and Problem Tickets related to Second and Third level support in SD QTC process.
* Worked with Quote to Cash (QTC) processes, Scheduling Agreements and Contracts.
* Handled Credit / Debit memo processing, STO (Stock Transport Order), Availability Check with ATP Logic. Maintained CMR, MMR and CMIR in test systems.
* Handled Special Business Transactions like Consignment Process, Third Party sales, Rush Order and Cash Sales.
* Handle and Monitor IDocs in respective Quality and Production system.
* Interacting with Technical team (ABAP) in case of Technical Development is required. Interacting with the End User and collect the needed information which helps to resolve the ticket.
* Analyzed the errors and root cause, provided corrective solutions, and suggested preventive actions to avoid recurrence.
* Working with Request for Change (RFC) team to Configure Implement User defined changes and further improvements.

**Employer: Accenture Solutions Pvt ltd**

**Project: 3M – Development and Support**

**Role: Sr. Software consultant**

**Duration: August 2013 to October 2015**

**Environment: SAP CRM Service**

* Sales and distribution (SD), order to cash (OTC) support.
* Resolving issues related to order to cash in the areas like Sales order creation, Delivery, material master, Customer master.
* Configuration and testing of changes to sales order types, delivery types, billing types, PO types, material types, storage types.
* Batch job setup process in the system.
* Configured ATP using Requirements Type, Requirements Class, Schedule Line Category, Delivery Item Category, Checking Group, Checking Rule, Scope of Check Etc.
* Worked on variant configuration: Creation of characteristics and its values, creation of class writing the dependencies, fast data entry in sales orders and variant pricing.
* Bill of Material process (BOM) scenarios.
* Troubleshooting Logistics issues for order to cash, return orders, scheduling agreements, quotations, pricing, shipping, delivery, output determination, routes, credit management, availability check, account / tax / text determination, partner assignment, Output Determination.
* Provided the Functional specifics to technical team in ABAP debugging & bug fixing.
* Writing functional specs for new reports, modifying the existing reports, enhancements.
* Worked on Third party process. Rebate Process- Rebate agreement and settlement.
* Developing new scenarios based on business requirement.
* Carried out various new output types and its configuration.
* Interacting with business stakeholders and other module teams for the test results.

**Employer: Accenture Solutions Pvt ltd**

**Project: Standard Bank – SBSA – Upgrade from CRM5.0 to CRM7.0**

**Role: Software consultant for CRM**

**Duration: August 2011 to August 2013**

* Worked on the following areas of Master Data and Marketing Module:
* Accounts, Products, Web UI Settings, Account hierarchy, Cleansing case, Sales area templates, Integrated Marketing Calendar, organization model, Territory Management, Marketing plans, Campaigns, marketing calendar, Marketing attributes, attribute sets, Segmentation model, target groups, Leads, ELM, Activity management, opportunity.

**Company: Cravaka Info system**

**Duration: Jun-2010 to Jan-2011.**

**Designation: Business Analyst**

**Key Responsibilities:**

* Understanding business process management and business requirements of the customers and translating them to specific software requirements (BRS, FRS & SRS).
* Evaluating the information gathered through workshops and surveys, business process description and task analysis.
* Acting as an interface between business units, technology teams and support teams

**Company: Softline Software solutions Pvt Ltd**

**Duration: Jan-2008 to June-2010**

**Designation: ERP Sales Consultant**

**Key Responsibilities:**

* Experience in Focus ERP pre-sales consulting comprising process study, understanding customer’s business requirement and pain points, solution mapping, product presentation and demos.
* Good knowledge in functional area like Financials, Manufacturing & Supply Chain or Logistics/Procurement.
* Interacting with ERP implementation / project management team for successful implementation of the Sales and made the customer delight.
* Understanding business process management and business requirements of the customers and translating them to specific software requirements (BRS, FRS & SRS).
* Evaluating the information gathered through workshops and surveys, business process description and task analysis.
* Acting as an interface between business units, technology teams and support teams.