**PROFILE**

* A performance driven experienced Supply Chain professional with a successful career spanning **21+** **years** in diversified industries including **Chemicals**, **Semiconductor**, **Hi-Tech, Retail, CPG, Healthcare, Manufacturing, Agri sector & Insurance**.
* Over 15+ years of SAP / SCM implementation / support & maintenance / upgrade experience covering SAP program management, project management, governance, solution architecture with standard & custom SAP applications and business solutions on several SAP projects (including global SAP transformation projects).
* Last 5+ years of **solution lead / architect** role having architected and implemented multiple **IBP S&OP**, **IBP Demand / Supply Planning**, **IBP Supply and Response**, **AATP**, **APO GATP**, **APO Demand Planning** and **APO PPDS** solutions.
* Over 6+ years of program management experience having handled multiple multi-million-dollar accounts. Worked in the capacity of a project manager and senior project manager in multiple projects managing more than 25 or 50 consultants/resources across geographies.
* Successfully implemented **SAP IBP S&OP, IBP Demand Planning, IBP Supply Planning solutions** for different businesses and rolled out SAP IBP solutions across different regions and geographies in the last 6 years.
* Successfully implemented and rolled out advanced **GATP** capabilities for Make to Order and Make to Stock business segments.
* Successfully implemented APO Demand Planning (**DP**) and Supply Network Planning (**SNP**) solutions for several clients.
* Strong experience of APO Global Available to Promise (**GATP**), Supplier Network Collaboration (**SNC**), SAP Transportation Management (**TM** / **BRF+**), Core Interface (**CIF**), SAP **BW**, SAP **SD**/**MM**
* SAP Project Delivery Executive (**Project Management Office**) advising Senior Manager and Director of IT and program stakeholders on end-to-end SAP project/program management including vendor/product selection, IT transformation strategy, SAP package selection, project/program budget & estimates, work plans, staffing, change control, business migration, managing stakeholder expectations and the overall SAP project.
* Well versed in SDLC methodologies such as Waterfall and Agile and ASAP implementation methodology for SAP projects

**ACADEMIC CREDENTIALS / CURRENT STATUS**

* B. Tech in Chemical Engineering, **IIT Kanpur**, 2001.
* US Immigration Status: US Citizen

**CERTIFICATIONS**

* SAP IBP Response and Supply
* S4/Hana Advanced ATP

**SPECIALIZED SKILLS**

* **IBP S&OP**, **IBP Demand Planning**, **IBP Supply Planning** (using Time Series Heuristics & Optimizer), CPI/DS or HCI
* SAP ECC – IBP **Integration** using SAP ERP or S4/Hana addon.
* Experience of integrating **IBP to IBP**, ECC to BW to IBP using **SAP Cloud Integration Services**.
* Experience of outbound integration from **IBP to Azure**, IBP to APO, IBP to ECC using webservice, BW as a Data Target
* **IBP Response and Supply** (or Order Based Planning), **IBP Inventory Optimization**, Control Tower
* SAP S4/Hana Advanced ATP (or AATP), S4/Hana PP/DS
* APO Demand Planning, Supply Network Planning, Global Available To Promise, Production Planning and Detailed Scheduling
* APO Business Warehouse / Business Intelligence, SAP Business Objects, Tableau, Power BI
* SAP Sales & Distribution, SAP Materials Management, SAP Production Planning, SAP Transportation Management
* Good understanding of BAPIs, user exits, function modules, BADIs and excellent debugging skills using **ABAP and Fiori**
* Experience of **development**, **coding** and **debugging** using Java, C, C++, RPG, Cobol, PHP, Python, SQL, HTML, JavaScript.
* Proficiency in Microsoft Word, Excel, Project, One Note, Visio and presentation and hands-on experience of Macros using VBA.
* Good knowledge and experience of **Machine Learning,** Data Mining**,** Predictive Analytics and Implementation experience of AWS **Machine Learning**.

**Senior IT Principle, LyondellBasell (2016 June – Till Date)**

*Multiple Projects: Implementation / Roll out / Support of IBP, APO DP, GATP & PPDS*

**Contribution**:

* Led business requirements and solution design workshops to implement and roll out SAP APO / IBP solution in newly acquired businesses and across regions.
* Led solution design / system landscape / architecture review workshops with SAP Max Attention team for design improvements and system stability.
* Led and Implemented Sales &Operations (S&OP) planning process in NA region which included green field implementation of IBP S&OP, APO DP, APO GATP and APO PPDS solutions to replace legacy-based planning tool.
* Architected and Designed ECC – IBP integration layer using standard ERP add-on integration framework in preparation to replace APO BW – IBP integration.
* Created and provided multiple demos for new and enhanced IBP Demand Planning capabilities to different businesses including New Product Introduction, Realignment, Outlier Correction, Statistical Forecasting, Disaggregation, Sales Enrichment, Forecast Accuracy etc.
* Led and successfully implemented several optimization projects for NA S&OP to enhance planning and order management experience.
* Implemented front end Fiori based order management tool to provide a great user interface for real time ATP, Allocation and scheduling simulation as well as update capability. This is one of the most unique capabilities which was developed using standard SAP function modules.
* Led and managed a major global initiative to enable raw material planning in IBP for polymers and APS businesses to help raw material buyers to avoid raw material shortages and assist asset planners to quickly identify impact of raw material shortages on finished goods availability.
* Led business requirements and solution design workshops to implement and roll out SAP APO / IBP solution in newly acquired businesses and across regions.
* Successfully led, managed, and implemented end to end fully integrated and automated IBP supply planning solution to enable inter-regional planning between EU and NA regions.
* Implemented advanced ATP capabilities using fixed pegging for a new business acquired by the company and made several enhancements in PPDS, GATP and Batch Determination functionalities to support end to end MTO process.
* Implemented different allocation strategies for multiple businesses and regions and architected a standard GATP framework which allowed flexibility to change ATP or allocation or a combination of ATP & Allocation strategies on a need basis.
* Successfully migrated IBP S&OP for NA from one server to a different server where both NA and EU region planning areas can co-exist. This was a big accomplishment as this was achieved by use of download and upload HCI (CPI/DS) tasks for master data and Key Figures (editable and historical) using flat file. (Note: SAP does not have any standard migration tool)
* Successfully upgraded and tested IBP from lower 4.x versions to all the way to the latest 2305.
* Participated in multiple projects with SAP to support migration of HCI cloud, IBP Datacenter moves, WebSocket RFC communication to IBP Datastore.
* Implemented external job scheduling using ODATA services to trigger application jobs in IBP externally (from APO process chains or jobs).
* Led the POC to leverage ODATA service by creating ODATA Type Data Store in CPI/DS to support real time data integration between one IBP and another IBP.
* Led successful implementation of IBP Demand Planning for EU Polymers business to replace APO DP.
* Successfully led and implemented Inter-regional planning project to automate inter-regional planning process between NA and EU and implement standard IBP supply planning process for 3 businesses in EU/Asia region.
* Implemented custom forecast consumption solution in APO to allow forecast consumption based on requested or confirmed GI date as against standard MAD date of Sales Orders, extend forecast consumption to Inter-company STOs and also allow uniform forecast consumption in daily buckets.
* Designed and implemented realignment and MDLC solution in IBP using outbound / inbound HCI tasks.
* Designed and implemented many near real time outbound and inbound interfaces from/to IBP.

**Senior Business Systems Analyst, Atmel Corporation (2014 Jan – 2016 May)**

*Multiple Projects: Support / Maintenance of SAP APO/SCM DP & SNP and Implementation of IBP S&OP Planning on Hana*

**Contribution**:

* Led workshops, design discussions and meetings with Sales, Marketing and Demand Planning Business leads and SMEs to gather requirements for SAP IBP S&OP project.
* Created an extensive roadmap to implement Consensus Demand Planning (IBP S&OP) in a phased wise manner.
* Conducted requirement gathering sessions with Sales Team to understand existing manual Sales Forecasting process and expectations of business from SAP IBP S&OP solution.
* Successfully created a pilot solution on SAP IBP S&OP to replace manual sales forecasting process.
* Architected complicated Master Data to capture end customer level sales forecast and bring visibility to transfer business in SAP IBP S&OP solution.
* Created Attributes, Master Data (Simple, Compound, Reference, Virtual), Key Figures, Time Profile, Planning Area, Planning Levels, Role, Visibility Filters in IBP S&OP
* Supporting and enhancing existing APO Demand Planning system on SCM 4.1
* Implemented custom Demand Prioritization solution and improved CTM planning results.
* Optimized and reduced excess Die Bank inventory by recommending and maintaining right safety stock settings
* Supporting and Enhancing Core Interface (CIF) for Master Data and Transaction Data load from SAP to SNP
* Implemented custom solution for achieving forecast consumption in simulation planning version as SAP standard solution does not support forecast consumption on manual build to forecast load to simulation version
* Enhanced CTM application log and implemented Manager’s / Planner’s report to compare week on week planning results
* Designed and Developed a custom Wafer Planning Tool to mimic unconstrained front end planning for Wafer Starts – Objective of this tool was to provide an end to end Demand and Supply visibility to executives.
* Implemented daily and weekly Demand (Sales Order and Forecast) and Supply (Stock and Production Order for all phases) variance report on Tableau to alert business in case of any threshold violation
* Improved Forecast Accuracy by implementing Waterfall Model for better visibility of forecast upside/swing/churn
* Analyzing and resolving Business critical and system issues
* Setting up and monitoring batch jobs, process chains, CIF queues and fix issues if any
* Creating Blueprint, Functional Specification, Change Requests, unit test and integration test script documents and coordinating with Business users for User Acceptance testing
* Evaluating Vendor proposals and SOWs to finalize implementation partner for S&OP project
* Partnering with business teams to understand short term business objectives and provide related process improvements, IT solutions in the near term.
* Providing techno-functional specifications for ABAP development / enhancements
* Creating on-demand Bex Reports for Demand Planning and Supply Planning business
* Enhancing BW InfoPackages, Infosources, Data sources, Transformations, InfoCubes and existing Bex Queries for data extraction, loading and reporting

**Senior Business Systems Analyst, SanDisk Corporation (2013 May – 2014 Jan)**

*Multiple Projects: SAP SCM/APO Demand Planning Implementation and GATP Enhancement*

**Contribution**:

* Responsible for implementing APO DP for Collaborative Planning Forecasting Replenishment (CPFR) and VMI Track of SanDisk.
* Successfully mapped the existing business process of i2 Channel Management system to APO Demand Planning and made several enhancements and improvisations to provide enhanced user experience.
* Rolled out the DP solution in all the geographies including America, Europe and APAC region.
* Provided system training on APO Demand Planning to Business users and Operations team.
* Conducted several sessions for requirements gathering and UAT sessions with i2 Functional consultant and Business users.
* Led APO, BW/BO and ABAP consultants to drive the project and work on several enhancements.
* Designed and implemented several custom Forecast Templates to upload and download forecast to and from DP Planning Book
* Designed an end to end demand planning based reporting solution to extract the data from APO DP to SAP BW system and then coordinate with Business Objects consultants to design and develop the required reports.
* Conceptualized the design for Key Figure Locking to allow Background Jobs to run while users are in edit mode in Planning Books.
* Designed Key Figure Sorting and Authorization based on Characteristic Values.
* Implemented custom logic to change Business event based on specific order types during availability check to control scope of check in GATP
* Supported / maintained complex GATP solution including Multilevel ATP, Rule Based ATP and Allocations
* Worked on a major GATP enhancement to change the product allocation procedure
* Successfully tested all existing GATP scenarios during SCM upgrade
* Supported master data and transaction data processing on Core Interface (CIF) and SAP-SCM and SAP BI-SCM interface.
* Coordinated, tested and successfully upgraded SCM system from 7.0 to 7.02 SP6.

**Senior Project Manager, Infosys Limited (2001 Aug - 2013 April)**

*Multiple Projects :Hi-Tech, Agri, CPG, Retail, Pharmacy*

*Client -* ***Apple Inc****, Project: SAP SCM/APO, BW & Supply Chain Integration (non SAP) applications for a leading electronics manufacturer headquartered in USA*

**Contribution**:

* Responsible for the delivery, day to day operations, escalation management and growth of close to **6-million-dollar track** covering support & maintenance of SAP APO, BW & SCI (Demantra & other in-house) applications for total **60 consultants working across geographies (America, Europe, APAC, India)**.
* Successfully managed several product launches and special events by ensuring proper planning of extensive checklist of activities, tasks and resources and very well coordinating with multiple stake holders such as client managers, business reps and business users.
* Successfully led and managed Oracle Database upgrade for SAP systems and BW upgrade from 7.0 to 7.3. This involved close coordination with Basis and SAP.
* Successfully managed the complete planning, testing and cutover of Support Pack 10 upgrade for SCM 7.0 server. This involved close coordination with Basis, SAP, development teams and business users.
* Conducted several successful workshops for health check review to assess system performance, bottlenecks and improvement opportunities of SCM as well as non-SAP systems with SAP and 3rd party vendors.
* **Evaluated and recommended specific tools and products to the client** to enhance the supportability of applications and support experience of users.
* Played a role of a gate keeper for any Change Request going to production toensure all processes and checklist was followed and all stake holders and application / business owners had approved so that there is minimal or no risk to existing production
* Involved in the planning and execution of extensive scalability testing to assess system limits and performance by performing linear and cross loading testing in preparation of high-volume periods where system load is at peak.
* Created support and process metrics, introduced new KPI based SLAs, standardized SLA and milestone/ metrics collection reports across all tracks.
* Responsible for driving **Business Transformation**, **Productivity** & **Process improvement**, root cause analysis and automation initiatives to achieve effort saving and bring dollar value to client.
* **Engage with Senior Managers and Directors** to discuss overall progress of account, discuss issues / risks and address any escalations reported.
* **Relationship management with IT Directors and Senior Managers.**
* Responsible for creation of SOWs, staffing, invoicing and budgeting for the entire track.
* Provided support to around 300-400 business users in SAP APO DP, SNP, GATP, SNC, SAP BW & TM / BRF+ modules across the globe covering Americas, Europe and APAC meeting the client’s Service Level Agreements (SLA) with their end-users.
* Ensured smooth running of SAP APO, BW and TM systems, seamless data flow between ECC and APO via CIF and handshake between APO & BW, ECC & TM (via CIF and XI/PI), ECC & SNC (via CIF and XI/PI) and ECC & BW.
* Supported and enhanced APO DP forecasting and APO SNP CTM supply planning critical for Apple Care repair and replacement planning and Sales & Operations planning.
* Made several improvements and corrections in existing QTVB and SDRQCR21 programs to capture allocation inconsistencies to prevent overconsumption or missing confirmations in GATP.
* Enhanced the custom BOP program drastically to allow users to gain huge performance gains when submitting selected Sales Orders in Adhoc BOPs.
* Redesigned Weekend Allocation process chains in GATP in such a way that it avoided the need of any manual monitoring or intervention to put the chains out of schedule and put back on schedule during weekend maintenance window. This brought a huge saving in effort during weekend support.
* Identified major Business Process gaps in MM and SNC leading to daily XML failures in SNC owing to missing products or purchasing info record. Correction in Business Process led to a major saving in manual effort spent by Support.
* Automated CCR report by integrating CIF Delta report with reconciliation program to avoid manual reconciliation of stock and Purchase Orders after the identification of inconsistencies.
* Identified several repeat issues in GATP & TM owing to user awareness or error and created a detailed user manual clearly explaining the issue, impact and how to avoid the reoccurrence of the issue.
* Represented Support & Development group in Monthly meeting attended by Sales, Distribution Management teams across the globe, planning/allocation head and senior client managers to review trends and progress on GATP and internal Allocations Tool.
* Identified major performance bottlenecks in the long running pre-planning jobs and process chains and fine-tuned the programs with the help of ABAP.
* Identified several redundant CVCs not having any history or forecast data as potential to be deleted from the system so that the Master Data is drastically reduced leading to performance gains in Demand Planning processes.
* Responsible for ensuring timely Close of Business processing and publishing to all downstream reporting systems for all regions and smooth Finance processing during month end in BW.
* Worked with BW consultants to automate several weekend as well as month end processes to reduce manual intervention during off hour and weekend support.
* Anchored SCM upgrade from SCM 5.0 to SCM 7.0 and ensured complete end to end testing of APO DP, SNP and GATP modules.
* SCM upgrade involved project planning, identification of test scripts in DP, SNP and GATP modules, resource allocation and complete cutover planning in coordination with Basis.
* Worked with ABAP, BASIS and SAP to apply OSS notes for the issues identified during the upgrade.
* Pre and Post performance and count measures were taken to ensure there was no significant change in run times or counts due to upgrade.
* Validated CIF and other critical GATP processes such as ATP check during Order creation or change, which could possibly get impacted owing to Hot Pack implementation on ECC during the same time.
* Identified and ensured execution of close to 200 integration test scripts between ECC and APO.
* Based on the Business Processes, prepared detailed cutover plan well in advance by involving all stakeholders.
* Planned all Post upgrade activities before handing over upgraded system to Business users.
* Created a detailed handbook based on the SCM upgrade and testing experience so that it can be used for future reference.

*Client –* ***Bunge Limited****, Project: End-to-End SAP SCM/APO Demand Planning implementation for a leading agribusiness and food-processing client in North America*

**Contribution:**

* Managed an end-to-end APO DP implementation project from POC to implementation and support
* Carried out detailed As-Is analysis of existing business processes and requirements of client.
* Developed Proof-of-Concept in APO sandbox to demonstrate working prototype of key functional requirement of client.
* Developed To-Be process and mapped business requirement to standard APO solution. Did an extensive gap analysis to identify custom requirements for the client.
* SAP Configuration of APO DP Functionality including Configuration of Master Planning Object Structures, Generating & Changing Characteristic Value Combinations (CVC), Data Realignment, Planning Books, Planning Areas, Statistical Forecasts, Batch Jobs/Planning Jobs, Background Mass Processing, Time Bucket Profile, Forecast Profile, Planning Version, Life Cycle Management, Like Modeling, Macros, Alerts and Process Chains.
* Led the BW consultants to get all the BI components such as Info Objects, Data Sources, DSOs, Transformations, DSOs, BEx queries and BEx Analyzer Reports developed.
* Developed design Interface architecture and Logic for Data flow from Legacy systems and interfaces to APO.
* Computed Disaggregation Factor based on Sales History key figure and defined collective macro to disaggregate country level forecast to port level forecast and aggregate final forecast after forecast adjustment at port level.
* Defined Test Cases, Scripting of test case scenarios and performed End-To-End Testing.
* Participated in end user Training and Testing.
* Defined RICE (Reports, Interfaces, Conversion and Enhancements) requirements.
* Prepared User Manual, Production Support, Ticket Trouble Shooting handbook.
* Report Presentation and User Training.

*Client –* ***Kraft Foods****, Project: Support and maintenance of a MRP based legacy application, Master Data Management and SAP Business Objects for one of the largest food manufacturing companies in USA*

**Contribution**:

* Managing and supporting critical MRP & Procurement application (PRISM) and Nabisco (also MRP) application.
* Led and managed a team of 15 people working both at onsite (Chicago) and offshore (India) bringing a total revenue of around 4 million dollars in 3.5 years.
* Support, maintenance and enhancement of following modules of MRP II system - Master Production Schedule, Bill of Materials, Inventory Control, Purchasing Management, Material requirements planning, Capacity Planning, Standard Costing
* Played a key role in extending the Procurement, EDI, BO and Master Files support contract worth 15 million dollars for the next 3 years
* Played a key role in the resolution of critical business and technical issues of Prism and Nabisco modules.
* Also supported and led critical web applications like Esync, VIS, Web Crystal which were a part of this support project.
* Responsible for guiding Business Objects Infrastructure support team to come up with migration and monitoring tools to enable smooth BO migration.
* Also, managed any support issues or escalations owing to performance in the Business Objects environment.
* Anchored Knowledge Management Domain Track at the account level. Created rich domain materials and conducted certifications and sessions on Procurement and Material Requirement Planning.
* Involved in successful migration and OS upgrade projects.
* Successfully led and managed several small development, integration and enhancement projects.
* Worked as a subject matter expert for the migration of manufacturing plants from legacy MRP/Procurement to SAP.
* Implemented and managed the SLA framework of procurement, EDI, Business Objects and Master File Track comprising of 50 people (onsite plus offshore) and played a key role in the reduction of overall ticket volumes, improving the overall SLA and gaining client satisfaction.
* Anchored the productivity improvement initiative (BRITE) at the Track level, which was instrumental in meeting the projected resource reduction goal to give productivity improvement to the client.

*Client –* ***Sysco Foods****, Project: Migration of legacy Inventory and Order Management System to Yantra and Manhattan Packages as part of Redistribution Center project for one of the largest food distribution companies in USA*

**Contribution**:

* Involved in the design, development and testing of the Inventory Management system to suit the new RDC business model.
* Coordinated with a team of around 15 members at offshore (India office) to impart the proper knowledge transfer and resolution of issues to smoothen the process of development and bug fixing.
* Played a key role in the design and development of the new master file architecture to facilitate the integration of five new packages/systems and to cater to the requirement of the new business model.
* Requirement analysis and design of some of the critical interfaces between the existing legacy system and new packages like Yantra, Manhattan packages (DPR, WMS, TMS).
* Created several functional and technical specification documents including Interface Requirements Documents based on the Business Requirements Documents.
* Involved in testing of Demand Forecasting, Order Management and Warehouse Management modules of above-mentioned packages.
* Actively participated during the design phase of the EAI-MQ framework to give inputs regarding the existing Application communication (APCOMS) model of SYSCO so as to fit the new model with the existing one.
* Provided support for integration and beta testing and bug fixing.
* Provided inputs to the data conversion process to enable efficient loading of initial data across applications and packages.
* Developed and executed Rumba and Load Runner scripts to generate big volumes of data to monitor the system performance.
* Coordinated and communicated between technical teams and process teams to resolve issues and defects logged during testing.

*Client –* ***PharMerica Corp****, Project: Development of collection module of a health insurance USA based company*

**Contribution**:

* Created High Level and Detail Level Design documents based on business requirements.
* Worked as a software developer in coding one of the most critical “Collection” modules of the project.
* Involved in the technical design, database design and unit test plans for Billing, Collections and Accounts modules.
* Played a key role in doing the performance testing on a voluminous data.
* Given the role of module leader to lead a team of 3 people as the project progressed. Mainly involved in assigning and allocating work in the module and imparting technical and business knowledge to the newly joined team members.
* Involved in a rigorous unit and integration testing of critical Billing, Collections, and Adjustments modules.
* Came up with certain useful codes around open queries to handle multiple search criteria and subfiles which were later on used as a template for further development.
* Did a benchmark testing to analyze the differences in the performance of SQL and Open Queries.