

SURENDRA G

SAP SD/LE/OTC Functional Consultant

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Professional Summary

- **SAP SD/LE/OTC Functional Consultant** with 8 years of comprehensive experience in SAP R/3 & S4 Hana ERP software, specializing in Implementation, Roll out, and Application Management Service (AMS) Support Projects.
- Currently engaged in S4 HANA on Premise 2022 System, adept at handling both development and support projects.
- Proficient in guiding clients through blueprint workshops, re-engineering business processes, Organizational Change Management (OCM), configuration, testing, and training. Skilled at providing knowledge transfer to clients to ensure understanding of how specific configurations enable their requirements.
- Experienced in configuring the flow of order management, Shipping, and Billing.
- Demonstrated expertise in general customization of various areas of IMG activities in SD modules including Organization structure, Logistics general, and Logistics Execution.
- Possess in-depth knowledge of the End-End business cycles of Third-Party Sales and have worked on different consignment processes like consignment fill-up, consignment issue, consignment pick-up, and consignment return.
- Hands-on experience with business processes of the SM module - Service Notifications, Repair Orders, Service Orders, Warranties, Service Contracts, and other Service-related master data.
- Proficient in configuring pricing procedures: condition tables, condition types, access sequences, and pricing procedures for sales documents.
- Expertise in configuring Output determination, Text determination, Partner determination, and account determination.
- Proficient in using LSMW for Master data uploads like Customer master, Material master, and pricing condition record uploads.
- Configured special business process Advanced Customer Return management with Material replacement.
- Relevant knowledge in Cross-Module integration of SD with MM and FI.
- Solid understanding of ALE/IDOCs and EDI interfaces.
- Experience in handling business Scenarios in SD like inquiries, Quotations, contract and sales order processing, Delivery, Shipping, OTC, and Billing.
- Experience in Item proposal, Material listing/exclusion, and cross-selling.
- Prepared functional specifications for the development of RICEFW - Reports, Interface, Conversion, Enhancement, and Forms.
- Prepared unit test scripts and checklist to be included in the functional specification. Tested RICEF objects.

SAP Releases	SAP S4 HANA on Premise 2022, SAP ECC 6.0
Functional Skills	SAP Sales and Distribution, Logistics Execution, Customer Service (CS), Fiori Hub Embedded Project.
Productivity Software	SAP Solution Manager, JIRA, HP ALM, iXP Tool, MS Office Suite, Postman API, Adobe.

Project 5

Client	-	Merck
Industry	-	Pharmaceutical Manufacturing
Location	-	New Jersey, US
Position	-	SAP S4 Hana OTC Functional
Consultant Duration	-	Dec 2022 – Present

Roles & Responsibilities:

- Conducted workshops to gather business requirements and met with business process owners and departmental heads to identify these requirements.
- Analyzed the client's as-is business process, identified gaps, and mapped it to the to-be business processes.
- Prepared business process documents for sales and distribution activities and drafted Functional Requirement Specifications (FRSs) for various processes including customer master, quotation processing, sales order processing, consignment processing, billing, returns processing, contract processing, rebates processing, and backorder processing.
- Created dataflow diagrams for all business processes to be included in FRSs and configured special business processes such as Advanced Customer Return management with Material replacement.
- Drafted User Requirement Specification (URS) for sales and distribution and identified RICEFW objects to meet the client's specific requirements.
- Prepared functional specifications for the development of Reports, Interface, Conversion, Enhancement, and Forms (RICEF) and prepared unit test scripts and checklists to be included in the functional specification.
- Worked on business processes of the SM/CS module including Service Notifications, Repair Orders, Service Orders, Warranties, Service Contracts, and other Service-related master data.
- Handled Logistics (LE) & Supply Chain processes including Delivery processing, Stock Transport Orders, Picking, Packing, Shipment Processing, Route Determination, and Warehouse Management.
- Worked on logistics execution LE (Shipping & Transportation) & Freight cost pricing and on EDI Interfaces 850,855,856 and 810, resolving EDI/IDOC for the Inbound/Outbound interfaces.
- Worked on SD-FI integrations (Revenue Accounting, Account Determination, AR accounting, inventory accounting), configured FI-AR and set up the prototype solution in the sandbox server.
- Configured customer master and partner determination, added customized partners in the customer master record, and worked on customer master conversion.
- Analyzed legacy customer records to map properly to the SAP systems and successfully migrated the customer master records using LSMW.
- Successfully worked on pricing conversion, material listing conversion, open sales order conversion, contract conversion, and CMIR conversion.
- Configured pricing procedure, condition types, access sequence, and built custom pricing tables.
- Configured account determination, and identified account keys to post to the related G/L.
- Prepared test scripts for Sales and Distribution and trained testers to execute the test steps in SAP

- and record the test results in HP Quality Center.
- Designed smart forms for order acknowledgement, invoice, and rebate credit memo and fixed configuration to support testing activities.
- Worked on cross-functional integration with LE/MM, MM, FI, SM, and PS and worked with developers to make the RICEF objects fully functional.
- Worked on interfaces with third-party systems and worked on RFC and API.
- Extensively worked on gathering requirements and development of FIORI Apps both standard and custom Apps.
- Defined communications settings including email addresses and inbox settings and analyzed and developed applications for sales and marketing departments.
- Configured E-mail Response management system and service process billing integration and coordinated with the project manager to develop functional specifications.
- Customized date profiles for client and project contracts and defined work center link groups and logical links for service organization models.
- Utilized Base Functions and IC Web Client functions to customize business scenarios and developed BDC, day-to-day as per business needs to create BP, Customer, and Master Data.
- Involved in Unit testing/ UAT, SIT, and Regression testing and prepared the user manuals.
- Resolved the issues related to pricing and streamlined the processes involved.
- Monitored day-to-day jobs to ensure that system health is up to the mark.
- Configured output determination for advance shipment notification, delivery note, shipping label, and shipping instruction using condition techniques.
- Configured Route and maintained the Route determination. Configured the delivery processing, picking, packing, and Goods issue functions.

Project: 4

Client	-	Sanofi US
Industry	-	Pharmaceutical Manufacturing
Location	-	Bridgewater, New Jersey, US
Position	-	SAP SD MM Consultant
Duration	-	Jan 2022 to Nov 2022

Roles & Responsibilities:

- Resolved end user queries in a timely manner, assigned by the help desk, and proactively discussed critical issues with users when necessary.
- Worked on writing functional specifications in an EDI environment and gained experience in IDOC functionality.
- Experienced in writing Functional Specs for RICEFW and involved in integrations with WM, MM & FICO on MRP pricing Reports.
- Designed a new solution for interfacing with external warehouses and demonstrated a complete understanding of Third-Party Logistics integration (3PL).
- Possess working knowledge in Change Management & Transport Management process in the SOLMAN environment.
- Worked closely with Business process teams, Domain experts, and development teams and gained

- good experience in working on Integration system with third-party systems.
- Experienced in Agile and Azure DevOps methodologies and worked on Logistics Execution Transportation Management (LE/TM).
- Dedicated to implementing on-site business requirements for application upgrades and converting the processing of legacy system databases. Handled data migration of customer master from Legacy to SAP using LSMW.
- Analyzed problems and communicated the solution to the end user. Ensured timely resolutions of end user tickets/issues in SD assigned by the landing desk and proactively discussed critical issues with seniors for timely resolution.
- Achieved monthly budgets for business houses for new product developments followed by business prospects.
- Worked on Revenue accounting and G/L Account postings and experienced in integration of SD with Modules like MM and FI/CO.
- Undertook activities that include understanding business requirements, process details, and reporting requirements and the integration between various functions/systems within and outside the organization. Configured and customized SAP functionalities and prepared documentation for the processes involved.
- Worked closely with technical and functional consultants of other modules to resolve cross-functional issues. Maintained a proper rapport with core team members and had many discussions with them to collect and finalize the requirements.
- Prepared functional specifications and coordinated development requirements with the ABAP team. Developed the functional specifications and explained the same to the developer to develop the program as required according to the business requirement for developing reports and other routines.

Project: 3

Client	-	Grainger
Industry	-	Retail Office Equipment
Location	-	Chicago/Lake Forest, IL
Position	-	SAP SD/OTC Functional Consultant
Duration	-	Dec 2019 to Dec 2021

Roles & Responsibilities:

- As a key member of the team responsible for the development of SAP-SD module customization during implementation, I was entrusted with the following responsibilities:
- Engaged in requirement gathering of existing business practices and documented As-Is business processes accordingly.
- Developed a detailed To-Be model based on future corporate and operational strategies, corporate vision, and new business challenges.
- Prepared scope documents, objectives, and deliverables. Involved in the analysis of current business processes, development of AS-IS and TO-BE business process studies, and created GAP analysis documents as per the business requirements.
- Managed Master Data including Customer Master Data- Customers, Business Partners,

Hierarchies, Item Proposals. Customized Material Master, Material Type, Bills Of Material, Item proposal, Material determination, Material listing, and exclusion procedure.

- Customized various sales document types in Sales. Handled Presales Activities, Sales order Processing- Creation of Sales Documents (Order Types, Item Category, Schedule Line Category, and Contracts), Cash Sales, and Rush Sales. Configured order to payment process involving Sales document, Delivery documents, and Billing documents.
- Handled Contracts including Schedule Agreement, Lists, Value Contracts.
- Configured Pricing including Pricing configuration, Condition Techniques (Condition tables, Condition types, Access Sequence, Pricing Procedure, and Condition Records). Configured Scale basis pricing discount. Set pricing limits and set customer expected price. Condition exclusion groups.
- Customized Basic Functions- Taxes, Account Assignment/Costing. Account Determination was carried out with the support of FI team members. Defined pricing procedure at various levels. Created new condition types, access sequence, and tables, to accommodate the requirements of the client.
- Configured condition exclusion for the group to get the best price.
- Acquired technical knowledge including Basics in ABAP/4, SAP Tables, Database Tables, Programs, Variants, Lists ALV.
- Customized Availability Check, Scheduling, Material Determination, Partner Determination, and Sales Document Types, Item Categories, Schedule Line Categories.
- Managed Billing including Methods, Forms, Order Related and Delivery Related Billing Document, Invoice Creation, and Billing Plans. Creation of Billing document comprising billing document types, Invoice based on deliveries, Periodic Milestone Billing.
- Handled Billing Documents: Complaints: creation of free of charge delivery, free of charge subsequent delivery, Returns, Credit memo request, and debit memo request. Returns Credit Memos, Down Payments. Invoice Creation Customer Evaluation.
- Worked on special business processes in sales: Consignment stock processing, Third-party ordering, Individual purchase Order, Cross-company sales, and Stock transport Order. Cross Selling, Material Determination, Free Goods.
- Managed Shipping: WMS, Transfer Orders, Storage Conditions, Picking, Packing, Goods Issue, Goods Receipt. Transfer Posting Inventory management of material Physical Inventory Management. Returned Goods order, Post Goods Issue (PGI), TOR AV-Check.
- Handled Determination: Item Category, Text, Schedule Line Category, Shipping Point, Route, Output, Tax, Account, Material, Free Goods, Pricing, Partner. Revenue determination and credit management processes.
- Experienced in ASAP Methodology: - All Basic Phases of SAP Implementation.

Project:2

Client	-	TVS Motor Company Ltd.
Industry	-	Motor Vehicle
Location	-	Hosur, Tamil Nadu
Position	-	SAP SD Digital Engineer
II Duration	-	June 2018 to Nov 2019

Roles & Responsibilities

- Managed daily issues, including High, Medium, and Low support tickets.
- Attended weekly CAB meetings on a regular basis, discussing changes and updates.
- Resolved all Order-to-Cash (OTC) related issues within Service Level Agreement (SLA) timelines, maintaining strong relationships with clients by providing timely resolution to tickets.
- Prepared various functional specifications for RICEF objects and gained experience in the preparation of Functional Specification Documents (FSD) based on requirements.
- Handled month-end support and monthly activities in the Automotive Industry.
- Developed new smart forms for 2-wheelers and 3-wheelers based on government requests.
- Actively engaged with third-party applications like Dealer Management System (DMS), developing new Remote Function Call (RFC) and Application Programming Interface (API) to send and pull data from SAP.
- Worked on incidents related to the Customer Service (CS) module, creating test cases on service notification and service order with respect to sales order.
- Provided 24/7 support to clients, responding promptly to user calls and requests for resolution.
- Worked with business leads to translate desired capabilities and process changes into recommended solutions to improve business practices via existing SAP SD functionality.
- Worked on Route determination that includes modes of transport, shipment types, routes and stages, transportation connection points, and transportation groups.
- Configured sales areas and business areas and assigned plants to sales organization and company code.
- Monitored all inbound and outbound EDI transaction processing, analyzing, identifying, and tracking all exceptions and errors in processing.
- Configured the entire Route determination for the Client scenarios by defining the various Routes and maintaining the Stages.
- Configured Item Category Determination, Schedule Line Category Determination, Shipping Point Determination, and Customer Materials Info Record.
- Configured Pricing Procedure Determination with the Associated Pricing Procedures, Condition types, Access Sequences, Condition Tables, Condition Exclusive Groups, and Condition Supplements, free goods, Rebate process, and credit/debit notes as well.

Project:

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Client - Siemens
Industry - Automation Machinery Manufacturing
Location - Munich, Germany
Position - SAP SD Functional Consultant
Duration - March 2016 – June 2018

Roles & Responsibilities:

- Conducted group workshops and one-on-one requirement gathering sessions with super users and

management, preparing a detailed document of AS-IS study and developing the detailed TO-BE processes to align with the company objectives.

- Configured the inquiry-to-cash process, including inquiry, quotation, sales order, shipping, and billing information system.
- Worked on Service Notification, Service Orders, Warranties, and Repair Orders.
- Configured Credit memo & Debit memo process and Output Determination.
- Involved in Unit testing, System Integration Testing (SIT), and Regression testing, and prepared user manuals.
- Responsible for the integration points between SD, Warehouse Management System (WMS), Material Management (MM), and Financial Accounting and Controlling (FICO) Modules.
- Collaborated with ABAP developers.
- Worked on setting up customer master and material master in bulk into SAP.
- Configured settings for free goods and rebates for various business processes.
- Configured backorder processing, billing types, and credit management.
- As a part of purchase optimization, worked on various contract types, scheduling agreements, invoicing plans, release procedures, and purchasing document configuration.
- Configured inventory management business process with goods receipts, goods issues, stock transfers, reservations, consignment, physical inventory, availability check, and movement type configuration including messages.
- Configured and customized Business Process including valuation, account determination for material valuation, price control, and account determination, etc.
- Maintained and controlled basic sales order cycles, sales document types, special sales document types (rush order, free-of-charge), item categories, schedule line categories, copy control for sales documents, availability check, schedule line category, delivery item category, delivery document types, packaging, picking, and interfacing with warehouse management.

Education Qualification:

Bachelor of Technology, SRM University, Chennai, Tamil Nadu, India in 2016