SAP SD / Pricing / EDI / CS / CRM / ISU Consultant

Candidate abbrev. name: S.M.

- Eleven years of SAP industry experience encompassing a wide range of skill set, roles and industry verticals.
- **Expertise in SAP SD, Pricing, EDI, CS, CRM, ISU- Billing with working knowledge of FSCM, ATP, Fiori, LIS, SQL Query and ABAP.**
- Extensive experience with analysis, design, development, customizations and implementation of SAP applications.
- Proficient in analyzing and translating business requirements to technical requirements and architecture.
- Experience in leading teams. Handled multiple roles - Team Lead, Senior Consultant and Consultant.
- **Executed SAP projects for Oil & Gas, Telecommunication, Electronics, High Tech, Utility, Non-Profit Organization, Beverages and Aviation industries.**
- Good communication skills, interpersonal skills, self-motivated, quick learner, team player.

SAP Experience

Currently working with as a SAP SD Team Lead with Package Solution Consultant handling SAP SD, CS, ISU-Billing, EDI & CRM (Web Client)

Project	Duration	Environment	Role/Designation
Aviall- A Boeing Company	Jan'14 – till date	Onsite Support & Enhancements	Team Lead/ OTC & CRM & CS Consultant
Panasonic	Feb'12 – Jan'14	Onsite Support & Enhancements	Team Lead/ SD Consultant
Arizona Beverages	July'11- Jan'12	Offshore support	Team Lead/SD Consultant
Ecotricity	Nov'10- July'11	Offshore support	SAP ISU Consultant
CSA	Jan'11- July'11	Offshore Upgrade	SAP SD Consultant

Plus 2.2 Years of experience in SAP SD, CRM, IS-U/CCS and also participating in **Pre Sales** (tender evaluation and solution designing)

Project	Duration	Environment	Role/Designation
Alcatel-Lucent	April'09- Oct'10	Onsite Support & Enhancements	Team Lead (Onsite Coordinator)
MGL	Dec'09- Oct'10	Offshore support	Sr. SAP SD & IS-U/CCS Consultant
FirePro	July'10 – Oct'10	Offshore support	Sr. SAP SD & CS Consultant
MIAL	Dec'09- Oct'10	Offshore support	Sr. SAP SD Consultant
GAIL	Aug'08- July'10	Onsite support	Sr. SAP SD & CRM Consultant

Plus 1.4 Years of experience in SAP SD & CRM module. It includes one implementation project and one post implementation support project in SAP-SD & CRM.

Project	Duration	Environment	Role/Designation
Spansion	May'07- Aug'08	Offshore support	SAP Application Consultant
Spansion (sport)	Aug'07- Jun'08	Implementation	SAP Application Consultant

–A Japan Roll out project

Plus 2.3 Years of experience in SAP SD module.

Project	Duration	Environment	Role/Designation
Timken	Jul'06 – Mar'07	Offshore support	SD functional Consultant
Timken	Jun'05 -Jul'06	Implementation	SD functional Consultant
HP	Dec'04- May'05	Offshore support	SD functional Consultant

Project Assignments

Project 15:	**UPGRADE/ Post Implementation Support (Onsite)**

Client   : **Aviall- A Boeing Company**
Environment   : SAP ECC 7.0
Duration   : Feb'14– Till date
Role   : **Team Lead/OTC, CS & CRM Consultant**

Aviall, a Boeing Company, is a leading solutions provider of after-market supply chain and logistics services for the aerospace and defense industries.
Aviall markets and distributes products for more than 240 manufacturers and lists 2 million catalog items from 40 customer service centers around the world.

Roles & Responsibilities:

- Analyze business processes and propose IT enabled process improvements
- Work with business and IT leadership to define new projects and help prioritize them on the IT roadmap
- Manage project delivery by leading a combined business-IT project team
- Responsible for creating project deliverables – Business requirements document, Solution design, Functional specification, Test plan/case, cutover plan, etc.
- Work with onsite-offshore development teams to deliver IT solutions
- Conduct Functional and Integration testing and conduct User Training
- Support business users in User Acceptance Testing
- Solve production support issues and support business users in IT application usage
- Keep track of cutting edge ideas around Order-to-Cash processes/solutions and recommend process & solution changes based on subject matter expertise
- Extensively worked on all the sub modules in SAP SD,SAP SD pricing communication structures, adding custom field into pricing technique
- Extensively worked on Rebates and the prerequisites for rebate agreement activation.
- Extensively worked on integration between SD-FI and BADIs
- Worked on LIS for developing reports as per the business requirement

Project 14:	**Post Implementation Support**

Client   : **Panasonic Corp. North America**
Environment   : SAP ECC 6.0
Duration   : Feb'12– Jan'14
Role   : **Team Lead/SAP SD Consultant**

Panasonic Corporation of North America, based in Secaucus, NJ, is the principal North American subsidiary of Osaka, Japan-based Panasonic Corporation (NYSE: PC) and the hub of its branding, marketing, sales, service, product development and R&D operations in the U.S. and Canada.

Panasonic has delighted American consumers with innovations for the home and business. Panasonic's consumer electronics and technology products range from award-winning VIERA High Definition Plasma and LCD TVs and LUMIX Digital Cameras to ruggedized Toughbook® laptop computers, communications solutions, networkable office solutions, security systems, home appliances, personal care products, components and entire in-flight entertainment and information systems.
Panasonic Corporation of North America and its subsidiaries and affiliates employ about 12,000 people in the region.
Roles & Responsibilities:

- Gather user requirements, analyze and define business process flows, and prepare detailed methods and procedures related to related issues in SAP SD, Order Processing & Control, Logistics, Logistics Execution, Billing, Pricing, Rebate, Transfer of requirement, Availability check, Copy Control, Inter Company Sales, Consignment, Third Party, Automatic credit Control, Revenue Recognition, Output Controls.
- Responsible for a high quality service delivery ensuring client satisfaction, that the team deliver against their stream and personal
- Own and manage SAP SD functional design and deliverables at the client site.
- Providing day to day direction and innovate solution to solve business problems
- Define functional business requirements and suggest options and recommendation solutions to key business users.

Project 13:	Post Implementation Support (offshore)

Client	**:**	**Arizona Beverages**
Environment	**:**	SAP ECC 6.0
Duration	**:**	Jul'11– Jan'12
Role	**:**	**Package Solution Consultant (SAP SD)**

In less than 15 years, Arizona ice tea has become the #1 ready-to-drink tea in the United States of America. They have done this by consistently beating up on some of the world's heavy weight corporations like Pepsi and Unilever (Lipton), Coco Cola (Nestea) and Cadbury-Schweppes (Snapple).

Roles & Responsibilities:

- Define functional business requirements and suggest options and recommendation solutions to key business users.
- Responsible for driving people management including utilization, team motivation, training and competence building.
- Own and manage SAP SD functional design and deliverables
- Providing day to day direction and innovate solution to solve business problems
- Handling enhancements as per the client requirement

Project 12:	SAP Upgrade Project (offshore)

Client		**: CSA (Canadian Standards Association)**
Environment	**:**	SAP ECC 6.0
Duration	**:**	Jan'11– Jul'11
Role	**:**	**Package Solution Consultant (SAP SD)**

The Canadian Standards Association is a not-for-profit membership-based association serving business, industry, government and consumers in Canada and the global marketplace. As a solutions-oriented organization, they work in Canada and around the world to develop standards that address real needs, such as enhancing public safety and health, advancing the quality of life, helping to preserve the environment and facilitating trade.

Roles & Responsibilities:

- Own and manage SAP SD functional design and deliverables for this **EHP4** upgrade.
- Drive requirements gathering to meet CSA requirements and expectations and map business functions to technical usage
- Drive increased Test Case Coverage (Unit, Integration and User Acceptance Testing) to ensure testing completeness followed by Final preparation for Cut Over and protect system integrity
- Own delivery of all SAP SD functional and technical enhancements
- Define and maintain SAP solution standards, knowledgebase, and best practice; improving solutions and design quality.
- Ensure quality and best practices in SAP functional domain and aligning with a Cross-Functional Integrated

end to end business process; including integrations with extended business systems.
- Continuously monitor sap solutions and business trends to incorporate relevant technology trends within the business; provide oversight, coordination, and business domain expertise in all business areas (process, technology, quality, and interfaces); providing technical guidance to the business.

Project 11:	**Post Implementation Support**

Client	**:**	**Ecotricity**
Environment	**:**	SAP ECC 6.0
Duration	**:**	Nov'10– Jul'11
Role	**:**	**Package Solution Consultant (SAP ISU-Billing)**

Ecotricity is an electricity company with a difference – they are dedicated to changing the way electricity is made. They take the money from their customers to spend on electricity and invest it in clean forms of power like wind energy. They are the only green electricity company actually building these new renewable energy sources. In 2007 alone they invested £25 million in wind energy.

Roles & Responsibilities:

- Gather user requirements, analyze and define business process flows, and prepare detailed methods and procedures related to related issues in SAP ISU Billing
- Define functional business requirements and suggest options and recommendation solutions to key business users.
- Responsible for driving people management including utilization, team motivation, training and competence building.
- To resolve all the issues assigned to the team within the limit set
- Providing day to day direction and innovate solution to solve business problems
- Handling enhancements as per the client requirement

Project 10:	**Post Implementation Support (ONSITE)**

Client	**:**	**Alcatel-Lucent**
Environment	**:**	SAP ECC 6.0
Duration	**:**	Apr'09– Oct'10
Role	**:**	**Team Lead (Onsite Coordinator)**

Alcatel-Lucent is the trusted partner of service providers, enterprises and governments' worldwide, providing solutions to deliver voice, data and video communication services to end-users.

Roles & Responsibilities:

- Managed the project as a SAP Team Lead with a role of Onsite Coordinator and received the **project star award'2010** for the role played.
- Responsible for a high quality service delivery ensuring client satisfaction, that the team deliver against their stream and personal
- Responsible for driving people management including utilization, team motivation, training and competence building.
- Conduct detailed analysis sessions with end users and business SMEs.
- Analyzed the issues and resolving the tickets to find optimum solutions
- Handled enhancements as per the client requirement
- KT and trainings to the Alcatel-Lucent support team

Project 9:	**Post Implementation Support (ONSITE)**

Client	**:**	**FirePro Systems**

Environment	**:**	SAP ECC 6.0
Duration	**:**	Jul'10– Oct'10
Role	**:**	**Sr. SD & CS Consultant**

FirePro India Pvt. Ltd is the Indian Division of the FIREPRO in Germany. FirePro deals in providing fire safety for building projects along surveillance safety for its clients. FirePro has totally 400 different locations in the world with seven offices in India.(Chennai, Hyderabad, Mumbai, Pune, Kolkata, Delhi, Kochi)

Roles & Responsibilities:
  o Responsible for the coordination the project from functional aspect, thereby tracking all the issues and advancement regarding the same.
  o Designed and implemented SAP SD solutions in several areas that focus on providing standard SAP functionality to meet business requirements
  o Defined and executed SAP SD & CS business best practices, adhering to company's business standards for functional processes
  o Conducted detailed analysis sessions with end users and business SMEs.
  o Defined functional business requirements and suggested options and recommendation solutions to key business users
  o Troubleshoot functional issues in SD and CS

Project 8:	Post Implementation Support

Client	**:**	Mahanagar Gas Ltd **(MGL)**
Environment	**:**	SAP ECC 6.0
Duration	**:**	Dec'09– Oct'10
Role	**:**	**Sr. SAP SD & IS-U/CCS Consultant**

It is a joint venture of GAIL (India) Limited & BG Gas (Formerly British Gas) and Government of Maharashtra. MGL is the leading consumer gas friendly company with a customer tally of 4.1 lakhs connected PNG users and around 1038 small industrial & commercial customers in and around Mumbai

MGL's Compressed Natural Gas (CNG) has the network of 136 CNG stations having 685 dispensing points, thus contributing to more than 850 tonnes reduction of pollutants every day.

Roles & Responsibilities:
Working with MGL support team on handling tickets related to the business. Resolved SAP SD and ISU-CCS issues and queries to support day-to-day operations as specific service level agreement

  • Designed and implemented SAP SD and IS-U/CCS solutions that focus on providing standard SAP functionality to meet business requirements.
  • To ensure timely response and resolution of problem tickets within the stipulated time by adhering to the severity level benchmarks and achieving 100% efficiency with customer satisfaction as top priority.
  • Handled enhancements as per the client requirement
  • Resolved and tracked the tickets in **Solution Manager** to find optimum solutions
  • Troubleshoot functional issues.

Project 7:	Post Implementation Support (ONSITE)

Client	**:**	**GAIL** (Gas Authority of India Limited)
Environment	**:**	SAP R/3 4.7 C (IS-OIL)
Duration	**:**	Aug'08– Jul'10
Role	**:**	**Sr. SD & CRM Consultant**

GAIL is India's flagship Natural Gas Company, integrating all aspects of the Natural Gas value chain (including

Exploration & Production, Processing, Transmission, Distribution and Marketing) and its related services. Its business includes Natural Gas, LPG & other liquid hydrocarbons, Petrochemicals, CNG, Power and GAILTEL.

Roles & Responsibilities:
- Actively participating on ECC 6.0 up gradation
- To Analyze the issues and resolving the tickets to find optimum solutions
- To resolve all the issues assigned to the team within the limit set and track all the tickets in **TMS** (Ticket Management System)
- Handled enhancements as per the client requirement

Project 6:	**Post Implementation Support**

Client   : Mumbai International Airport Pvt. Ltd. **(MIAL)**
Environment   : SAP ECC 6.0
Duration   : Dec'09– Oct'10
Role   : **Sr. SAP SD Consultant**

It's a joint venture company owned by the GVK led consortium (74%) and Airports Authority of India (26%) was formed in March 2006 to manage and develop CSIA (Chhatrapati Shivaji International Airport)

At present, CSIA caters to 22.25 million passengers and handles around 480,000 tonnes of cargo annually. The modernization of CSIA assumes great significance given Mumbai's status as India's financial capital and its aspirations to become a key business center in Asia.

Roles & Responsibilities:

- Gather user requirements, analyze and define business process flows, and prepare detailed methods and procedures related to related issues
- Define functional business requirements and suggest options and recommendation solutions to key business users.
- To resolve all the issues assigned to the team within the limit set
- Provided day to day direction and innovate solution to solve business problems
- Handled enhancements as per the client requirement

Project 5:	**Post Implementation Support**

Client   : Spansion
Environment   : SAP R/3 4.7 C
Duration   : May'07– Aug'08
Role   : **Application Consultant**

Spansion is the largest company exclusively focused on Flash memory solutions. With a primary focus on the integrated Flash memory market, its solutions are incorporated into electronic products from Original Equipment Manufacturers (OEMs), including the top ten handset, consumer electronics and automotive OEMs around the world

Roles & Responsibilities:
- Worked on SAP-CRM **Channel Management** module
- To Analyze the issues and resolving the tickets in **Remedy** to find optimum solutions
- Handled enhancements as per the client requirement
- Provided day to day direction and innovate solution to solve business problems
- Actively participated in **GENTRAN** Kick off project
- Traveled to Shanghai, China for the Business KT to understand the client business process.
- Having depth knowledge in SAP CRM including Master Data, Base Customizations, Opportunity, Activity Management, Lead Management, Marketing Planning and Campaign Management, CIC (IC win client customizations)

Project 4:	SAP-SD-CRM Implementation

Client : Spansion
Environment : SAP R/3 4.7, CRM 4.0
Duration : Aug'07– Jun'08
Role : **Application Consultant**

It's a SAP implementation for SPANSION, Japan as a separate company. Project objective is to develop and provide an agile, robust, simple and scalable solution across various Channels. The project scope covers Distribution, Sales and commercial process, Information reporting and analysis.

Roles & Responsibilities:

- SAP Consultant mainly for **Order Management (OM) & Channel Management (CM)** area for roll out and Go-Live of SPANSION "SPORT" Project for Japan. Also supported Physical Distribution Area (PD) which involves WM area as well.

- Understand Client's Business process, Current ERP system for global company and new solutions to be implemented for Spansion, Japan.

- Imparting effective and comprehensive solution to match their current business requirement for Disti. Channel covering R/3, CRM & BW environments.

- Helping end users for creation of test scripts, master data and simulate real life business scenarios in testing client.

- Trouble shooting during Integration Testing (IT1, IT2 & IT3).

- Actively involved in Cut over activities and smooth go-live.

- Impart two weeks post go-live support

Project Achievement:

- In-depth Understanding of Spansion **As Is and To-be** Business process like Order Fulfillment (Sales Order, Delivery, and Invoicing), Inventory Management (Stock Management, Warehouse Management, Inter-depot transfers, and Inter-company sales).

- Also handled Channel Management area covering processes like **Sell-in, sell thru, DPA, Claim processing, buy-sell and price protection**

- Actively involved from Blue printing phase till Roll out and post go-live support.

- Proactively involved in solving problems faced by users during testing phase.

- Produced high quality deliverables consistently within time and budget.

- Successful and Timely completion of Knowledge transfer to existing support team.

- This project has also given good exposure in Warehouse Management, Material Management apart from core area of SD.

- Got overview to other peripheral solutions like RLKLITE & Control M.

- Proactively did **Client interaction across different levels** for effective co-ordination of project, which led to Building trust and credibility with the customer (which was in line with IBM's value of 'Dedication to Success of every Client")

- Worked on data migration experience on data objects in SAP SD module

- Understanding of basic SAP master data elements and familiar with SQL and be able to handle build and adjust query for converting raw data to specific format

- Experience in data profiling and stripping out business logic from raw data dump from legacy applications.

Project 3:	Post Implementation Support

Client	: Timken
Environment	**:** SAP R/3 4.6 C
Duration	**:** Jul'06– Mar'07
Role	**:** **SD Functional Consultant**

Timken is the best manufacturer of highly engineered ball bearing, alloy steels and related products in the whole world. It is an over 100 year old company. It has an operations in 27 countries and sales of $5.2 billion in 2006.

We as a support team have undertaken responsibility for supporting development activities.

Roles & Responsibilities:

Resolve issues raised via problem Tickets by the users after analyzing and discussing the issue with the core team and upon approval from them, by developing and designing solution while continuing to ensure that it meets the business requirements Replicate the problem in the development client.

Analyze the problem mentioned in the service request raised by the user
- Replicate the problem in the development client.
- Find out the solution to that problem.
- Test the solution to the testing client.
- Communicate the problem resolution to the user.
- To recommend the solutions to the client and implement them
- Development of reports as per client requirement
- To work as a team to ensure quality service to the client

Project 2:	**SAP Implementation**

Client	: Timken
Environment	**:** SAP R/3 4.6 C
Duration	**:** Jun'05– Jul'06
Role	**:** **SD Functional Consultant**
Modules Implemented	**:** FI/CO, SD, PP, MM

In implementing ERP central component of TIMKEN, the project was split into two waves of development. First wave was that of implementation in TIMKEN- CANADA and the second one was TIMKEN-USA, which constitutes of 70% of Timken business.

Roles & Responsibilities:

- Configured Sales Area such as Sales Organization, Distribution Channels, and Divisions.
- Configured sales pricing, sales order, shipping, billing, invoicing, returns, Order Processing & Control, Logistics, Logistics Execution, Billing, Pricing, Rebate, Transfer of requirement, Availability check, Copy Control, Intercompany Sales, Consignment, Third Party, Automatic credit Control, Output Controls.
- Configured sales documents and established links with item categories and schedule line categories.
- Customization of sales, Delivery and Billing documents.
- Configuration of basic functions such as pricing procedure, free goods determination
- Mapped various sales relevant business processes into R/3 architecture and configured special sales documents like, Cash sales, Rush orders.
- Configured shipping points, route and material determination, material listing and exclusion.
- Configured availability check and credit management
- Core MM-Material Management configuration knowledge (purchase pricing, purchase orders & PO approval, inventory management, logistics execution)
- Core SD-FI configuration knowledge (Account Determination ,Credit Management)

Project 1:	**Post Implementation Support**

Client	**:** Hewlet and Packard (HP)
Consultant	**:** Accenture
Environment	**:** SAP R/3 4.6C
Duration	**:** Dec'04 to May'05
Role	**: SAP SD Consultant**

HP's imaging and printing group is world leader in printing, copying, imaging and digital photography solutions for both businesses and consumers. HP is number globally in the inkjet, all in one and single function printers, mono and color laser printers, large-format printing, scanners, print servers and ink and laser supplies. HP conducts its business operations through various subsidiaries and has headquarters in Palo Alto, California, USA, Toronto, Ireland, Singapore and Tokyo.

Roles & Responsibilities:

- To Analyze the issues and resolving the tickets to find optimum solutions
- To resolve all the issues assigned to the team within the limit set
- Providing day to day direction and innovate solution to solve business problems
- Post Development Activities
- Development of Reports as per client requirement
- To work as a team to ensure quality service to the client

Domain Experience

Organization: Aero Gree Aircon (P) Ltd
Duration: Oct 2002 to Oct 2004.
Role Designation: Sr. Sales Engineer

Roles & Responsibilities

- Handling exclusive dealer network and identifying prospective lead

- Strategizing the operation with seniors to achieve maximum target

- Maintaining and monitoring Sales operations, dealer performance by regular meetings.
- Coordinating and implementing schemes and sales promotion activities with dealers
- Co-ordinate direct marketing efforts, events & promotions
- Customer conversions and solving customer queries

Education

B.E (mechanical)   North Orissa University, India in 2002 having 65% aggregate.

Trainings

- IBM Global Solution Delivery Framework
- Project Management Methodology Overview
- Fundamentals of Lean Six Sigma
- SAP OKP: SAP Oil & Gas 4.72 Learning Maps