Shabnam Saba
Offshore SAP CRM Functional Consultant

Bengaluru, Karnataka - Email me on Indeed: indeed.com/r/Shabnam-
Saba/dc70fc366accb67f

To understand the organization and to identify its needs and correlate
them with my goals so as
to apply myself to responsibility with total dedication and dynamism so
as to grow along with
the organization.

Past Organization: Tata Consultancy Services as SAP CRM functional
consultant (July 2014 - Jan
2016), SAP Labs, India (from Feb 2011-June 2014), Cognizant Technology
Solutions (May 2010-
October 2010)

WORK EXPERIENCE

Offshore SAP CRM Functional Consultant

SAP AG -

July 2014 to January 2016

Description: The project involves SAP IT support with respect to AGS and
SAP Cloud Process .SAP
IT support involves handling incident and service requests from SAP CRM
users and customers
across the globe.

Responsibilities:
• Problem Analysing and Handling Tickets of SAP CRM (AGS and Cloud
process)
• Handling incident and providing solution with in SLA time frame.
• Configuring the system to resolve the issues.
• Worked on changes to the functional specifications required as per the
clients
requirement.
• Preparing test cases and taking approval from client before moving new
changes to production.
• Coordinated with the technical team in solving the tickets.

Quality Engineer

SAP Labs -

July 2002 to January 2014

Responsibilities:

Worked in configuring and testing different areas of Framework:

• Nav. Bar profile
• Role Config key
• Business Roles and UI Config tool
• Creating A Business Role

Functional Consultant

SAP Labs -

March 2012 to June 2013

Description:

Mobile Client Technology is client technology designed for Microsoft Windows-based, occasionally
server-connected CRM field applications. These applications offer a rich function set, such as
SAP CRM Mobile Sales and SAP CRM Mobile Service. Mobile Sales for SAP CRM allows users to
access all their accounts, contacts, leads, opportunities, and activities from a single point. All
relationships between these business objects are automatically mapped in the application, which
allows for fast and easy navigation.

Responsibilities:
Testing the various business objects:
Opportunities, Quotation, Sales orders, Activities.
Worked on system set up (creation of sites, subscriptions), opportunity, quotation, order
management.

5. CRM Sales (CRM 7.01, CRM 7.02, CRM 7.03) -Feb '2011-June 2014

Client: SAP Labs India
Role: Functional Consultant
Description:

This area in SAP Customer Relationship Management (SAP CRM) enables you to manage your
sales cycle, starting with creating appointments and business opportunities, through to managing
sales orders, contracts, and invoicing. It also allows you to organize and structure your sales
territories according to your business requirements.

Responsibilities:
Was involved in customizations and testing of:

• Territory management
• Account and contact management
• Activity management, visit Planning
• opportunity planning, opportunity management
• quotation and order management
• Pricing
• Organizational Management and Billing
• Customizations of Surveys

EDUCATION

B.E in CSE

Padmanava College of Engineering

2009

St. Joseph's convent school

2003

SKILLS

CRM (10+ years), CUSTOMER RELATIONSHIP MANAGEMENT (10+ years), TESTING
(10+ years),
UI (10+ years), USER INTERFACE (10+ years)

ADDITIONAL INFORMATION

Other Skills:

CRM Middleware:

• Worked on downloading initial and delta download between ECC and CRM,
CRM and MSA.
• Monitoring middleware data between ECC and CRM.
• Monitoring Queues and error handling of BDocs.
• Worked on subscriptions and Publications, Replication Objects.

SAP ECC Sales and Distribution:

• Strong Understanding of SAP Customizing and Detailed knowledge of core
SD functions such
as Item Categories, Text Determination, output determination, taxes
• Customer Master and Material Master data, item proposal, variant
configuration, Product
hierarchy
• Sales document types (Orders, Returns, CMR, DMR)
• Billing and Pricing concept, worked on bill plans
• Sales Enterprise structure
• Copy control, Incompletion log, Material listing and Exclusion
• Partner determination, Customization of Account groups
• Worked with cross-functional teams during development and configuration
activities to ensure
impact to other SAP modules and processes is considered.

SAP CRM Skills:
• CRM Sales and Service order management (Extensive experience in
configuration for Text
Determination Procedures, Status Profile, Org. Data Determination and
Transaction Types)

• SAP Fiori (creation of test data and application testing in different
landscapes including browser
testing)
• SAP Mobile Sales (creation of test data and system set up)
• Well versed in base customizing and WEBUI configuration along with CRM
Tables.
• Hands on experience in CRM middleware (creation of sites, subscription,
publication, checking
bdocs, idocs, download objects) and trouble shooting.

• In depth knowledge in CRM One Order Framework.
• Extensive experience in the configuration of Web UI for multiple
Business Roles, Actions,
Navigation Bar Profile.

Competencies and Skills:

• CR-100 (BP, Product, Org model, Partner/Text determination, Transaction
type, Item categories,
Territory)
• CR-300
• CRM Mobile Sales
• CRM Middleware Basics
• Basic Debugging (ABAP)
• Knowledge on Idocs (set-up, filtration, reprocessing)

Testing:
• Experience in SAP CRM Module (sales and service) with testing
• Good understanding of application testing process.
• Coordinated with SAP CRM technical team members to understand testing
functionalities
• Written Test cases for different CRM modules (Account Management,
opportunity, activity
management, sales order creation) Sales & Service.
• Managed issue logs / defects and subsequent closures.

Basic Debugging:
Knowledge of ABAP Debugging, Basic ABAP (Tables, data elements, Working
with Table
Maintenance Generator, Creating a Transaction Variant, Creating an SAP
Area Menus, Find the
SAP IMG Customizing Activity from the Table Name, basic knowledge of
Smartforms)