

Aftab SG

SAP C4C Consultant

Dedicated SAP C4C Functional Consultant with 2+ years of experience in enhancing, configuring, and customizing SAP Cloud for Customer solutions. Proficient in guiding clients through the entire project lifecycle, from requirements gathering to post implementation support, to ensure optimal utilization of SAP C4C platform.

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WORK EXPERIENCE

SAP C4C Consultant LTIMindtree

03/2022 - 08/2024

Achievements/Tasks

- Configuring and enhancing the SAP C4C Service module in accordance with customer requirements.
- Obtained certification on SAP Generative AI from SAP.
- Utilized OData protocols to seamlessly integrate data and streamline communication between SAP C4C and external systems.
- Delivered continuous support and maintenance for the SAP C4C platform, adeptly troubleshooting and swiftly resolving issues.
- Configured and fine-tuned Workflows to streamline business processes, enhancing efficiency and productivity for the client.
- Generated comprehensive reports and dashboards using C4C analytics tools to track performance metrics.

Packaged Application Development Analyst Accenture

08/2024 - Present

PROJECTS

SAP Core support and Hybris (02/2023 - 08/2024)

- Implemented dynamic ticket screen layouts based on user login, optimizing user experience and process efficiency.
- Played a pivotal role in a new client project, overseeing the management of customer feedback for enhanced client satisfaction.
- Built an OData query to send contact and report data to a UI5 application, enhancing data integration and user interface functionality.
- Proactively gathered customer requirements to deliver impactful solutions while providing continuous support and maintenance for the SAP C4C platform, adeptly troubleshooting and swiftly resolving issues. Also engaged with SAP SDK to broaden skill set.
- Developed a feedback capture mechanism for customers unsubscribing from emails in the SAP C4C system, ensuring their feedback is collected and they are excluded from future email communications.

Phoenix Project (09/2022 - 12/2022)

- Assisted end-users in resolving C4C system concerns, ensuring smooth operation and user satisfaction.
- Proficiently implemented mashups to blend data for informed decision-making.
- Implemented workflow rules within SAP C4C to trigger e-mail and update certain fields upon meeting specific conditions.

EDUCATION

Bachelor of Engineering Nitte Meenakshi Institute of Technology

09/2018 - 09/2021

SKILLS

SAP C4C Service

SAP C4C Sales

Odata

Workflows

Business config.

Fine tuning

Mashups

Communication Arrangements

C4C Analytics and Reporting

SAP Cloud Application Studio (SDK)

Incident and Change Management

End-user Training and Documentation

Requirement Gathering and Business Process Mapping

Generative AI

ACHIEVEMENTS

Key player responsible for C4C Service module in the project

Published two journal papers in the International Journal during my Bachelors

CERTIFICATES

SAP Lead to Cash (04/2023 - 04/2023)

SAP Generative AI (04/2024 - 04/2024)

Python for Everybody (05/2020 - 07/2020)

LANGUAGES

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency

Kannada

Native or Bilingual Proficiency

Urdu

Native or Bilingual Proficiency

Telugu

Full Professional Proficiency

INTERESTS

Stock trading

PC Games

Bike enthusiast