HARSHAD DUKARE

Navi Mumbai | (+91) 8828688630 | harshaddukare347@gmail.com

SUMMARY

IT professional with 2.5 years of experience at Capgemini, currently transitioning into SAP ABAP development. Completed hands-on training in DDIC, Reports, Modularization, Module Pool, Smart-forms, and OOP ABAP on ECC and HANA. Strong theoretical understanding of Enhancements, Interfaces, and Conversions. Seeking an SAP ABAP Consultant role to apply technical and analytical skills in real-time projects.

EXPERIENCE

Senior Analyst

Capgemini | Airoli, Navi Mumbai   *Feb 2023 – Present*

- **Incident Management**
  Monitoring ServiceNow queue 24x7, managing P1 to P4 incidents and facilitating communication between users and L2/L3 teams for timely resolution.

- **Network Monitoring**
  Using CISCO DNA Centre for network device monitoring, handling P1 and P2 alerts with local IT co-ordination, and create ServiceNow incidents for tracking.

SKILLS

- Data Dictionary (DDIC)
- Reports (Classical, Interactive, ALV)
- Modularization Techniques (Includes, Subroutines, Function Module)
- Module Pool Programming
- Object-Oriented Programming
- Smart Forms

EDUCATION

Bachelor In Engineering (B.E.) – Computer Engineering   *Pass-out* - 2022

Mumbai University | M.G.M.'s College of Engineering and Technology, Kamothe.   *CGPA* - 8.75