***PROFESSIONAL SUMMARY***

* I have 5 years of experience in SAP ECC & S/4 HANA SD.
* Good knowledge of SAP S/4 HANA SD.
* Worked on 1 Implementation and 5 Support projects.
* Hands-on experience in integration with SAP MM, FI modules.
* Worked on ticketing tools like Service Now, JIRA and BMC Remedy.
* Familiar with ASAP methodology.
* Defined and assigned Enterprise Structure.
* Knowledge about Master Data in Sales and Distribution.
* Configured different Sales documents, Item category types, schedule line categories, and Billing documents. a
* Well-versed with Order to Cash (OTC) Process, Third Party Sales, IPO Process, Consignment Sales, Stock Transfer Orders (STO), Return Process, Credit Memo, Debit Memo, SDF.
* Basic Functions: Pricing- (Header conditions, Item conditions, Condition Technique, Group condition, Condition supplement, Condition Update, Condition exclusion, Revenue Account determination, Availability Check (ATP), Credit Management, Output Determination, Free Goods, Material Determination, Bill of Material (BOM) and Copy controls.
* Extensively involved in Unit, Functional & Integration testing, Go-Live and Support.
* Overseeing the smooth implementation and testing of the application and extend post go-live & application maintenance support to the client.

***WORK HISTORY***

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| **Client** | **Duration** |
| Ascensus specialties | Dec 2024 - Present |
| Dormakaba | Apr 2024 – Present |
| Schneider Electric | May 2021 – Aug 2023 |
| SHELL (ROYAL DUTCH SHELL) | Dec 2020 – Apr 2021 |
| ALF Engineering Pvt Ltd | Feb 2020 – Dec 2020 |
| Electro pneumatics and Hydraulics PVT.LTD | May 2019 – Jan 2020 |

***PROFESSIONAL EXPERIENCE***

**Client:** Ascensus specialties **Dec 2024 – Present**

**Role: S/4 HANA Consultant**

**Responsibilities:**

* Handling day-to-day issues(tickets) of different sales and business processes that obstruct the client’s business in all aspects of SAP S/4 SD functionality (O2C Process).
* Using the JIRA Ticketing tool to monitor client requests.
* Configuring Stock Transport Orders (STO) for inter-plant processes.
* Working on Z-reports based on business requirements.
* working in the Testing process, thus Moving the TR from Dev to Testing to the Production server.
* Working on the Invoice Layout changes.
* Working on Logistics execution issues.
* Monitoring the IDOCs and analyzing the issues related to IDOC failures.

**Client: Dormakaba Apr 2024 – Dec 2024**

**Role: Consultant**

**Responsibilities:**

* Handled day-to-day issues(tickets) of different Sales processes and business Processes that obstruct client’s business in all aspects of SAP SD functionality
* Monitored the IDOCs and analyzed the issues related to IDOC failure.
* Worked on change requests.
* Mainly supported master data mass uploads.
* Used the Service Now Ticketing tool to monitor client requests for incidents, service requests, and change requests.
* Worked on Enhancements (Invoice Layout changes).
* Involved in the Testing process, thus Moving the TR from Dev to Testing to Production server.
* Monitored and assigned tickets in the ticketing tool (ServiceNow) to the team and attended weekly on-call sessions.

**Client: Schneider Electric May 2021 – Aug 2023**

**Role: S/4 HANA Consultant**

**Responsibilities:**

* Handled day-to-day issues(tickets) related to various sales and business processes that obstructed the client's business in all aspects of SAP S/4 SD functionality (O2C process).
* Monitored and assigned tickets in the ticketing tool (ServiceNow) to the team and attended weekly on-call sessions.
* Knowledge of SAP Fiori transactional apps like my quotation, sales order creation and customer billing doc.
* Involved in the Testing process, thus Moving the TR from Dev to Testing to Production server.
* Monitored the IDOCs and analyzed the issues related to IDOC failure.
* Proficient in various configurations like Pricing, Credit Management, and Availability check.
* Resolved user-specific requirements and prepared functional specifications as per the business requirements.
* Worked on CPQ project (it’s a third-party tool for creating quotations)
* Worked on data transfer from SAP to non-SAP system and configuration of API in SAP.
* Created Z-Tables for the price, Mapping SAP to CPQ.
* Taken the decisions for price-related issues.
* Worked on master data uploads from SAP to CPQ.

**Client: SHELL (ROYAL DUTCH SHELL) Dec 2020 – Apr 2021**

**Role: Application Development Analyst**

**Responsibilities:**

* Handled Errors related to Data Transfer from Interfaces (Non-SAP) to SAP.
* Worked on sales documents and invoice-related issues.
* Monitored the IDOCs and analyzed the issues related to IDOC failure.
* Worked on Enhancements (Invoice Layout changes).
* Monitored the tickets and assigned the tickets to team members.
* Involved in the Testing process, thus Moving the TR from Dev to Testing to Production server.
* Taken the decisions on price-related issues.
* Resolved user-specific requirements and prepared functional specifications as per the business requirements.

**Client: ALF Engineering Pvt Ltd Feb 2020 – Dec 2020**

**Role: Senior Analyst**

**Responsibilities:**

* SAP SD Module implementation AS-IS, TO-BE documentation.
* In Realization worked on Baseline Configuration and Final Configuration.
* Configured Enterprise structure, including sales organization, Distribution channel, Divisions, Sales offices, and shipping point.
* Customized and created various sales document types, Item categories and Billing Documents.
* Configured Domestic pricing procedures as per client’s business requirement.
* Worked on Pricing- Header conditions, Condition supplement and condition update.
* Configured consignment Processes like consignment fill-up, Issue, Return, and Pickup.
* Involved in the Testing process, thus Moving the TR from Dev to Testing to Production server.
* Monitored the IDOCs and analyzed the issues related to IDOC failure.
* Configured Third Party Process &STO Process.
* Involved in end-user training on SAP functionalities and navigation.

**Client: Electro pneumatics and Hydraulics PVT.LTD May 2019 – Jan 2020**

**Role: Analyst**

**Responsibilities:**

* Handled daily routine tickets raised by end users that obstructed their BAU (Business as Usual) process.
* Used the Remedy Ticketing tool to monitor client requests for incidents and change orders.
* Solved issues in Order to Cash and proactively discussed critical issues with seniors for timely resolution as per the SLA.
* Identified critical issues and maintained documents on root cause analysis.
* Interacted with the end user (if required) through phones/emails to resolve the tickets based on severity levels.
* Involved in the Testing process, thus Moving the TR from Dev to Testing to Production server.
* Monitored the IDOCs and analyzed the issues related to IDOC failure.
* Handled L3 and L4 tickets.

***EDUCATIONAL BACKGROUND***

* Graduation – B.com from SK University
* Post-Graduation -- MBA from SK University, Anantapur.