***PROFESSIONAL SUMMARY***

* Total 6+ years of career experience including 2.11 years of hands-on experience in SAP Support, Process-Implementation, SAP-Upgrade, System Configuration, and Testing. Having 3+ years of domain experience in the Manufacturing Industry.
* Hands-on experience in Sales Processes and knowledge of SD Sales, Shipping, Billing, Pricing, etc.
* Good experience in configuration, testing documentation, and end-user support phase, as well as knowledge of implementation, support, and upgrade projects.
* Master Data- Customer Master Data, Customer material info record, Material Master Data. Configuration of Order-to-Cash business process, Rush Order and Cash Sale, Return Process, etc., Third party sales, Consignment Process.
* Knowledge of Sales document types, Delivery document types, Billing document types, Item Categories, and schedule line categories.
* Configuration of pricing condition technique, special functionalities, material determination, and free goods determination, Output determination.
* Knowledge of Tax determination, Settlement Management, and Copy Controls.
* Worked on the Key processes of SD which include sales order processing, Delivery and billing, and the problems they face in their day-to-day activities related to order to cash flow.
* Knowledge of WRICEF objects and EDI process.
* Worked on Service-Now ticketing tool.

WORK HISTORY

|  |  |
| --- | --- |
| **Client** | **Duration** |
| Advanced Composites Ltd. | Aug 2024 - Present |
| HB Fuller | Sep 2023 – Oct 2023 |
| Delta Faucet Company | May 2022 – Present |

***PROFESSIONAL EXPERIENCE***

**Client: Advanced Composites Aug 2024– Present**

**Project – AMS Support**

**Role: SAP SD Consultant**

**Environment – SAP S4 HANA**

**Responsibilities:**

* Worked and monitored daily ticket updating by the business in SNOW tool.
* Effective interaction with clients and business users to understand the issue and provide the solution to them.
* Making sure all my tickets/incidents and tasks are completed within the defined service level agreement (SLA).
* Working in support as well as development activities.
* Worked on the issues related to Settlement management and the OTC cycle.
* Worked on the business volume report issues and developments.
* Worked on the FS document preparation for the new enhancements/development and updated the existing for the new changes.
* Provided the correct and exact solution to their incidents and issues.
* Worked with the technical team on new development, preparation of UT documents, and UAT test plan documents.
* Worked on issues related to Sales Processes, delivery, invoices and settlement, etc.

**Client: Delta Faucet Company Nov 2024– Present**

**Project – S/4 Upgrade**

**Role: SAP SD Consultant**

**Environment – SAP S4 HANA**

**Responsibilities:**

* Working on Activate Methodology.
* Involved in the project plan preparation with PMO & other functional teams.
* During the preparation & exploration phase worked on the Simplification of item check and item catalog from the SAP help portal.
* Identify the OSS notes suggested by SAP on version changes analyze the notes with the team & discuss them with the business functional manager and implement them in the development system with the help of the technical team.
* Prepared test scripts and tested them after upgrading the server to the new version.
* Identified the defects and explained them to the technical team members and got the resolution.
* Make sure the current version works exactly as worked earlier.
* Worked on Upgrade testing for all servers.
* Worked on Version Upgrade for OneSource Tax Engine.
* Worked on Issues observed by business during the UAT phase.
* Working on SAP Fiori apps required from clients as a part of an upgrade project.

**Client: Delta Faucet Company Oct 2023 – July 2024**

**Project – Product Bundling Implementation**

**Role: SAP SD Consultant**

**Environment – SAP S4 HANA**

**Responsibilities:**

* Worked with the senior team members and business for requirement gathering.
* Worked on preparing solution overview documents and presenting them to the business.
* Worked on FS preparation and sent it to the technical team member for technical development.
* Worked on configuration items and worked with ABAPers on technical development and explained the business requirements to them.
* Worked on SIT, preparation of testing scripts and no-break scenarios, etc.
* Prepared the Train-The-Trainer presentation to the business before starting UAT by business.
* Worked on the issues observed by business during the UAT and resolved them.
* Given the KT session to the AMS team on the project.
* Discussed the changes with the business in the CAB meeting to get final approval on CRs.
* Worked on cut-over activities and got the experience of GO-LIVE.
* After going live, worked on hypercare issues observed by business in production.

**Client: HB Fuller**

**Project – AMS Support Sep 2023 - Oct 2023**

**Role: SAP SD Consultant**

**Environment – SAP**

**Responsibilities:**

* Worked on incidents related to the OTC process.
* Worked on end-to-end testing for the new development for Order-to-cash process.
* Worked on output testing for the order and invoice documents.
* Involved in the Salesforce mapping testing with SAP environment.
* Worked with the technical developer on development, change requests, etc.

Client: Delta Faucet Company PVT LTD. Nov 2022 - Jun 2023

Project: OneSource Sales Tax Implementation

**Role: SAP SD Consultant**

**Environment: SAP S4 HANA**

**Responsibilities:**

* Worked on business requirements and OneSource functionality and helped prepare the design documents.
* Worked on gap analysis and customizing requirements which required.
* Worked on mostly pricing-related configurations, customizing enhancements for the correct determination of tax from Tax Engine
* Configured pricing procedure with the help of condition tables, access sequence & condition type.
* Worked on pricing requirements and configured determination for correct calculation of tax from tax engine in sales order.
* Preparation of UT and UAT documents and worked on regression testing.
* Identified the issue and resolved it with necessary development. Has good integration with business co-users which helps us to understand their requirements.
* Worked with the technical team on customizing enhancements and issues related to.
* Prepared the functional specification documents and updated the FS document as per the changes.
* Development of a new pricing routine and enhancement of No-charge order functionality.
* Resolved the UAT issues addressed by the business.
* Explain the CR’s in the CAB meeting getting approval from the business to move to production.
* Experience in cutover activities and go-live & resolved the issues addressed by business during hypercare.

**Client: Delta Faucet Company Pvt Ltd. April 2022 – August 2024**

**Project -AMS Support**

**Role: SAP SD Consultant**

**Environment: SAP S4 HANA**

**Responsibilities:** .

* Day-to-day ticket analysis and understanding the functional requirements of the issues logged by the user and providing resolution.
* Basic support on sales activities related to sales Orders, Delivery, and Billing.
* Solved the tickets based on severity level and followed up regularly until the ticket was completely resolved and updated in the Service Now tool.
* Handling support issues on orders, invoices, and business partners.
* Report ticket status/ impact of issues weekly to the project manager.
* Configured new fields as per the requirement.
* Involved in analyzing clients' requirements, and in the preparation/review of functional specifications.
* Worked on WRICEF.
* Worked on enhancements and customizing reports and issues-related Forms & Workflow.
* Solved issues related to Idocs, shipment, etc.
* Documented solutions where possible.
* Experience in SAP Unit, Integration & UAT testing for SAP SD, FI & Procurement.

***EDUCATIONAL BACKGROUND***

* Bachelor of Engineering, (Mechanical Engineering), RTMNU.

***CERTIFICATION***

SAP Certified Application Associate - Sales and Distribution with SAP ERP 6.0 EhP7**.**