***PROFESSIONAL SUMMARY***

* Overall, 19 years of experience in SAP and sales and marketing domain.
* SAP S/4 HANA SD Certified consultant with around 16 years of SAP functional experience emphasizes configuration, implementation, upgrade and support of SAP S/4 HANA, SAP ECC and SAP R/3 Modules.
* Experience as SAP SD team member, business analyst, lead consultant, principal consultant for large number of SAP S/4 HANA and SAP ECC version projects including S/4 HANA 1610, 1709, 1809, 1909, 2020 and 2021 greenfield implementation and system conversion projects, ECC implementation, support, and rollout projects.
* Lead the business requirements discussions with customers to implement S/4 HANA solution for the SD, GTS, GTM, MM and LE modules.
* Deep understanding of SAP across the following areas: Order to Cash, Procure to Pay, Demand to Supply, Record to Report, Inventory Management, International trade and demand planning and forecasting.
* Provide strong technical understanding of the S/4 HANA product with the ability to discuss and demonstrate the full platform and how it may be configured to meet a customer’s business need.
* Working with customers to understand their SAP road map, identify opportunities and translate requirements into solution concept based on offerings & capabilities.
* Proven ability to provide technical direction for complex SAP S/4 HANA issues and can collaborate with the business and developers and execute on agreed timelines.
* Background in providing strategic direction, business process improvement, integration management, Architectural design, systems migration, applications development, and application maintenance.
* Strong expertise in due diligence, feasibility analysis, estimation, design, specification, development, implementation, and quality assurance.
* Worked in new Activate methodology using rapid deployment solution involving in Discovery, Prepare, Explore, Realize Deploy & Run to complete end to end SAP S/4 HANA implementation projects.
* SAP capability experience as solution architect in pre-sales, end to end responsibility of large projects, POC development and presentation of demos to the clients, estimation, SME Support, S/4 HANA trainer, build best practices, AMS Improvement.
* Worked as onsite solution architect for global S/4 HANA, ECC greenfield implementations.
* Certified - S/4 HANA Sales upskilling 1709, SAP Activate project manager, S/4 HANA Implementation scenarios for Architect, S/4 HANA cloud sales implementation 1905, Engagement Manager, Enterprise Architect (Capgemini).
* Industry expertise – Life Sciences, CPG, Automotive, Manufacturing, Chemical, IS-OIL and GAS, IS-Retail. AFS.
* Strong communication, collaboration, and mentoring skills.

**SAP Functional Skill and Technical skills**

* SAP Functional Core - SD, GTS, GTM.
* S/4 HANA expertise in customization of new S/4 HANA functionalities- Business partner, aATP - product allocation (PAL), back-order processing (BOP), product availability, alternate based confirmations, Advanced Return Management, international trade management (Foreign trade), settlement management, credit management, MRP Live, BRF+, data migration cockpit, Fiori embedded analytics. embedded transportation management and embedded EWM.
* SAP Sales and Distribution -Configuration expertise in the areas of order management, shipping, transportation, billing, pricing, output management. availability check, transfer of requirements, batch management, third party sales, intercompany business process, returns processing, inventory management, consignment process, contracts, lean warehouse management, transportation management, TD transportation distribution. credit management, rebate processing, resource related billing (RRB), revenue accounting and recognition (RAR), plants abroad, cross-dock, variant configuration, foreign trade and revenue account determination.
* SAP Logistic Execution: Inbound and outbound delivery, picking, packing, loading, POD, handling unit management, transportation, BOM, shipment cost, pricing, shipping & route.
* SAP GTS -configuration expertise in Embargo, Sanctioned Party list screening, Import and Export license management, Customs declarations, Duty Calculation, Bonded warehouse, Inward/Outward processing relief, preference processing, letter of credit, restitution, Intrastat, and Electronic Compliance reporting.
* SAP GTM - Trading Contract, Trading Execution Workbench, Trading Expenses, Position Management.
* SAP TM - configuration experience in transportation planning, execution, and freight Settlement.
* Integration with other SAP modules -CRM, VMS, CS, FI-CO, PP, WM, EWM, APO, IBP, iPPE BW, Hybris, Ariba and MDM.
* Middle ware with SAP - SAP PI/PO, Net viewer, IBM WebSphere, Mercator, Seeburger (GTS).
* Development of concepts involving new technologies e.g., HANA based reporting and Fiori based user interfaces.
* Methodologies – SAP Activate, ASAP, Waterfall and Agile.
* Applications – S4 HANA on-promise and cloud, SAP Versions from SAP R3 4.7 to ECC 6.: Net viewer PI/XI/PO, Solution Manager, Microsoft Azure cloud, AWS.
* Technology – Workflow, Reports, Interfaces, Conversions, Enhancements, Forms, Exits, BAPI, BADIs, API, EDI/ALE, RFC, OSS Notes, Fiori, BRF+.
* Interface -SAP Webservices, Edi/IDocs, SOAP, JASON/XML, EDI, EDIFACT.
* Tools - SAP Solution Manager, Azure Devops, JIRA, AWS, Service now, Service Manager, JAMA, HPALM, Remedy, Cherwell., SAP Enable now.MS Visio.
* Certifications
* SAP Certified Associate - SAP S/4 Activate project manager.
* SAP S/4 Certified application Associate – SAP S/4 Sales upskilling 1709
* SAP S/4 Certified associate – SAP S/4 Implementation Scenarios for Architects
* SAP S/4 Certified – Cloud sales implementation 1905
* PMP Classroom 4 days Training in 2014
* Engagement Manager level 1, Enterprise Architect level 0 certified

***WORK HISTORY***

|  |  |
| --- | --- |
| **Client** | **Duration** |
| Toyo Tires | Nov 2023 – Present |
| Mohawk, Kellogg’s | Dec 2022 – Nov2023 |
| Topgolf USA, Sanofi, Alcon | Jun 2021 – Sep 2022 |
| Colorobbia | Jan 2021 – Jun 2021 |
| Volvo Cars Corporation | Nov 2019 – Nov 2020 |
| AbbVie Inc | Jun 2019 – Oct 2019 |
| Cantel Medicals | Mar 2018 – May 2019 |
| STX Entertainment | Aug 2017 – Feb 2018 |
| Saint Jude Medical’s | Mar 2017 – Jul 2017 |
| Modec | Oct 2016 – Feb 2017 |
| Dufry travel retailer | Jul 2014 – Sep 2016 |
| Allied Bakeries | May 2012 – Jun 2014 |
| Iglo foods Group | Mar 2011 – Apr 2012 |
| Shell | Oct 2010 – Feb 2011 |
| Shell | Apr 2010 – Sep 2010 |
| Shell | Mar 2009 – Mar 2010 |
| Shell | May 2008 – Feb 2009 |
| Renesas Technology | May 2008 – Feb 2009 |
| Saralee | Sep 2006 – Jul 2007 |
| Tetra pro financial services ltd (ABN-AMRO) | Jul 2004 – Aug 2006 |

***PROFESSIONAL EXPERIENCE***

**Client: Toyo tires Nov 2023 – Till date**

**Role: SAP SD Team Lead**

**Project: Toyo Support**

**Responsibilities:**

* Create accurate estimations for enhancements and projects in the Deliver area.
* Solve complex problems and take a broad perspective to identify innovative solutions.
* Specific experience supporting and enhancing functionality in SAP related to SD Orders, SD Pricing, Deliveries, Shipments, National accounts, and
* Review of Development Specifications received from on-site coordinator.
* Root cause analysis of problems to reduce the frequency of similar problems in areas of SD module.
* Resolving design issues and acting as the chief link between the functional SMEs and development team.
* Responsible for coordination with the offshore team and client for the issues.
* Responsible for interacting with the client regularly for problem solving.
* Deliver Acceptance / Sign-Off from Customer and closeout.

**Client: Mohawk Dec 2022 – Nov 2023**

**Role: SAP SD team member**

**Project: S4 Greenfield Implementation**

**Responsibilities:**

* S4 HANA implementation project version 2020, SAP SD.
* Manage Technical architecture analysis, research, design and development of new functionality and integration with key applications and services under SAP systems.
* Design new solution extensions based on customer requirements.
* Guild the engineering team to develop, configure and implement the solution as per the product development standards to meet business requirements.
* EDI design and development and integration testing.
* New advanced ATP and AIM design and development.
* Performing integration architecture and infrastructure design activities
* Participating in resolving technology integration problems
* Handling changes requests and bug fixing.

**Client: Topgolf USA, Sanofi, Alcon Jun 2021 – Sep 2022**

**Role: SAP SD Lead**

**Project: S4 Greenfield Implementation**

**Responsibilities:**

* Worked for multiple projects in SAP SD, MM, LE and GTS.
* Worked for Topgolf S4 HANA implementation project version 2020, SAP SD, MM and LE
* Worked for Yoyo S4 HANA Implementation project 1909, SAP SD and MM.
* Implementation lead for SAP Global GTM settlement solution.
* Worked for Sanofi GTS rollout project for Germany and Canada version GTS 11.0
* Worked for Alcon GTS upgrade project version GTS 10.1 to 11.0
* Manage Technical architecture analysis, research, design and development of new functionality and integration with key applications and services under SAP systems.
* Design new solution extensions based on customer requirements.
* Provide architecture and design guidance to the development team.
* Guild the engineering team to develop, configure and implement the solution as per the product development standards to meet business requirements.
* Monitor the work of the technical team and ensure standards are adhered to in accordance with SAP’s Solution Extensions
* Ensure technical integrity of projects, making sure that common technical elements are leveraged, and that work is not duplicated.
* SD Simplified data models, data model changes in SD Pricing, Foreign trade with S4 HANA, Credit management.
* New advanced ATP, Global trade services. Logistics Material management inventory management SAP S4 HANA data model in inventory management, Availability of transaction material valuation.
* Configuration of Trading contracts(Sales and Purchase), Expense and Position management.
* Participate in the product roadmap and product strategy definition.
* Help and review with the creation of training, product, and solution documentation.
* Engage with leading customers and strategic partners to identify and validate requirements and translate to solution design.
* Lead team in driving and delivering customer solutions.
* Performing integration architecture and infrastructure design activities
* Participating in resolving technology integration problems
* Act as a mentor, coach, and provide training to engineers and consultants by sharing solution and technical expertise.
* Ensure customer satisfaction through quality work and effective communication throughout projects.

**Client: Colorobbia Jan 2021 – Jun 2021**

**Role: SAP GTS solution lead**

**Project: S4 and GTS Implementation**

**Responsibilities:**

* Play a key role in the full project lifecycle, from initial setup of the project to the final delivery of the result.
* Assess business and application requirements. Work with the client to analyze their requirements: prepare and participate in workshops, requirement documentation.
* Understanding business process, gathering business requirements, and designing solutions. Designing and setting up of organizational elements
* Map out the requirements into SAP GTS Processes and design the solutions. Drive the development of functional and system specifications.
* Demonstrated SAP GTS and Implementation using activate (Agile) methodology.
* Lead Functional and Technical groups for implementing SAP.
* Conduct fit/gap analysis and business process modeling.
* SAP GTS configuration – Customs declarations, customs management, duty calculation, Bonded warehouse, Inward processing relief (IPR), Preferential origin calculation, EUR1 Calculation and Vendor declaration management, letter of credit and restitution.
* SAP GTS Development – Customs reports, forms, and interfaces with Broker.
* Review of functional design and specification documents.
* Reviewing of critical business process across the modules and preparing test scripts.
* Test, assist in the development of test scripts.
* Finalize the configuration & support the solution.

**Client: Volvo Cars Corporation Nov 2019 – Nov 2020**

**Role: SAP SD Lead**

**Project: OtD 2.0 (Order to Delivery) S/4 HANA implementation**

**Responsibilities:**

* Play a key role in the full project lifecycle, from initial setup of the project to the final delivery of the result.
* Assess business and application requirements. Work with the client to analyze their requirements: prepare and participate in workshops, requirement documentation.
* Map out the requirements into SAP S/4 SD/VMS Processes and design the solutions. Drive the development of functional and system specifications.
* Demonstrated SAP S4 HANA Implementation using activate (Agile) methodology.
* Lead functional and technical groups for implementing SAP S/4 HANA 1909.
* Conduct fit/gap analysis and business process modeling.
* Review of functional design and specification documents.
* VMS, SD and aATP configuration and development.
* Interface design and integration with IBP, iPPE and other third-party applications.
* Involved in preparation of technical, data migration, test and cutover strategy and related documentation preparation.
* Re-Defining Business partners, assessment/cleansing and migration of master data using rapid data migration with data Services.
* Reviewing of critical business process across the modules and prepare test scripts.
* Test, assist in the development of test scripts.
* Finalize the configuration & support the solution.

**Client: AbbVie Inc Jun 2019 – Oct 2019**

**Role: SAP SD Lead**

**Project: AbbVie S4 conversion**

**Responsibilities:**

* Detailed Study of Client’s Business Processes and complexity of the present system. Then preparation of a Business Case for Conversion.
* SAP Readiness Check for SAP S/4HANA 1809.
* Solution Architect: Landscape design and implementation, change management, testing strategy and others.
* Interacted with the business User & technical team for requirements gathering, facilitation of business process discussions, solution design, configuration, documentation, testing, user support & UAT.
* Coordinate work between different teams at geographically dispersed locations throughout the development and testing process.

**Client: Cantel Medicals Mar 2018 – May 2019**

**Role: S/4 HANA SD Lead/ Solution Architect**

**Project: COMET Global SAP S/4 Implementation, Hypercare and Support**

**Responsibilities:**

* Solution Architect: Landscape design and implementation, change management, testing strategy and others.
* Global template design.
* Assist in conducting business process workshops, define and review To-Be business processes, conduct CRP sessions and review Business Blueprint document.
* Worked closely with core business leads for gathering the requirements.
* Technical member of the PMO.
* Reviewing of critical business process across the modules and establishing test scripts or modifying existing test scripts to test the end-to-end functionality.
* Design and Implementation of Condition Contract Settlement for Customer Rebates. Including customizing, enhancements and CDS views for business volume and reporting.
* Perform necessary SAP SD configurations, writing detail specifications for development of custom programs.
* DATA migration support – assist migration strategy to migrate data into S/4 HANA.
* Hypercare and support SPOC.

**Client: STX Entertainment  Aug 2017 – Feb 2018**

**Role: SAP SD Solution Lead**

**Project: S/4HANA 1709 Implementation**

**Responsibilities:**

* Overall responsibility for all aspects of the SD, MM module from Order to Cash and procure to pay.
* Assist in conduct business process workshops, define To-Be business processes, Conduct CRP sessions and prepare Business Blueprint document.
* Business process decomposition, design and configuration of the system, user validation and gap analysis.
* Translated business requirements into SAP functional requirements and prepared functional specifications.
* Integration of the IT systems for after-sales services (Salesforce) with SAP HANA Redesign of interfaces for billing, time confirmation and cost of services sold.
* Configured new 1709 S/4 HANA functionalities- Business Partner, Settlement Management, MRP live, Legal control, Credit management, Advanced ATP, BRF+ (Output management) and RAR.
* Designing and developing Interfaces, workflows and resolving cross functional issues between FI/CO, MM and PP.

**Client: Saint Jude Medical’s Mar 2017 – Jul 2017**

**Role: SAP GTS Lead**

**Project: GTS Upgrade 7.2 to 11.0**

**Responsibilities:**

* Facilitated working sessions with Trade management and core team members on GTS 11.0 upgrade proof of.
* Managed and worked with internal teams to assess the scope of impact of change from SAP GTS7.2 to 11.0.
* Facilitated Business blueprint phase to collect business requirements and SAP GTS solution for, customs processing for exports and compliance reporting to map business goals.
* Hand on configuration in compliance module –. FTO, Legal units and Legal regulations.
* Managed GTS 11.0 upgrade test cycles and worked closely with technical team and SAP support team to resolve issues found during testing.
* Coordinating with the Implementation Onsite team for the resolution of issues or development new process.
* Preparation of test plan, Test script and execution of scripts in HPQC

**Client: Modec Oct 2016 – Feb 2017**

**Role: SAP SD and LE Lead**

**Project: Modec SAP Implementation.**

**Responsibilities:**

* Gathered the system requirements and prepared BPRD, BPML, BPP for a Business Blueprint.
* Conducting scoping / design workshops for business users.
* Explaining the existing one sap business process to the business, finding out their business process and documenting the gaps, Analysis of Scoping Sessions, User Requirements, and finalization of \blueprint.
* Analyze, design, configuration, evaluate, implement various processes on SD LE need.
* Preparation of functional specification, document, understanding of client requirement, design, and development.
* Part of Convergence Project, Understanding the Business requirements and preparing the Functional specification for Very high, High, Medium, and Low priorities programs.
* Creation of Organization Structure set up, pricing procedure; maintain the Master data Customers, Materials and Customer Material information record, Consignment process, Output configuration settings for Sales orders, Delivery and Billing document.
* Preparing the all the test scripts for each Scenario is in HPQC tool and run the test scripts to Business and End users testing.
* Part of Project team from Project preparation till Go-live and support for all phases

**Client: Dufry travel retailer Jul 2014 – Sep 2016**

**Role: SAP SD lead/Solution Architect**

**Project: Dufry DC SAP Implementation and Support**

**Responsibilities:**

* Developed a comprehensive analysis of client’s current data usage and future needs. Utilized flow diagrams for better understanding and documented it.
* Assist in conduct business process workshops, define To-Be business processes, Conduct CRP sessions and prepare Business Blueprint document.
* Preparation and review of templates for Blueprint and Functional specification.
* Prepared Functional Designs, Configuration Designs, Carried out unit testing, integration testing, Assembly Testing, Regression Testing and Internal and external Interface testing.
* Interface analysis, Finalization of number of interfaces, impact analysis, define complexity, TO BE interface functional specification preparation and estimations.
* Resolving design issues and acting as the chief link between the functional SMEs and development team.
* Preparation, Identification and Finalization of Business process master sheet, Gap register, Base line, and final configuration.
* Performed data validation and assisted in Data load synching between legacy system and SAP system in dual maintenance.
* Configured and maintained the business objects and enterprise structures in LSWM for master data upload and mass pricing condition records upload using BAPI and records methods.
* Generated mapping documents between SAP for EDI transactions (both inbound and outbound), IDOC extensions and IDOC types, verification of outbound IDOC and of inbound IDOC.

**Client: Allied Bakeries May 2012 – Jun 2014**

**Role: SAP SD and LE Team lead**

**Project: Allied Bakeries SAP Implementation**

**Responsibilities:**

* Lead a team of programmers to develop the RICEF items. Configured and controlled Order Management, Contract Management, Revenue Account Determination (SD-FI Integration) and maintained customer master using account groups and worked on Material Master data and customer-master info records.
* Customized Sales order types such as Orders, Free of Charge Deliveries, Return Orders and Billing Types such as order related Invoice, Delivery related Invoice, Proforma Invoice and Inter-company Invoice.
* Configured Route determination based on shipping points and destination country, Transportation Group, departure zones and weight groups.
* Worked on Rebate Processing, Label/Forms printing, Shipment documents, Order Management (OM) and Charge Back.
* Identify the GAPS found, analyze the need for the WRICEF objects.
* Debugged the ABAP program and intimated the defects to the ABAPer.
* Configured Availability Check and Transfer of Requirements by defining checking groups, checking rules and control parameters through requirement types and requirement classes.
* Worked on different EDI transactions like 820, 850, 855, 846, 832, 997, 856 and 857.
* Worked on delivery, Revenue Recognition, output determination, Lean Warehouse configuration (WM), picking, packing, and billing processes.
* Involved in unit testing and integration testing and writing Test cases for various SD business processes and getting them signed-off after successful completion of test.

**Client: Iglo foods Group Mar 2011 – Apr 2012**

**Role: SAP SD Team Lead**

**Project: IFG SAP Support project**

**Responsibilities:**

* Estimating and analyzing and implementing change requests.
* Review of Development Specifications received from on-site coordinator.
* Root cause analysis of problems to reduce the frequency of similar problems in areas of SD module.
* Resolving design issues and acting as the chief link between the functional SMEs and development team.
* Participating in daily/weekly calls between the project managers (the functional SMEs and the development team).
* Proactive identification of issues / tracking / escalation and resolution.
* Lead the team to meet and exceed Stakeholder expectations.
* Deliver Acceptance / Sign-Off from Customer and closeout.
* Preparing Functional Specifications for new requirements and executing the same with the help of technical team.
* Process improvement in reducing the number of incidents.
* Handling customization, configuration, and enhancement related issues.
* Handling of minor projects-Exceedra, Ireland 3PLP, Portugal digital signature, etc.
* Handling the day-to-day issues of the users and helping resolve the problems they face in doing the transactions.

**Client: Shell Oct 2010 – Feb 2011**

**Role: SAP SD Team Lead**

**Project: Shell Chemicals Upgrade**

**Responsibilities:**

* Preparation of functional specification for GAP’s and change request.
* integration testing, Assembly Testing, Regression Testing and Internal and external Interface testing.
* Resolving design issues and acting as the chief link between the functional SMEs and development team.
* Integration with third party systems, CCL, LOLA, FILE NET, VERTEX and Customs systems.
* Involved in integration of all SAP modules and conducted training for end users.
* Discuss with the business users to understand the business logic and prepare the test cases.
* Regular communication of status and issue escalation to Management.

**Client: Shell Apr 2010 – Sep 2010**

**Role: SAP SD Lead**

**Project: Shell EMCS Implementation**

**Responsibilities:**

* Study business process changes requirements and configure SAP to suit the requirements.
* Preparing High Level Design Document, Functional Designs and Configuration Designs for outbound and inbound interfaces and reports.
* Carried out unit testing, integration testing, and Internal and external Interface testing. Significantly contributed to the testing of the business process involving a variety of transactions and prepared test scripts for various phases of testing.
* Review of Estimates for Development with Technical Lead.
* Working as lead coordinator & responsible for completing the key deliverables on time with consistent quality in documentation and adherence to the defined methodology.
* Mapped the business requirement and based on changed process designed the B.P.D.
* Liaise with the offshore team at India for data migration outsourcing activities.
* Interacting with the implementation team at Netherlands on a day-to-day basis.
* Responsible for all deliverables from the offshore team to the client.
* Management reporting to the client as well as the Offshore Delivery Team.
* Configuration of output types for outbound Idocs.
* Perform Health Test (stress test) and note down the results and bottlenecks wherever required to take preventive measures during cutover.
* Preparing end user training documents

**Client: Shell Mar 2009 – Mar 2010**

**Role: SAP SD Lead**

**Project: Global Shell Support (GSAP)**

**Responsibilities:**

* Provide solutions to the Tickets raised in Service Centre in SD module and adhering to the SLA.
* Estimating and analyzing and implementing change requests.
* Review of Development Specifications received from on-site coordinator.
* Root cause analysis of problems to reduce the frequency of similar problems in areas of SD module.
* Proactive identification of issues / tracking / escalation and resolution.
* Preparation, analysis, and audit of CMM/SOX/ Quality metrics.
* Lead the team to meet and exceed Stakeholder expectations.
* Deliver Acceptance / Sign-Off from Customer and closeout.
* Preparing Functional Specifications for new requirements and executing the same with the help of technical team.
* Handling customization, configuration, and enhancement related issues.
* Handling the day-to-day issues of the users and helping resolve the problems they face in doing the transactions.

**Client: Shell May 2008 – Feb 2009**

**Role: SAP SD Team member**

**Project: G Shell Medical Legacy Support**

**Responsibilities:**

* Support with adherence to SLA.
* Adaptation to the specific requirements.
* Solving end users queries for various transactions.
* Root cause analysis of problems to reduce the frequency of similar problems in areas of SD module.
* Trouble shooting for all types of transactional problems in SD Module.
* Handling customer specific queries, error in sale orders processing the sales orders, delivery scheduling and invoice generations.
* Development of enhancements to the implemented SAP solution with changes.
* Preparing end user training documents.

**Client: Renesas Technology May 2008 – Feb 2009**

**Role: SAP SD, GTS Team member**

**Project: Renesas SAP Implementation**

**Responsibilities:**

* Involved in designing high-level business processes according to the client’s needs.
* Standard SAP SD Configuration and update the Configuration Specification Documents.
* Involved in development of PSI, Swap, Rainbow, customer master data and SO interfaces.
* Prepared Functional Designs, Configuration Rationales, Configuration Designs, Carried out unit testing, integration testing, Regression tests and Internal and external Interface testing.
* Review and approval of functional specifications.
* Unit Testing and Regression Testing is done for all the configured objects.
* Familiar with the integration of GTS with modules like MM and SD.
* Involved in integration of all SAP modules and conducted training for end users.
* Regular communication of status and issue escalation to Management
* Regular communication of status to Accenture & client teams

**Client: Saralee Sep 2006 – Jul 2007**

**Role: SAP SD Team member**

**Project: Saralee SAP Support**

**Responsibilities:**

* Working as a configuration support consultant responsible for understanding, analyzing the business scenarios for Enhancements and Trouble Shootings within SD functionality.
* Preparing Functional Specifications for new requirements and executing the same with the help of technical team.
* Meeting customer needs effectively and building customer relationships with a focus on Accuracy, Quality and Clarity.
* Adaptation to the specific requirements
* Solving end users queries for various transactions.
* Trouble shooting for all types of transactional problems in SD Module
* Handling customer specific queries, error in sale orders processing the sales orders, delivery scheduling and invoice generations.
* Interact with ABAP team to explain to them the functional flow and business logic.

**Client: Tetra pro financial services ltd (ABN-AMRO) Jul 2004 – Aug 2006**

**Role: Banking sales executive**

**Responsibilities:**

* Attained existing client financial targets and generated a new client base.
* Oversaw administration of various client services.
* Provided appropriate guidance and motivation to sales team members as needed.
* Attained existing client financial targets and generated a new client base.
* Oversaw administration of various client services.
* Provided appropriate guidance and motivation to sales team members as needed.
* Established training programs set goals and conducted performance reviews of banking staff.
* Reported to management on new banking team members’ progress on a regular basis.
* Designed and proposed various banking insurance plans to management and individual customers.
* Oversaw trading and sales departments.
* Participated in capital markets securities exchange and securities issuance processes.
* Coordinated sales activities with marketing executive team.

***EDUCATIONAL BACKGROUND***

* Bachelor of Computer Applications from Sri Venkateswara University.
* Master’s in business administration (Marketing/Finance) from Sri Venkateswara University