***PROFESSIONAL SUMMARY***

* 9 years of experience in SAP SD Implementation, Testing, Support, and Rollout projects.
* Hands-on experience in 1 End-to-End Lifecycle Implementation Project, 1 Rollout Project, 3 Support Project, and 1 Testing Project.
* Expertise in configuring Sales Document Types, Delivery Types, Billing Types, and related settings.
* Proficient in SD Basic Functions: Pricing, Free Goods, Text Management, Partner Determination, Output Management, Account Determination, Availability Check, and Credit Management.
* Experience working on various business scenarios: Make-to-Order (MTO), Make-to-Stock (MTS), Third Party Processing, Stock Transfer Orders (STO), and Consignment processes.
* Configured output types and forms across different organizational units.
* Strong knowledge in IDOC and Job Monitoring for issue resolution.
* Hands-on experience in designing, configuring, and customizing SD functionalities to meet business requirements.
* Knowledge of specific business issues such as Dow Jones and A1SR.
* Collaborated closely with onsite and offshore teams to resolve issues, implement business requirements, and provide daily support.
* Highly motivated team player with excellent communication, interpersonal skills, and a strong commitment to continuous learning and excellence.
* Knowledge in resource related billing.

***WORK HISTORY***

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| --- | --- |
| **Client** | **Duration** |
| HP Fuller | Feb 2024 to till date |
| Avaya | Jul 2022 – Sep 2024 |
| OLAM – Manna standalone | Jul 2021 – Jun 2022 |
| Citrix Abacus | Feb 2021 – May 2021 |
| Tejas Networks | May 2017 – Feb 2021 |
| Robert Bosch Engineering and Business Solutions | Nov 2015 – Apr 2017 |

***PROFESSIONAL EXPERIENCE***

**Client: Avaya Jul 2022 – Sep 2024**

**Project: Support Project**

**Role: SAP QTC consultant**

**Responsibilities:**

* Responsible for handling support tickets and responding to user mail requests for assistance.
* Monitoring job issues and working closely with the RMJ team for resolution.
* Validating IDOC errors daily and coordinating with relevant teams for corrective actions.
* Collaborating with cross-functional teams (FI and MM) to resolve issues related to Finance and Material Management.
* Performing monthly regression testing before CR (Change Request) deployments.
* Handling urgent ticket/job escalations to ensure timely resolution.
* Creating Change Requests (CR) based on user requirements and business needs.
* Actively participating in quarter-end war rooms, working quickly to resolve critical issues.
* Responding daily to Dow Jones mails, preparing the DJ list, and sending it to the GTC team.
* Addressing and resolving issues related to Sales Orders, Deliveries, Billing, and Pricing.
* Managing and resolving Customer block and Materials EOS issues by collaborating with the CMD and MM teams.
* Analyzing daily issues, providing solutions, and closing tickets after receiving user confirmation.

**Client: OLAM Jul 2021 – Jun 2022**

**Project: Manna standalone Project**

**Role: SAP SD consultant**

**Responsibilities:**

* Worked on over 2000 forms across different Operating Units (OU): OFI, OGA, and OGH.
* Analyzed forms based on output condition records to segregate them OU-wise.
* Reported the necessary output types to the technical team, who then renamed the forms and programs accordingly.
* Created RFCs (Request for Change) to define scopes in Solution Manager (SolMan).
* Developed Functional Specifications (FS) for output types and sent them to the GT team for necessary changes.
* Configured new output types based on the requirements of new Operating Units (OU) and assigned the new forms.
* Coordinated with the GT team to complete the configuration and moved changes from the development to the quality system using SolMan.
* Prepared UAT (User Acceptance Testing) documents, obtained user approvals, and uploaded them into the scope for GRP movement.
* After successful completion of UAT, updated the BA for the GRP movement.
* Responded to all user queries and provided necessary support.
* Performed sanity checks in the production system to ensure smooth operations.

**Client: Citrix Feb 2021 – May 2021**

**Project: Testing Project**

**Role: SAP SD Tester**

**Responsibilities:**

* Created test cases based on client requirements.
* Conducted smoke testing to verify the main functionality of the application; reported issues to the development team.
* Performed unit testing for individual functions, such as creating customers in Salesforce (SFDC) and verifying them in SAP and creating orders in AMP and checking them in SAP Hybris and FICA.
* After order creation in AMP, verified the corresponding IDoc for successful or failed processing; reprocessed failed IDocs.
* Checked all IDoc validations in SAP based on order data.
* Performed SIT (System Integration Testing) to validate the entire process from customer creation to invoice generation in SAP FICA.
* Updated test cases in Qtest with results (success or failure) and attached screenshots as evidence.
* For UAT (User Acceptance Testing), verified all validations, updated validation data and workbooks, and generated invoices in JIRA.
* Provided users with user manuals and workbooks for UAT.
* Scheduled UAT meetings with users to demonstrate the end-to-end process.
* Addressed all user queries until sign-off was obtained from the users.

**Client: Tejas Networks May 2017 – Feb 2021**

**Project: Supporting Project,**

**Role: SAP SD Functional consultant**

**Responsibilities:**

* Primarily responsible for Handling tickets and application support to the end user
* Analysis of day-to-day issues and solutions after communicating with users.
* Resolving issues related to Customer master and Material Master data such as creation, Extension, field value changes.
* Resolving the issues related to different areas like Sales order, Delivery, Billing, Pricing.
* Resolved issues related to special processes such as regarding Third party, Consignment.
* Resolved issues related to IDocs & Interfaces.
* Interacting with cross functional teams.
* Responsible for timely resolution of end users.
* Interaction with end users through net meetings/phone/mails for resolving the issues based on severity level.

**Client: Epson Nov 2015 – Apr 2017**

**Project: Implementation Project**

**Role: Associate SAP SD consultant**

**Responsibilities:**

* Mapping Enterprise Mapping Enterprise Structure represents all Organizational units as per the requirements of a client.
* In Realization worked on Base line Configuration and Final Configuration.
* Configured Pricing Procedure Determination with the Associated Pricing Procedures, Condition types, Access Sequences, Condition Tables, Condition Exclusive Groups and Condition Supplements.
* In the Final Preparation involved in Unit Testing, Integration Testing.
* Customizing and creating various sales document types, delivery documents, billing and invoice.
* Configuration of pricing procedure as per client’s business requirement.
* Configured Third Party Process & STO Process.
* Uploaded data from legacy system (using LSMW) for Master data.
* Create the Training user Manual.
* Prepare the Test Scripts for UAT.
* Master data Migration using LSMW for Material Master.
* Go-live and Post Go-live support.

***EDUCATIONAL BACKGROUND***

* Bachelor of Technology (B.Tech) from JNTU Anantapur,