

Lucca Mello

Specialist Support Engineer



WORK XP

Innovation Lead - SAP Business One GSC Brazil Support

NOV 2018 TO PRESENT

- Create the mindset of Innovation in GSC Brazil, bringing new ideas to reinvent SAP Support;
- Act as point of contact in terms of Innovation, support the local team related to Innovations tasks, news, projects.
- Collect and give continuous feedback about the experience on driving Innovation.

Specialist Support Engineer - SAP

AUG 2016 TO PRESENT

For the last three years I have been working as a SAP Business One Specialist Consultant, leading in complex troubleshooting 3rd-level system problems reported by SAP Partners & Customers - providing the best available solution or workaround within the agreed service levels;

My Main Duties:

- Perform root cause analysis, provide solutions, and deliver services in complex environments for specific ERP fields;
- Liaising with Development Teams to identify bugs and missing product functionality;
- Correctly evaluating the impact of the reported issues on SAP client's business - according to priority and Service Level Agreements (SLA's)
- Preparation and testing of data fixes
- Documenting solutions to known issues and consulting questions;

EDUCATION

Universidade do Vale do Rio do Sinos

BS INFORMATION SYSTEMS

MAR 2016 TO AUG 2021

CAREER OVERVIEW

Specialist Support Engineer results-driven with analytical focus and experienced with Global Customer Service.

Leading people to achieve their objectives and solving issues with creative problem solutions.

CONTACT INFO



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HOBBIES



Skateboarding



Reading



Videogames



Meditation



Cooking



Dogs