

# Nikhil Anekar

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## Dynamic SAP Consultant

Monash alumni with wide experience in IT as Business analyst and SAP consultant. Consistently, I was engaged with Business process modelling/re-engineering, project testing, system analysis and IT support. Working experience of PMLC, Waterfall model and Agile model. Recently functioned as business analyst for Manufacturing, Medical and Telecom projects at international workplaces and have demonstrated reputation of creating solid relationship with the customers. Academic knowledge of JAVA, Python and Supply chain management is a bonus. My track record of developing strong relationship with the customers is achieving new heights due to ceaseless experience in retail and customer service. My Australian experience incorporates implementation of the academic project, ***Migrant Child Vaccination***, as Business Analyst.

## IT Experience

- **SAP Business Analyst / Functional Consultant**May 2016 - Feb 2018  
Siemens Healthineers – (Client of TCS)1 year 10 months  
Project: Siemens Healthineers, Mumbai, India
  - Handle client calls and understand the new requirements.
  - Document current process (AS-IS) and new process (To Be) and analyze the gap in the business process.
  - Worked majorly on SAP PM, MM and SD modules in SAP S/4 HANA.
  - Managed SAP SD, FICO, PM configuration and master data
  - Worked as Super user to carry master data changes.
  - SAP configuration/customization, managing change requests and perform testing.
  - Worked on customer creation, activity planning, pricing and billing.
  - Attending user/ technician calls, logging service notifications, assigning priorities and then processing the orders in system
  - SAP Customization includes creation of maintenance plans, DIP profiles, PM/CS configuration, handling master data issues and documenting all process changes.
  - Worked across areas of sales & service orders, service notifications, maintenance contracts.
  - Involved in end-to-end full cycle implementation of new project
  - Manage bundled change requests in every quarter including estimation and provide post-implementation support.
  - Provide BPI and BPR for existing processes.
  - Working experience of different tools like SAP Solman, JIRA, Servicenow, Sharp and ITSM.
- **SAP Business Analyst - Service Lifecycle Management**Oct 2015 - Apr 2016  
Unify Communications7 months  
Project: Unify Communications, Onsite Team, Munich Headquarters, Germany
  - Implemented business process re-engineering project for mobile technicians, service orders and service contracts.
  - Configured PM/CS master data and performed data migration from old legacy systems.
  - Conducted UAT, integrated testing, regression testing and post-implementation system testing.
  - Discuss with the stakeholders and gather requirements to perform gap analysis and suggest BPIs.

- Acquired expertise in process mapping, business flow diagrams, swim lanes designing, RFC and RCA documentation, project documentation and stakeholder management.
- Conducted workshops, prepared user manual and provided system training for end users.



## **SAP SD/CS Consultant**

Mar 2013 - Sep 2015

Tata Consultancy Services

2 years 7 months

Project: Unify Communications, Offshore Team, Mumbai, India

- Worked as SAP support consultant to provide maintenance support and carry out system activities.
- Actively worked in roll-out projects which are implemented to redesign a business process of Customer service area.
- Worked on Service notification, service contracts and maintenance & repair processes.
- Gathered working knowledge of integration of SAP system with other systems through IDOC, RF processes and SAP tables.
- Implemented different ideas to handle and correct the errors occurring via interfaces which resulted in reduction of 40% of issues from other interfaces.

## **Domain Experience:**



## **Customer Service Representative**

Aug 2018- Present

Melbourne Racing Club

- Working as a Customer Service Representative on MRC Raceday Events
- Greeting Guests and help customers by resolving their queries on spot.
- Assist to the reporting manager in daily tasks.



## **Customer Service Consultant**

Nov 2018 - Dec 2019

MYER

1 year 2 months

Working as a Customer Sales specialist for Home entertainment and Small Electrical appliances at Myer.

My duties involved:

- Customer consultation and understand their needs
- Suggesting a right product as per customer requirement
- Promote Myer care plan / warranty plans
- Negotiate with the customer as per their quotation
- Paperwork of closing shift, stock management and sending report to the manager.

## **Education**



## **Monash University, Caulfield, Melbourne, AU**

Feb 2018 – Dec 2019

Master of Business Information Systems, Management Information Systems and Services, Business & Information Systems, Business Analyst, Distinction

Completed post-graduation in Business Information Systems by gaining robust knowledge of IT systems. Such a techno-management program helped me to grow as an all-rounder in IT industry by offering programming subjects (JAVA / SQL), business analysis subjects (Business process modelling / System Analysis & design), data analysis subjects (Intro to data science), financial subjects (IT for financial decision) as well as Supply Chain Management subjects.

Project: Migrant Child Vaccination

Role : Business Analyst

Description: Project was implemented to aid migrant parents by providing quick information about the child vaccination as per the age group and the nationality.

Project URL: <https://a15-mcv.ml/>

#### Roles and Responsibilities:

1. Prepare project proposal with new ideas
2. Prepare cost estimation and timelines for each phase
3. Arrange the requirements for each iteration
4. Prepare system analysis, integration test and user testing documents
5. Arrange and conduct UAT for the project deliverable



#### **University of Mumbai, Mumbai, India**

Aug 2009 – July 2012

##### **Bachelor's degree, Telecommunications Engineering, 72.25%**

Studied the core principles of programming for final year project. Used J2ME to develop signaling functions in project. Interests in System Analysis and Microprocessor / Micro controller programming subjects. Received in-depth knowledge about system design and functional algorithms



#### **University of Mumbai, Mumbai, India**

Aug 2006 – July 2009

##### **Diploma of Engineering, Industrial Electronics Technology/Technician, High Distinction - 87.36%**

Invented GSM based Home Security System as a final year project to stop domestic burglary by implementing warning alarms and automatic phone calls against such entering and breaking.

## **Key Skills**



Business Analysis • Requirements Gathering • Stakeholder Management • Customer Service • SAP Implementation • Project Documentation • Business Process Management • IT Service Management • Budget Estimating • Problem Solving • JIRA

## **Certifications**

Agile Requirements Foundations by Project Management Institute

Cloud Computing (General)\_Foundation

Internet of Things\_Foundation

ITIL 2011 Foundation

## **Honors & Awards**

### **Service and Commitment Award**

Awarded as dedicated and best team player of the project