NANTHITHA B

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SUMMARY

A Multi-Skilled & result oriented IT/SAP-SF professional with 4+ years of experience in Information Technology domain. Equipped with a solid commitment to providing high quality support to the management for consistent growth and development of diverse companies. Driven and decisive with passion for building and retaining highly effective teams.

PROFESSIONAL EXPERIENCE

SYSTEM ENGINEER – November 2018 to Present
TATA CONSULTANCY SERVICES, Bangalore

PROJECT 1 – July 2022 – Present
Client – H&M
Role – SuccessFactors Consultant

- Granting of access for any new configurations – New Event reasons/ Pay component and others
- Configuration of Role Based Permission and Security setup
- Handling Workflow related issues, analysing and providing resolutions.
- Routing of Workflow approval process to the desired Employees/Managers/HR admins
- Handling importing employee data requests and configuring people profile
- Worked on Standard event transactions with workflow support – Hire, Rehire, terminate, Absence, Transfer, Promotion, Demotion, Data Change, Pay Rate change, Position Change, Return to work.
- Configuration of Workflow's, Event reasons to capture Employee Data changes in the organization.

- Setup new event reasons, approval Workflows and Dynamic roles and groups.
- Configuration of all the Data Models (Corporate, Succession and Country-Specific)
- Created Roles, Granted and Target groups and permission groups.
- Understanding of SAP SuccessFactors Module – Employee Central

PROJECT 3 – January 2021 – April 2022
Client – Verizon
Role – SAP Consultant

- Managed a team of 10 SAP Analysts and worked with SAP S/4 HANA System & SAP Portal.
- Intake and resolve At Your Service (AYS) product support tickets for ERP Portal (Fiori Launch Pad) user experience, workflow approvals, dollar delegations/substitutions, and CATS Time Entry.
- Respond to support requests via email and/or live chat communication channels and monitor the overall management of an incident or request through to completion
- Trained and coached engineers in customer service, technical troubleshooting, and ticket handling.
- Head of Customer Escalation Process Led weekly meetings with service providers to discuss active escalated tickets. Generated reports and tracked escalations for continuous improvement
- Managing Weekly and Monthly data metrics reports through the Service now Tool.
- Working analyses, the mistakes made by Engineers and provide instant feedbacks. Providing Knowledge test on monthly basis
- Make strategic recommendations based on analysis and knowledge of system capabilities and end to end impacts on customers and technologies.
- **Applications / Tools Used:** Service Now – At Your Service**,** ERP Portal (Fiori Launchpad)**,** SAP S/4 HANA System**,** v/nSAP ECC ERP System**,** 1ERP S/4 & Ariba Systems

PROJECT 3 – November 2018 – October 2020
Client – Nielsen
Role – System Administrator

- Provide Remote support that may include PC end-users, MS outlook, server, SAP and various applications, as well as technical advice, guidance, and informal training on hardware and software.

- Troubleshoot and restore routine technical services and equipment by analysing, identifying, and diagnosing faults and symptoms using established processes and procedures.

- Configured and maintained all virtual networks, installed windows servers, fixed any hardware/software problems and completed detailed function testing.

- Performed troubleshooting steps to fix Wi-Fi, LAN, VPN and network issues in end-users PC.

- Assisted senior technical teams to perform root cause analysis and develop checklists for typical problems, and recommend procedures and controls for problem prevention.

- Identified and responded to error messages and may re-sequence job steps after a job is interrupted.

- Managed desktop related issues and implementing the technologies in user PC based on upgrades occurring within Infrastructure.

- Troubleshooted OS Performance issues and all desktop related activities

- VMware workstation support and administration. Worked on Virtual machine connectivity issues and install applications in the Virtual machines.

- Installing, Configuring and Troubleshooting VPN and Direct access.

- Enter data and review against prior information to ensure consistency and accuracy.

- Maintain a knowledge database to enhance the quality of the problem resolution, as well as, within a team setting, share information and assist others with incidents.

PROFESSIONAL ENHANCEMENT

Certification – SAP SuccessFactors Employee Central Core 1H/2022 (17/10/2022)

SKILLS

- Performance Optimization
- HRIS Knowledge
- ITIL, Agile & Scrum Methodologies
- G Suite and Office 365
- Reporting & Data Analysis
- Proactive approach to Problem solving
- Excellent Presentation, Communication and Interpersonal skills
- Managing project requirements; planning, prioritizing & administering work
- Training & Development

COURSES

- **Research Papers** – *A Study on Awarness and Attitude towards Sexual Harassment of Women Employees in IT Sector*
- Professional In Human Resource Management
- SAP SuccessFactors Career development
- ITIL Certified