

## Resume

### Chhaya S. Lokhande

SAP PM Consultant

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### Professional and Educational Background:

- Total SAP experience of 4.3 years in SAP PM
- B.E. Mechanical from Pune University In 2019 with 67%.
- MBA in Operation and Supply Chain from Pune University in 2023 with first class with distinction.
- Successfully completed ECC EHP5 to EHP8 upgrade project in Sep 2023 and simultaneously have worked on support for SAP PM ECC.
- Currently working on SAP Fiori/Enhancement/Implementation project.

### Professional summary

- Sincere, diligent and result oriented professional, offering overall **4.3 -year** experience in **SAP PM**.
- Expertise in IT – ERP consulting in Design, Configuration and SAP Support and training to end user on SAP ERP 6.0 version and SAP Fiori in Plant Maintenance.
- Well versed with Plant Maintenance. Rich exposure to Preventive, Refurbished & Calibration Process.
- Having knowledge in SAP PP/QM.
- Collect Business requirements, prepare functional specifications and understand their Reporting needs.
- Provide SAP based trainings to team.
- Excellent Verbal, written communication skills
- Exposure to basic of S/4 HANA and relevant business process for Plant Maintenance.

### Employment Summary:

#### PROJECT: SAP SUPPORT/ UPGRADE

Project Org.: Capgemini India Pvt Ltd

Client : Baker Hughes oil and gas company

Industry : Manufacturing Industry

Position : Associate Consultant SAP PM

Duration : 16<sup>th</sup> Feb 2021 to 7<sup>th</sup> Feb 2024

Environment: ECC6.0

### **Roles & Responsibilities: PM**

- Worked on Service Desk ticketing tool and interacted with clients to understand the issue, analyses the issues, and updated the work notes accordingly.
- Provide SAP support to functional activities and resolved day to day SAP issues.
- Provide Resolution of Ticket as per the SLA matrix.
- Perform configurational changes to fulfil the business process requirements.
- Gathering requirement from business for PM relevant activities.
- Performing documentation for provided resolution.
- Worked on recordings of end-to-end process of SAP PM business scenarios and creating training documents of SAP PM.
- Mapping the complete PM based scenarios in SAP
- Configuration of all the required functionalities of SAP PM based on the business process.
- Perform/prepare manual test scripts for all customized T-codes.
- Validate the upgrade and ensure that all customizations are working properly.
- Analyze existing system and document the custom modifications and configurations.
- Identify any obsolete custom code and objects.
- Create a test plan for functional testing.

### **PROJECT: SAP Fiori SUPPORT/ Implementation**

Project Org.: Accenture India Pvt Ltd

Client : British Petroleum (BP)

Industry : Manufacturing Industry / Oil and Gas industry

Position : Packaged App Development Analyst

Duration : 16<sup>th</sup> Feb 2024 to Present

Environment: SAP Fiori, SAP ECC6.0

### **Roles & Responsibilities: PM**

- Resolve user-reported issues in SAP PM and Fiori applications within defined SLAs.
- Analyze, troubleshoot, and provide fixes for system errors, integration issues, and configuration mismatches.
- Address end-user queries and provide training or documentation as needed.
- Support business users in understanding and utilizing SAP Fiori apps effectively.
- Identify recurring issues and implement long-term solutions to enhance system stability.
- Document findings and resolution steps for future reference

- Collaborate with business users to understand their requirements and translate them into functional specifications
- Conduct feasibility studies to evaluate proposed enhancements.
- Customize SAP PM and Fiori apps according to business needs.
- Develop and test new functionalities, including UI/UX improvements in SAP Fiori apps.
- Ensure seamless integration between SAP PM, Fiori, and other SAP/non-SAP modules.
- Conduct unit testing, integration testing, and user acceptance testing (UAT) for enhancements.

#### **Professional Achievement and Development:**

- Rewarded with STAR performer.
- Rewarded with multiple Customer Feedback.

#### **Declaration:**

I hereby declare that the above furnished by me are true to the best of my knowledge and belief.

Yours Truly,  
Chhaya Lokhande