Kritika Sharma

Email ID: Kritika1144@gmail.com
Mobile Number: 7508068963
Linkedin: https://www.linkedin.com/in/kritika-sharma-05695abb/

CAREER OBJECTIVE

Result-driven SAP SD Consultant with **3.9** years of experience at **NTT DATA Business Solutions**. Adept at working with cross-functional teams to deliver business solutions, streamline processes, and enhance system efficiencies. Seeking a challenging opportunity to leverage expertise in SAP SD and contribute to business growth.

PROFESSIONAL SUMMARY

- 3.9 years of experience in **SAP SD – ECC & S4 HANA**
- Experienced in various facets of SAP - Implementations, Support and Testing projects.
- Handled - **2 implementations & 5 Support projects**.
- Hands on experience of Customization, Configuration, Incident Management and Ticket Resolution
- Integration with other SAP modules – MM, FI, WM.
- Documentation: KCD, FIT-GAP, BPD, Functional Specification, Test Scripts, RFC, WRICEFS

SKILLS & EXPERTISE

Knowledge on Business Processes

- SAP SD Configuration & Customization
- Order-to-Cash (O2C) Cycle
- Master Data Management (Material, Customer, and Pricing)
- Output Management
- Fiori
- ALE & IDOCs
- Enterprise structure
- Consignment Process
- STO, Third Party & Intercompany Sales
- Sales, delivery and billing copy controls

- HR Mini Master
- Item Categories and Schedule line categories and determination
- Pricing Condition techniques
- Shipping point, Storage location Partner Determination
- Number Ranges and Customer Account Groups
- Material Determination
- Material Listing/Exclusion
- Revenue Account Determination
- Partner Determination

PROFESSIONAL EXPERIENCE

IMPLEMENTATION PROJECTS:

Project 1

Client/Project Name:	**The Stow Company**
Industry:	**Storage - Automation**
Duration:	**November 2024 – Ongoing**

Roles & Responsibilities:

- Documented MOMs, KCD, FIT-GAP, BPD, WRICEF, Test Scripts and User Manual document.
- Configured the enterprise structure from sales perspective.
- Defined, assigned and controlled sales document types.
- Setup HR Mini Master & HR-BP Synchronization.
- Defined and assigned item category and schedule line category.
- Configuring Master Data, Defined Account Groups and Number ranges for customers, Partner functions determination procedure.
- Copy controls for sales, delivery and billing documents.
- Configured free goods determination, material determination.
- Configured pricing procedure with the help of condition tables, access sequence and condition types.
- Provided training for end users and documented user manuals.

Project 2

Client/Project Name:	**Butterball**
Industry:	**Food**
Duration:	**September 2023 – November 2024**

Roles & Responsibilities:
- Gathered business requirement and documented As-Is.
- Indbound & Outbound IDOCs & partner profile setup.
- Configured the Enterprise structure.
- Configured Sales document types, item categories and schedule line categories.
- Configured pricing procedures.
- Configured consignment process, stock transfer process.
- Configured Availability check and Material listing and exclusion.
- Created WRICEFS & user manuals

SUPPORT PROJECTS:
Project 1
Client/Project Name:	**KWS**
Industry:	**Agritech**
Duration:	**March 2023 – October 2023**

Project 2
Client/Project Name:	**Sibelco**
Industry:	**Mining**
Duration:	**December 2022 – October 2023**

Project 3
Client/Project Name:	**Enagic**
Industry:	**Manufacturing**
Duration:	**September 2022 – October 2023**

Project 4
Client/Project Name:	**Allnex**
Industry:	**Chemical**
Duration:	**July 2022 – October 2023**

Project 5
Client/Project Name:	**UPSA**
Industry:	**Pharmaceutical**
Duration:	**Dec 2021 – February 2023**

Roles & Responsibilities:
- Served as the first point of contact for end-users, received and analyzed SAP SD-related incidents and service requests.
- Collaborated with other functional & technical team to debug and resolve incidents.
- Provided end-to-end support, handling L1, L2 & L3 tickets, troubleshooting system issues, and driving user adoption.
- Tracked team progress & ensured timely resolution & updates to client via Solman & ServiceNow.
- Generated RFC (request for change) documents with detailed current scenarios & solution proposed.
- Conducted FUT (functional unit testing), Integration testing & UAT (User acceptance testing).
- Documented Test scripts for user reference during UAT
- Supported clients in solving transactional issues, configuration, master data & form changes.

IT SKILLS
- MS Office (Word, Power Point, Excel (Basic to Advance))
- SAP SD
- Tableu
- Solman
- Servicenow

EDUCATIONAL QUALIFICATIONS
- **MBA in Marketing and Operations** (2019-2021) from Lovely Professional University, Phagwara, Punjab.
- **B.Sc in Economics** (2014-2017) from S.R.P.A Adarsh Bhartiya College, Pathankot, Punjab.

CERTIFICATIONS
- Completed a certification course on Excel Skills for Business (Basic to Advance) an online course authorized by Macquarie University and offered through Coursera.
- Completed a certification course on Microsoft: Azure AI Fundamentals