

### PROFILE SUMMARY

Solution-oriented professional over 9 years of various Implementation, Development & Support experience in SAP Sales & Distribution ECC and S/4 HANA

Seasoned **Business Analyst** proficient in all implementation phases right from interpreting customer business needs and translating them into application and operational requirements, preparation of **SAP scope, GAP analysis, technical documentation, go-live/production, production support, upgrades & enhancements.**

**SAP consultant** with strong knowledge of SAP SD covering **Pricing determination, Credit Management, Material Determination, Partner Function Determination, Account Determination, Text Determination, Output Determination, Free Goods determination, Copy Controls.**

**Configuration experience** in **SAP SD Enterprise Structure, Master Data configurations, Route Determination, SD Document type configuration, Item Category determination, Availability Check and Transfer of Requirements** in Sales and Distribution. **Shipping point determination, delivery processing, picking, and packing, PGI.**

**Proven Sales & Distribution knowledge and experience with various Sales flows & transactions:** configuration expertise in **SAP SD business process** like, **3rd Party Sales, MTO, MTS, Inter-company sales process and Triangular trade process.**

Expertise in **SAP SD Integrated solution to Third party Systems [Salesforce, MS CRM and E-Commerce]**

Working knowledge on integration points with other modules **Materials Management (MM) and FI Integrations in O2C process.**

**Profound collaborator** with **excellent communication & client-facing interpersonal skills**, extensively worked on **Change Management process** through **Agile methodology, Cherwell ticketing tool** for support & **HPSM tools** to support production incidents.

### CORE COMPETENCIES

- |                                 |                                   |               |                      |
|---------------------------------|-----------------------------------|---------------|----------------------|
| ▪ SAP SD (MM, FI)               | ▪ SAP Consulting                  | ▪ SAP S/4HANA | ▪ SD Module          |
| ▪ SAP Implementation/Support    |                                   |               | ▪ Agile & Scrum      |
| ▪ E-commerce SAP Implementation | ▪ Requirement Analysis            | ▪ ERP         | ▪ Project Management |
| ▪ Microsoft Dynamics CRM        | ▪ SAP Interfaces (ALE, EDI, IDOC) | ▪ SAP ABAP    | ▪ ASAP Methodology   |
| ▪ Technical Documentation       | ▪ Business Process                | ▪ Master Data |                      |

### KEY HIGHLIGHTS

- **Led and supported multiple SAP projects** including **ECC Implementation, Rollout, E-commerce SAP implementation, Support, and Change Management process.**
- **Recognized for successful implementation of global roll-out projects** across **Thailand, Albedix, Dubai Warehouse & Product Rule Management.**
- **Led & drove the improvement on automatic SAP E-Commerce solution** that led to:
  - **Transparent pricing.**
  - **40% increase in online sales orders.**
  - **Reduced manual work** for Product managers and resulted in **time saving** on product approvals process.
- **Enabled automatic Credit Block workflow solution to all global customers** that led to
  - **Faster approval process** on blocked "Overdue" and "Overlimit" customer sales order.
  - **Improved KPI** for Sales Managers & Finance due on account of time saved on faster approval.
- **Pivoted the onboarding of 200+ small scale customer into SAP – Salesforce systems.**
- **Identified as a dedicated resource from SAP SD team to lead and close high backlog items** such as **Bugs, Changes, Consultancy items and Impediments** which benefited **GCC team, Super Users, Product Owners and Process owners.**
- **Experienced in**
  - **IDOC fallout management** analysis and support.
  - Possess knowledge on **ABAP debugging, User Exits, BAPI**
  - **Third party E-commerce application** integrated with SAP solution
  - **Microsoft and Salesforce integration** with SAP solution
  - **Order Management** Integrated process with External Customers

## **TRAININGS & CERTIFICATIONS**

- **SAP Global Certification**  
**SAP Certified Application Associate – Sales and Distribution, ERP 6.0, Ehp6.**
- **Supply Chain Basics training**

## **EDUCATION**

**B.Sc. – Bachelor of Chemistry | Loyola College | Chennai | 2009**

## **WORK EXPERIENCE**

**Thoughtfocus (March 2024 - Feb 2025)**

**Functional Consultant - SAP SD**

**S4 Hana Implementation/Change Management/Support Project | Client JJ Keller**

- Being a part of Internal SAP COE team is responsible for S4 HANA Public Cloud Implementation, Change Management and support, mainly focusing on SAP Sales & Distribution
- Review BRD documents, understanding the BRD, prepare the functional specification document configured in the system, explain the functional requirement to technical team and testing and post go-live activities
- Worked on SD configuration on Cross selling for Free items, Pricing determination setup on handling charges, discounts, RAR setup, Copy Control settings, Item category determination and assignments
- Working Experience in Business partner and CVI Integration, issues and Monitoring queues
- Working experience in Subscription orders and Contracts
- Working Experience in FSCM Collection process UDM transactions
- Worked on Contracts Return Process and Setups

**Kinaxis India Pvt Ltd (June 2023 – Jan 2024)**

**Senior Technology Consultant - SAP**

- **Implementation Project (Integration) | SAP – Non-SAP | Client Bayers Crop Science**
- Extensively worked in Integrating with SAP ERP and Non-SAP to bring data into the system.
- Preparing Technical Blueprint documents and Solution manuals
- Setting up the system and architecture design
- Working closely with the client to support their data transformation through SAP DI (ETL Tool)
- Working in Agile environment and supporting sprint activities for the solution team.

**Olympus Medical India Pvt Ltd (Sept 2022- April 2023)**

**Application Consultant – SAP** - Being a part of Internal SAP COE team is responsible for implementation, rollout and supporting Olympus APAC (Singapore) Medical Equipment Business and mainly focusing on SAP SD and SAP Ecommerce (Web shop) Integrations and BW reports

**Change Management and Support Project:** Project Description: Focusing on SAP SD setup and Webshop integration

- Worked on changes on new document type setup, new pricing condition types, new pricing procedure, route determinations, Partner determinations, Shipping determinations for Malaysia business unit
- Working on daily support tickets from Customer order, Country Manager and Discount Manager Approval process questions and Clarification
- **Implementation of Singapore new GST hike from 7% to 8% for Domestic Customers**
- Troubleshooting Synchronization issues between Web shop, SAP PO and SAP ECC
- Working closely with SCM process owners and Product owners in terms of new changes
- Working on daily support tickets related SD module

**Novozymes South Asia Private Ltd (Jan 2015 –Aug 2022)**

**SAP Consultant | Bangalore, Karnataka.**

- **3 PL Roll-out Project | Client - Novozymes Dubai Warehouse | SAP SD Solution**

Project Description: To reduce the lead time for shipments from Denmark and P&G Saudi Arabia and Pakistan Novozymes arranged 3PL third party logistics warehouse in Dubai, reducing delivery time from 60 days to 12 days.

- Configured new Enterprise structure, Company Code, Sales org, Plant, Shipping Point and Storage location, new output determination and form changes; involved in interface setup to book the shipment, New Route determination setup
- Created new Shipping condition and assigning to customer masters
- Co-ordinated with APO and MM team on smooth transaction & also involved in post go-live support and training

#### ▪ **Roll-out Project | Client - Novozymes Thailand | SAP SD Solution**

Project Description: Roll-out project to ensure delivery Novozymes Enzymes Products from Thailand Warehouse locally.

- Contacted SAP to get the country specific configuration in NZ SAP ECC system, co-ordinated with Basis team on missing configuration from golden client to development client & liaised with SAP and ABAP team to implement specific SAP notes
- Performed SAP SD related configurations like Enterprise structure, Shipping point determinations
- Batch search procedure, Number ranges for billing document, Pricing determinations, Credit Management, Tax category, TH holiday calendar, foreign trade, and Output determinations.
- Engaged with technical team to analyse technical issues & updated business users, worked with ABAP team for new enhancements & support; performed UAT testing, cut-over activity, and go-live support.

#### ▪ **Implementation Project | Client - Novozymes Albiomedix Acquire | SAP SD Solution**

Project Description: Novozymes acquired Albiomedix Business products/service and enabled business functions into SAP

- Functional Analysis, scope determination; created functional requirement documents with business users & technical team.
- Configured organizational structure including sales organization, Distribution channel, Divisions, Sales offices, Item categories, Schedule line categories, shipping point of Sales Document types, Item Categories, Schedule Line Categories and Sales Return documents as per the requirement, ATP setup, Configuration of Pricing through condition technique including maintaining condition tables, access Sequence, condition types, pricing procedure determination as per the business requirement; involved in Post Go-Live support
- System improvements, change requests raised by Super user's and Line of business, documenting functional designs, test script preparation & UAT results.

#### ▪ **Implementation Project | E-commerce SAP SD Solution | Client - Novozymes South Asia Pvt Ltd.**

Project Description: Implementation of new E-commerce portal & enabling SAP Solution for Novozymes Customers to buy products online.

- Requirement gathering, Product Management Setup integrated with SAP MM, SAP PLM and Promis (Third Party tool)
- Introduced new Product Range Management solution to E-commerce portal, customer Master Data Setup and coordinating with SAP MDM team, configuring relevant SD area Output determination procedure to E-commerce application.
- Coordinating with SAP PO/PI and Ecommerce digital team to setting up relevant integration configuration.
- Working experience in SAP BAPI and API calls; Creating variants and give inputs to basis to create delta/full load jobs to transfer records from ECC to E-commerce application; Post go-live support, Training and Support activities
- System improvements, change requests raised by Super user's and Line of business, documenting functional designs, test script preparation & UAT results; Handling new design, customize SAP SD changes relevant to e-commerce portal.
- Co-ordinating with SAP ABAP on discussing functional/technical changes and challenges

#### ▪ **Commercial Support Project | Client - Novozymes**

Project Description: Provided SAP SD Support to all Novozymes Business Unit end users and Super Users

- Handled daily end user tickets & interface production issues related to Customer ordering, Salesforce and E-commerce
- Supporting Sales and Marketing business users in terms of BW Open order report, daily reports and Monthly reports
- Engaged with product owners, process leads, key users on improvements & changes, co-ordinated with Basis & security team on SD related jobs and access issues; involved in Master data maintenance using LSMW and provided training to end users to use the same; Gathered information related to SPS upgrade, co-ordinated with users on testing relevant functionalities.
- Handled interface issues between Microsoft CRM Dynamics 2011 / SFDC to SAP; Co-ordinated with SAP team on account creation and contact modules; handled samples order management between CRM and SAP
- Collaborated with Sales Directors to update daily sales number from SAP BW reporting & partnered with Marketing VP, Directors to update on CRM opportunities and reports.
- Supporting business user on half yearly and Yearly Forecasting inputs in planning systems integrated with BW

### **Hewlett Packard (GBS) (Nov 2011 – Jun 2014)**

#### **Technical Solution Rep III | Chennai, Tamil Nadu.**

- End-to-end Business User Support for HP's Supply chain - Order management via Incident management in HPSM and Tec direct tools; proactively monitored IDOC issues between HP systems and reporting to SAP technical teams; provided solutions and workarounds to users
- Monitored and resolved EDI's issues related to sales and delivery; created SOP documentation for users.
- Monitored daily background tidal jobs in SAP system and involved in message Tracking in middleware system See burger  
Involved in transition project for Scitex printers and ink business process related to IDOC's fallbacks

### **DELL Perot (2009 - 2011)**

#### **Claims Analysis Senior Representative | Chennai, Tamil Nadu. | (Non-SAP Experience)**

- Worked for Wellcare and BCBS (Blue Cross Blue Shield) projects.
- Supported Adjudication Process for both Provider (Doctor) and Insurance Company-Billing.