



Curriculum Vitae

Name : Vikas Raskar

Personal Details

Name	Vikas Raskar
Designation	Senior Consultant (SAP BRIM/CRM)
Birth Date	14 th May 1987
Residence	Pune
Nationality	Indian
Marital Status	Married
Gender	Male
Passport	P1212480

Profile

- Having overall 12+ years of experience in Information Technology with wide range of skill sets, roles and industry verticals. Executed SAP projects for Utilities, Logistics and other industries.
- Having 11+ years of experience as SAP BRIM/CRM Techno-Functional Consultant (SAP BRIM SOM/CI, SAP CRM Web UI, SAP UI5, SAP Solman, NetWeaver Gateway, CRM ABAP) and 1.4 years of experience as Software Developer (ASP.Net, C#, Java Scripts, SQL Server 2005 etc.).
- Worked on migration projects to migrate subscription order, contract and master data from legacy system to SAP. Also implemented number of tools to migrate/create data in SAP.
- Excellence in SAP CRM services, BRIM processes, Contract Management, Customer service using SAP CRM and ISU. Worked in SAP CRM and ISU integration using CRM middleware (MW).
- Proficient in ABAP Object Oriented Programming, worked on CRM 7.0 Web UI developments including enhancement of components, BOL enhancement, context node, inbound/ outbound plugs, navigation link, Custom Component, component usage.
- Possessing In-depth knowledge of ABAP data dictionary, Reports, Function Modules, OOPS ABAP, BADIs, BAPI and all the RICEF attributes, Proxy Interfaces etc.
- Responsible for design review, editing and recommendation of solutions after performing due diligence to identify the best solution.
- Expertise in requirement analysis and technical writing on solution document, technical design document, development/build, testing, quality review along with production support.
- Having working knowledge of standard ticketing tools like SOLMAN and Service Now.
- Team player, optimistic, working with cross-functional teams in enhancing operational efficiency through delivery excellence.
- Excellent interpersonal and communication skills. Good at analysis, goal oriented, well organized and able to work effectively under pressure in order to meet the deadlines.

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Key Engagements

- June 2020 to Present: Working as BRIM Techno-functional Lead with Ingram Micro project. Here I worked on SAP BRIM SOM/CI modules and Implemented/Configured multiple changes in Subscription orders, Provider contracts, BITs/CITs, Invoices, Products etc.
- June 2018 to May 2020: Worked with project team on ASV remediation & control, SIPD and Dyno Job booking projects. Also Worked as SAP CRM Onshore/offshore support team Lead in Centrica. Resolved the issues within the deadline with good quality. Responsible for reviewing the quality of their deliverables. Also taken hands and created POC on SAP BRIM Processes.
- July 2015 to May 2018: Worked as SAP CRM Techno- functional consultant and involved in developing complex WebUI objects in AL ELM project. Responsible for design analysis, creation of FSD, enhancement of BADIs, components.
- March 2011 to June 2015: Was an onshore coordinator with TCS development team for Panalpina Projects in Switzerland. Was responsible for delivering CRM and Solman Implementation projects. Responsible for development of CRM Quotation tool, Solman Incident management tool, CRM sales and service enhancements, defect triaging, unit testing etc.

Certifications

- Certified SAP BRIM Application Consultant.
- Certified SAP ABAP for HANA.
- Certified SAP Fiori Application Developer.
- Certified SAP Application Associate - SAP Service Cloud 1811.
- SAP Fiori Overview: Design, Develop and Deploy -Open SAP
- Certified Scrum Master (PSM1).

Innovations

- Development of KPI tool using CRM Rapid Application Development (RAD) and integrated with CRM web UI.
- Implemented Web Service provider using remote function module in CRM, ODATA, SOA Manager which consumed in Java applications.
- Implemented Search and Classification Engine (TREX), Alert Management & Action profiles for notifications.

Education

Degree	University	Percentage	Year
BE (Computer Science)	MES(Wadia) College of Engineering, Pune (Pune University)	71.53%	2005-2009
HSC (12th)	Vidyadham College, Pune. (Maharashtra Board)	85.33%	2004-2005

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SSC (10th)	Shri Dharmanath Vidyalyaya. (Maharashtra Board)	84.66%	Vikas Raskar 2002-2003
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Competencies

SAP ABAP Data Dictionary	S/4 Hana ABAP, Custom table creation, Standard table modification, Views, Search Help, Domain and data elements etc.
ABAP Reporting	ALV Report, Classical Report, OOPS ABAP, RICEF.
CRM Web UI	Enhancement of components, Component/View Controller, context node, inbound/ outbound plugs, navigation link, Custom Component, component usage, BOL traversal, AET, One Order Framework, Middleware, Proxy Interfaces.
SAP UI5	SAP UI5, Fiori.
NetWeaver Gateway	Creation Gateway Entities, Implementation of CRUD applications.
Other Technologies	SAP BRIM SOM/CI, SAP WEB UI, Java Script, ASP.Net2.0/VB.Net, C#, SQL Server 2005, C / C ++

Languages

Languages	Speak	Read	Write
English	Yes	Yes	Yes
Marathi	Yes	Yes	Yes
Hindi	Yes	Yes	Yes

Experience

Capgemini India Pvt. Ltd. From 02/07/2015 to till date.

Designation: SAP BRIM and CRM Consultant

Duration : 7+ years

TATA Consultancy Services Pvt. Ltd from 07/03/2011 to 30/06/2015.

Designation: CRM Consultant/ SAP Solman

Duration : 4.3 years

Winsoft Technologies India Pvt. Ltd. Pune from 24/09/2009 to 04/03/2011

Designation: Software Developer

Duration : 1.4 years

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Projects

June 2020
To Till date

Project Name	BRIM SOM and CI Implementation –FSE and FSEL
Client	Ingram Micro
Role	SAP BRIM Consultant
Roles performed	<ul style="list-style-type: none"> Lead the offshore technical team in solution development, design and architectural processes related to SAP S/4 HANA BRIM. Lead the technical team managing their day-to-day aspects of object delivery, continuous process improvements and enhancements. Was responsible to develop many complex ALV, FQ Events, SOAP and REST Interfaces, Analytical reports handling high volume of data using CDS. Worked on SAP BRIM SOM and CI processes, SOAP and SOAMANAGER Interfaces, CITs and BITs etc. Extensively worked on CITS/BITS interfaces, CRM WebUI, PPF actions, Component workbench, Adobe forms, Business rules framework (BRF+) in charge plan etc. Configured Subscription Order transaction, Contract change processes (BTMF), Product master data. Worked on Tibco Middleware, Proxy interfaces, batch reports, data corrections, SAP tools. Involved in migration projects to migrate master and transaction data from legacy system to SAP. Worked on Subscription order, Provider contract, AVC, Cross catalog Mapping, ODI architecture etc.
Technology used in project	SAP SOM, CI, S4 HANA, Web Services.
Description	Ingram Micro has implemented SAP BRIM to sell One time, Usage and recurring products/bundles for vendor and resellers.

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Dec 2019
To May 2020

Vikas Raskar	
Project Name	ASV Remediation and Control
Client	Centrica
Role	SAP CRM Technical-Functional Consultant
Roles performed	<ul style="list-style-type: none"> Working on services Annual service visit (ASV) processes. Implemented new transaction (ZASV) for ASV lettering. Analyzed issues in ASV system process and provided root cause and data fix solutions. Worked on ASV incidents, PRBs, SAP BRIM Processes and data fixes. Implemented ASV tools for BLRP lettering, Data corrections and data sync in all ASV transactions. Interact with client to understand functional or technical issues and provide suitable solutions. Working on CRM BADIs, APPE framework, CRM SPRO configuration, OO ABAP, BSP Components, Views Context classes & methods. Experience in Service Contract, Service Order, Service Plan and Product Service Letter(PSL). Extensively worked on CRM WebUI, GENIL/BOL, PPF actions and CRM ABAP. Worked on OData SOM Interfaces, Middleware, Proxy interfaces, batch reports, data corrections, SAP tools. Also involved in BRIM process POC and Hands on BRIM SOM.
Technology used in project	SAP CRM 7.0 EHP 3, SAP ISU 6.0 EHP7
Description	ASV Remediation and Control aims to implement ASV processes for services contracts. It helps to update customer about the upcoming Annual Service Visit (ASV) or First Visit(FV) or Landlord Inspection(LI) in a timely manner.

Dec 2019
To Feb 2020

Project Name	Dyno Job Booking
Client	Centrica
Role	SAP CRM/UI5 Technical-Functional Consultant
Roles performed	<ul style="list-style-type: none"> Worked closely with business and project team to call Dyno API from SAP UI5 screen events. Created dyno job booking screens which could Job details, Customer situations, appointments details, confirmation, Job update and cancellation using SAP UI5 controls. Worked on Fiori Design Pattern, UI5 controls, JSON, API, CSS, Java scripts etc. Experience in Consuming XML and JSON using REST API. Implemented CRUD operations for job booking using Dyno API.
Technology used in project	SAP UI5, JSON, API, CSS,JS
Description	Dyno Job booking aims to design and implement job booking framework which help up create, update and cancel dyno jobs.

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June 2018
To Dec 2019

Project Name	Paris (Centrica BG Support)
Client	Centrica
Role	SAP CRM Technical-Functional Consultant, Onshore CRM Co-Ordinator
Roles performed	<ul style="list-style-type: none"> Worked as CRM Techno-Functional consultant for Centrica L2/L3 support. Involved in all critical activities like P1/P2 incidents, CRAs, PRBs or escalated issues. Interact with business to understand functional or technical issues and provide suitable solutions Working on CRM BADIs, OO ABAP, BSP Components, Views Context classes & methods and SAP UI5, Gateway Services. Experience in CRM Services Billing, Contract Management, Products and Pricing for service process. Extensively worked on CRM WebUI , GENIL/BOL and CRM ABAP. Worked on Middleware, Proxy interfaces, CRM-ISU replication issues, BDocs, BRF+ etc. Analyzing CRM and ISU integration related issues. Analyze incidents, research solutions and provide answers and fixes easily understood by customers within the given SLA. Document solutions to known issues and consulting questions. Collaborate with other employees by providing important customer feedback, process-improvement suggestions and new troubleshooting tips.
Technology used in project	SAP CRM 7.0 EHP 3, SAP ISU 6.0 EHP7
Description	Project Paris aims to support all live application of Centrica SAP landscape e.g. SAP CRM, SAP ISU, PI, etc. This also includes the continuous service improvement to reduce incident inflow.

July 2015
To May 2018

Project Name	ELM CRM Implementation
Client	AL ELM(Riyadh, Saudi Arabia)
Role	SAP CRM Technical-Functional Consultant
Roles performed	<ul style="list-style-type: none"> Worked as CRM consultant for technical as well as functional solutions. Worked on CRM BADIs, Components, Views and Context classes & methods. Worked on CRM middleware to download Products, BPs and Sales organization from SAP ECC to SAP CRM. Enhanced Fiori application for ELM sales using SAPUI5. Enhanced existing NetWeaver Gateway Services. Implemented the Middleware configurations for data flow between SAP CRM and SAP ECC systems. Requirement gathering with client and provide suitable solutions (technical/functional) for the same. Responsible for system upgradation from SAP CRM EHP2 to SAP CRM EHP3 and SAP CRM EHP3 to SAP CRM EHP4.
Technology	SAP CRM 7.0 EHP 2/3/4.
Description	This is an implementation project for Sales and Services management using SAP CRM for ELM organization. Implemented sales and services journeys like Lead, Opportunity, Quotation, Contracts, Billing etc.

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Aug 2014
To June 2015

	Vikas Raskar
Project Name	SAP CRM Enhancement/Upgrade (Switzerland)
Client	Panalpina
Role	SAP ABAP CRM Technical Consultant, Onshore Co-Ordinator
Roles performed	<ul style="list-style-type: none"> Worked on CRM BADIs, Components, Views and Context classes & methods. Configured new transaction type with Status profile, Partner determination profile, Text determination profile, Date profile, Action profile etc. for CRM Sales. Implemented report programs and BDC to fulfill the client requirements. Co-ordinated with BASIS team for any technical issue at the time transport movement to subsequent systems. Involved issues in the status reporting and review meetings. As part of Peer review group, was responsible for peer review of deliverables done by the development team. Worked as a mentor for some of the ILP trained junior resources. Responsible for doing SPDD and SPAU in project upgrade.
Technology used in project	SAP CRM Ehp7.2
Description	Panalpina is logistic organization, Project aims to implement sales and services in SAP CRM.

Dec 2013
To July 2014

Project Name	Incident Management tool in SAP Solman(Switzerland)
Client	Panalpina
Role	SAP CRM Technical Consultant
Roles performed	<ul style="list-style-type: none"> Configured new transaction type with Status profile, Partner determination profile, Text determination profile, Date profile, Action profile etc. for incident in SAP solution manager. Created number of actions to send mail and determine the service team and defined start and schedule conditions. Configured problem management in Solman to consolidate all the similar types of incidents in single problem. Defined and configured SLA for an incident on IBase component selection. Also configured warning and escalation mail functionality. Created and configured new Business role, Navigation bar profile, Org model etc. Implemented Time recording functionality in Solman. Documentation for all the Technical Solution, unit test plan, and coding standards created and maintained. Co-ordinate with customer for any technical support.
Technology used in project	SAP Solman Ehp7.1
Description	Project aims to implement SAP Solman as a servicing tool to manage incidents, tasks, change management, problems etc

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Sept 2012
To Nov 2013

Vikas Raskar	
Project Name	Implement CRM Quotation Tool for Panalpina + SAP CRM Support
Client	Panalpina
Role	SAP CRM Technical Consultant
Roles performed	<p>Understanding the requirements given by the functional consultant and doing the development for the same to meet the requirement. Worked extensively on the Component Workbench:</p> <ul style="list-style-type: none"> Created new components. Implemented Getter-Setter method, Event handler, Classes & Methods, Context nodes and Inbound Outbound plugs of the component. Worked in opportunities, activity and leads. Interface between two components. Worked on Rapid Application Tool to create KPI Module. Create fields and tables using AET tool. Worked on Smart Forms. Worked on Object Oriented ABAP and Web UI configuration part. Done Unit testing for implemented solutions. Documentation for all the Technical solution, Unit test plan, and Coding standards.
Technology used in project	SAP CRM Ehp7.2, Web UI
Description	Panalpina is logistic organization. This is an implementation of SAP CRM Quotation tool. which helps user to creates quotes for Air Freight, Ocean Freight and Logistics to deliver globally.

Dec 2011
To Aug 2012

Project Name	Automate Undated File Mgt and POH/PRC cancellation
Client	Public Services Enterprise Group(PSEG)
Role	Team Member as SAP ABAP Developer
Roles performed	<p>Created a new custom batch report that will run on a daily basis. This program will fetch all the notifications from SAP system based on predefined criteria and will cancel it. Below tasks are to be done by the program:</p> <ul style="list-style-type: none"> Automatically cancel & complete notifications after a certain number of days based on pre-defined criteria. Authorized User able to maintain the criteria for notifications to be cancelled. A standard text for 'Reason for Cancellation' should be appended to the long text of the notification when notification is completed.
Technology used in project	SAP ECC 6.0, Citrix
Description	Public Service Electric and Gas Company (PSE&G), is one of the largest combined electric and gas companies in the United States Project help to make automation process for POH/PRC cancellation.

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July 2011
To Nov 2011

Project Name	Automated Implausible Gas Data
Client	Public Services Enterprise Group(PSEG)
Role	SAP ABAP Developer
Roles performed	<p>Implemented a new custom report which run in batch on daily basis. This program fetch all the Implausible Gas Meter reads from SAP system based on date criteria and will send the data to GIS system through XI process for updating GIS database. The program generates a log file that shall be uploaded on the Application Server for future reference.</p> <ul style="list-style-type: none"> Identify daily implausible gas reads Extract such reads and send to GIS Generate log file with data for the user reference <p>Ability to download a file with above data, without sending to GIS.</p>
Technology used in project	SAP CRM 7.0 EHP 3
Description	Project aims to read all the Implausible Gas Meter Reads from SAP system based on date criteria and will have send the data to GIS system through XI process for updating GIS database.

Sept 2009
To March 2011

Project Name	Customer Information Management System (CIMS)
Client	Edelweiss Securities Ltd
Role	Winsoft Technologies India Pvt. Ltd.
Roles performed	<p>CIMS is web-based application developed in ASP.Net 2.0:</p> <ul style="list-style-type: none"> Implemented account opening forms in ASP.Net using C# It facilitates to manage the various activities of a Depository associated with NSDL/CDSL DPs through interfaces. The software communicates with NSE/BSE, DPM and CDAS modules of the depositories to download/upload master files & transactions of clients under the particular Depository. Implemented module which helps back-office operators to manage client account, instruction punching, slip management, report management, keep track of the documents to/from depositories & Registrars etc.
Technology used in project	ASP.Net 2.0 with AJAX, C#, Java Script, SQL Server 2005
Description	CIMS has been developed to allow Brokerage houses/ banks to open a client account as per different Indian regulations (for e.g. RBI, SEBI, NSE, BSE, NSDL, CDSL etc..) & maintain common repository of all master data related to the client.

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Trainings

- SAP BRIM
- Scrum Master(PSM1)
- SAP CRM
- SAP Hybris Cloud for Customer
- SAP Fiori
- SAP BRF+
- Connected Manager

Contact Details

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