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Certified SAP Senior SD (OTC) Consultant

PROFILE SUMMARY

- SAP SD (OTC) Senior Consultant with 9 years of comprehensive experience in SAP Sales & Distribution (SD), Logistics Execution (LE), Advanced Return Management (ARM), and Settlement Management.
- Currently working with Deloitte USI (Offices of US) as an SAP SD (Order-To-Cash) Senior Consultant since Jan 2024.
- Delivered 5 end-to-end SAP S/4HANA implementation projects (Cloud and On-Premise), along with 1 ECC implementation, 1 rollout projects, 3 support engagements in S/4HANA and ECC, and 1 Suite-on-HANA implementation.
- Proficient in support and change management tools including ServiceNow, Rev-Track, Solution Manager (Charm), JIRA, and ALM.
- Proven ability to efficiently manage various phases of project lifecycles, resolve critical issues, and consistently meet project deadlines.
- Collaborative team player with strong interpersonal and communication skills.

SKILLS	**Area of Expertise:** SAP Implementations, Project management, Testing, Support, Roll outs, Order to Cash design	**Functional SAP:** SAP-SD, SAP-LE, integrations - IDOCs/ APIs, SAP ARM, aATP, Adv. Intercompany VCM, Settlement Management, SAP BRIM SOM, SAP Signavio, SAP-MM
	Certification: **SAP S4 HANA Sales 2023 -** SAP certified application associate **SAP S4 HANA Sales 2022** - SAP certified application associate **SAP Certified Associate –** SAP Billing and Revenue Innovation mgmt. Subscription Order Management **Prince 2** Foundation certification in Project Management	

ROLES & RESPONSIBILITIES

- Designed and implemented complex Order-to-Cash (OTC) scenarios across diverse business environments.
- Client-facing driving end-to-end business process design including design discussions - requirements gathering, Fit-Gap analysis, business process documentation (BPD/BPML), proof of concept (POC) creation and demonstrations, client training and workshops, integration test cycles (ITCs), user acceptance testing (UAT), production cutover, and post-go-live Hypercare support.
- Extensive knowledge on various business process mapping and skilled in configuring a wide range of sales processes such as standard sales, returns, third-party orders, no-charge and chargeable samples, service orders, quantity and value contracts, consignment processes, scheduling agreements, rush orders, cash sales, credit/debit memo processing, intercompany sales, and stock transport orders (STOs).
- Critical OTC configurations like enterprise structure, document types, pricing condition technique, output determination, material substitution, bill plans, outbound deliveries, Invoice, Account determinations, intercompany (adv intercompany with value chain monitor enabled), batch management, (aATP) Availability check, transfer of requirement, partner determination, shipment and shipment cost documents, Handling units, Route, Business Partners, advance return management, condition contracts etc.
- Accountable for driving and closing all project phases across the OTC (Order-to-Cash) tower, including Explore (Design), Realize (Build, ITCs, UATs), and Deploy (Cutover and Go-Live) stages.
- Team building, candidate screening, and contribution to the new RFPs, involving scope identification, business process mapping and staffing needs.
- Sprint planning, execution and closure for design and build phase.

SAP SD/OTC PROJECTS

Project No. 7

Company: Deloitte USI
Clientele: Semi-Conductor Global Leaders
Industry: Technology – Semi Conductor
Period: Jan 2024 to present

Type of Project: S4 Hana Greenfield Implementation
Position: SAP SD/OTC Senior Consultant
Technology: S4 Hana on Premise 2023

Contribution:

- Architected and implemented an end-to-end order management solution, lead SAP S/4HANA integrations with third-party tools with. Utilized SAP standard APIs and IDOCs for seamless inbound and outbound message processing.

- Designed and implemented complex OTC scenarios such as Client specific PO- SO Model and 2DN Model for standard orders, third-party orders, no-charge orders, chargeable samples, service orders, quantity and value contracts, consignment orders, scheduling agreements and intercompany sales.

- Led end-to-end design and build phase, managing a team of 7 members, including 4 direct reports and 3 shared responsibilities. Effectively led the delivery of 108 RICEFW objects for the core Order-to-Cash (OTC) process. Provided regular updates to leadership on progress through structured weekly status reports within a sprint-based framework.

- Configured and Guided team for the critical OTC customizing like enterprise structure, output determination, pricing, text determination, material substitution, bill plans, outbound deliveries (LE), Invoice, Account determinations, advanced intercompany value chain monitoring etc.

- Led Integrated cycle, user acceptance testing and defects resolution for the Order Management track.

- Played a crucial role in the successful Go-Live's by ensuring timely defect resolution in accordance with SLAs, providing training and support for business processes and transaction execution in the S4 system to the client, and leading collaboration across various teams on cross-functional topics.

- Led end-to-end design and implementation of robust error handling using SAP AIF (Application Interface Framework) tool.

- Delivered complete archival solution integration using SAP ArchiveLink with eDDAR.

RFP Contribution:

- Supported an RFP for global biotechnology company specializing in BioSolutions.
- My contributions involved mapping the Order-to-Cash (OTC) business processes, projecting RICEFW requirements based on the scope identified, and identifying staffing needs, including necessary skill sets and roles.

Project No. 6
Company: Accenture Pvt Limited
Clientele: Fashion Global leaders
Industry: Retail - Fashion & Apparel
Period: June 2022 - Jan 2024

Type of Project: S4 Hana Greenfield Implementation
Position: *SAP SD/OTC Team Lead*
Technology: S4 Hana

Contribution:

- Specialized in SAP Sales and Distribution (SD), enhancing efficiency in order management, Sourcing, Planning, and Allocation, aATP, and outbound delivery processes.
- Expertly navigated complex Order-to-Cash (OTC) scenarios, including rush orders, digital orders, and free-of-charge (FOC) orders. Supported the implementation of robust error handling using SAP Application Interface Framework (AIF), enabling real-time alerts and notifications for failed requests, along with seamless reprocessing through in-framework correction capabilities.
- Integrated SAP solutions utilizing SCPI, IDOCs, and standard APIs to streamline operations.
- Proficient in Agile methodologies, I produced thorough documentation including Functional Specifications, Functional unit testing, and Business Requirement drafts.
- Demonstrated strong skills in cutover planning and conversion activities, and specialized in SAP Fashion configurations such as PSST (developed in collaboration with SAP) and Value-Added Services, including SAP Manage Sales Document Fashion.
- Configured key OTC components, including enterprise structures, pricing and tax determination, advanced ATP, account assignment, business partner configuration, flexible workflows etc.
- Delivered complex RICEFW objects especially interfaces and enhancements.

Project No. 5
Company: Accenture Pvt Limited
Clientele: Semi-Conductor Global Leaders
Industry: Technology – Semi Conductor
Period: Mar 2022 – May 2022

Type of Project: Green field Implementation
Position: *SAP SD/OTC Team Lead*
Technology: SAP ECC EHP7

Contribution:

- Designed and configured comprehensive end-to-end SAP Advanced Return Management (ARM) and Material Management (MM) modules – STO setup for managing return business processes.

- Executed complex enhancements, including the incorporation of BRF+ tables for improved functionality.
- Configured various Order-to-Cash (OTC) components, such as enterprise structures, advanced return management, logistics execution (LE) for shipments and shipment cost documents, account assignment, batch management etc.

Project No. 4
Company: Everest Industries Limited
Industry: Building Materials
Period: Mar 2021 – Mar 2022

Type of Project: S4 Hana Greenfield Implementation public cloud & Support
Position: *SAP Application Project Manager (SD/MM)*
Technology: S4 Hana Public Cloud

Contribution:

- Led the implementation successful go-live of SAP S/4HANA.Designed and implemented complex Order-to-Cash (OTC) scenarios, for standard orders, FoC orders and consignment orders.
- Leveraged my expertise in SD and MM to optimize and configure enterprise structures, partner determination, text and output determination, pricing, tax determination, availability checks, transfer of requirement, shipment and shipment cost determination, handling units, account assignment, settlement management – condition contracts, batch management, business partner configuration, refining procurement workflows, and release strategies to enhance inventory management efficiency.
- Led multifaceted projects with a strong emphasis on program and budget management, fostering team development, and achieving outstanding results.
- Successfully delivered a comprehensive SAP S/4HANA implementation, integrating key modules including SD, MM, PP, QM and FICO.
- Provided ongoing support across all SAP S/4HANA ERP modules, developing business cases and securing necessary project approvals.
- **Non-SAP projects:** Led the implementation of Customer Relationship Management (CRM) systems, successful go-live Facebook Workplace, Vendor management – evaluation and finalisation, Hardware sizing and evaluation – on premise, private and public cloud.

Project No.3
Company: N.R Agarwal Industries Ltd
Industry: Manufacturing - Paper & Forest Products
Period: Aug 2019 – Feb 2021

Type of Project: S4 Hana Greenfield Implementation, Support & Migration
Position: *Project Manager SAP/IT (SD/LE/MM)*
Technology: S4 Hana on premise & Suite on HANA

Contribution:

- Implemented and managed complex SAP environments, including SAP S/4HANA 1809 and Solution Manager 7.2, ensuring optimal performance and reliability.
- Supported design and implementation of Order-to-Cash (OTC) scenarios and delivered RICEFWs for SD reporting.
- Configured enterprise structures, partner determination, text and output determination, pricing, tax determination, account assignment, settlement management – condition contracts, business partner configuration, document types, number range assignments, batch management, handling units etc.
- Provided support and process design for SAP ECC, focusing on Sales and Distribution (SD) and Logistics Execution (LE) modules, including shipment processing, shipment cost management, and service entry sheet configuration prior to the S/4HANA implementation.
- Led high-performing teams in delivering critical IT projects, such as E-invoicing and Tax Collected at Source (TCS) implementation, driving significant business value.
- Delivered complex SAP integrations with third party systems like, EY – invoicing.
- **Non-SAP projects:** Designed and managed projects to deploy FortiClient Firewall for enhanced network protection, optimized travel management through OLA Corporate, and improved digital presence via platforms such as Amazon and GS1. Additionally, revamped the organizational website and enhanced internal communication using Microsoft O365 Outlook and Teams.

Project No. 2
Company: Busch Vacuum Pumps Pvt Ltd
Industry: Manufacturing - Industrial Machinery & Equipment
Period: Feb 2019 - Aug 2019

Type of Project: S4 Hana Greenfield Implementation
Position: *SAP SD Support Executive*
Technology: S4 Hana on premise

Contribution:

- Implemented and provided ongoing support for SAP S/4HANA 1509.
- Performed key functional activities in the SAP SD module such as configuration of document types, pricing, partner determination, listing and exclusion etc., and supported cross functional processes in PP, and MM modules.
- Contributed to the development and enhancement of the Ivanti ticketing tool. Established an escalation matrix and defined resolution guidelines for the SAP ticketing process.
- Led both Functional and Technical teams, reporting directly to the AMS Lead in India.
- Handled ticket creation, ensured timely resolution, and provided SAP functional and technical training and support across various modules.
- Delivered onsite support in Germany during the SAP implementation phase. Fostered strong, ethical relationships with key organizational stakeholders to support ERP development initiatives.

Project No. 1
Company: D.B Corp Ltd
Industry: Manufacturing – Printing
Period: Jan 2017 – Jan 2019

Type of Project: Roll Out & Support
Position: *SAP Assistant Manager (SD/MM)*
Technology: S4 ECC 6.0 EHP7

Contribution:

- Successfully rolled out SAP ERP ECC 6.0 EHP7 for the Ahmedabad Job Work Division.
- Acted as the Single Point of Contact (SPOC) for all ERP SAP functions in the MP Printers Division (Dainik Bhaskar Group), working closely with the CIO of DB Corp Ltd. to oversee both functional and technical operations. Managed SAP SD, MM and PP modules.
- Collaborated with cross-functional module consultants and the ABAP team to prepare Functional Specifications (FS) and Technical Specifications (TS), ensuring alignment with ITGC audit requirements. Advised and supported senior management in developing strategic solutions aligned with business needs.
- Customized the SAP SD module and created business-critical reports using Query Info sets across SD, MM, FI, and PP modules. Oversaw recruitment and delivered technical training to key users engaged with SAP ERP systems.
- Configured SAP SD components like Enterprise Structure, Business Partner setup, Partner/Text/Output Determination, Pricing and Tax configuration, Requirements planning (Availability & Transfer of Requirements), Sales processes/document types, Account Assignment, and advanced techniques such as SQVI and User Exits.

ORGANISATION AWARDS

- **Applause Award 2025 –** Deloitte USI
- **Spot On Award 2024 –** Deloitte USI
- **North Star Award –** Accenture

EDUCATIONAL QUALIFICATIONS

Symbiosis Centre for Distance Learning   India

Post Graduate Diploma IT Management *GPA: 82.72%*   Jun 2016 - Jun 2018

Punjab Technical University   India

Bachelor of Technology ELECTRONICS & COMMUNICATION *GPA: 65%*   June 2012 - Jun 2016

OTHER CERTIFICATIONS

- **Gen AI at SAP**
- **IBMI** – Project Management
- **Leonardo** Demystified R.O.A.
- **Leonardo** Machine Learning Foundation R.O.A.
- **Leonardo** Block chain R.O.A. Awards