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Professional Summary

* **Around 13 Years of functional experience with 5 Years in SAP Industry Solutions.**
* Strong Experience in Sales,Marketing & Services.
* Worked on SAP CRM Base Customization on Activity Management, Transaction types, Various profiles Configurations, Actions, Status Management, Date and Text Management, Copy Controls & Pricing.
* Expertise in Service Contract & Legal Agreement,Service Order Management,Complaints & Returns.
* Expertise in Handling BDoc Messages and Data Transfer from R/3<-->CRM through Middleware.
* Good Experience with SAP CRM  Integration of ISU/ECC.
* Expertise in Loyalty Management, Campaign Automation, Marketing Calendar, Product proposals, Segmentation.
* Expertise in Opportunity,Activity,Quotation,Sales order,Territory Management.
* Experience in CIC-Web client – Agent Inbox, Interaction record, Business Transaction Profile, ERP sales order, Navigation Bar, Alert Modeler, Transaction launcher, broadcast messaging, interaction center scripting.
* Expertise in including reporting, conversions, Interfaces and Smart Forms, WEBUI Developments/Enhancements BSP, RICEF,BOL, GENIL ,EEWB & AET.
* Implemented and proficient with different aspects of SAP CRM Technical including SAP CRM Web UI enhancements and BADI implementations
* In-depth knowledge on Master data configuration, Sales documents Pricing, special process like Contract ,Consignment Third party order , and Billing tariff design (rates, rate category, rate type, schema procedures & Rate determination) and billing & invoicing creation activities with integration of SD/MM/FICA and Device Management modules
* Worked on Various Projects from the requirement definition, distribution, design phases through the Implementation, Testing & Go live phases
* Good knowledge in Utility business overview in the area of different utility services.
* Expertise in Debugging,Scripts, User Exits, ALE, BADI’s and BAPI’s & ALV Reports.
* Resolving the day-to-day problems of the users and the management.
* Excellent communication, interpersonal, analytical and organizational abilities.

**Experience**

**SR. Consultant(SAP CRM/ISU) :**  **SS Tech Systems Pvt Ltd from Dec 2010 till now .**

SAP CRM Consultant **:**  Infinite Solutions Pvt. Ltd. From July 2008 To Nov 2010

Business Analyst **: -** Heidenhain India Pvt Ltd from Aug 1999 To June 2008.

#### SAP Experience

##### evu.it Germany /AES ,Trivandrum Aug 2012 till date

**Domain:** Utility **–** Electricity

**Platform:** SAP CRM Service AND IS-Utilities

**Module**: CRM **,**SD,MM , FICO ,CRM, BWIS-U Billing & Invoicing/Device Management.

**Role and Team Size:** SR CONSULTANT(SAP CRM/ISU) , Team size – 12

**Responsibilities:**

As an SD/MM Integration with IS-U Billing and Isu Related CRM Service

* Preparing Scenarios Developed different objects in CRM and IS-U modules.
* Test scripts based on studying clients existing Business Processes.
* Responsible to look after the Development Objects associated with Billing Moduleand
* Complaint management which would arise as part of Implementation of SAP ISU for Energy..
* Providing production support resolving day to day issues in CRM & IS utilities.
* Adding new functionalities in the standard WEB UI screen as per the client requirement and also working on SPRO configurations and settings.
* New transactions for bulk processing of data.
* BADI implementations and component work bench enhancements.
* Created new Navigation bar profiles, work center, direct link groups,GENIL Components, custom fields,BOL entities.
* Worked extensively on objects involving BSP, workbench component and WEB UI concepts.
* Supported to update many existing reports for new expansion areas as well as new scenario based reports. Provided functional logic to develop report for monitoring VIP customers, Customer consumption pattern, Non-move in Customer cleared and unclear amounts, Unbilled BP.
* Worked on print workbench for updating required changed on bill form.
* Supported to update many existing reports for new expansion areas as well as new scenario based reports.
* Prepare Functional Specifications for the requirement received from client.
* Perform Unit Testing of the developed objects and document the same for delivery.

##### HCL,CHENNAI Dec 2011 – July 2012

**Domain:** Publishing

**Platform:** SAP CRM MARKETING

**Module:** SD ,CRM, BW

**Role :** SAP CRM Consultant, Team size – 13

**Project Description:**

**Wolters Kluwer**, a leading global information services and publishing company with 2009 annual revenues of €3.4 billion (US$4.8 billion), employs approximately 19,300 people worldwide, and maintains operations in over 40 countries across Europe, North America, Asia Pacific, and Latin America. Wolters Kluwer is headquartered in Alphen aan den Rijn, the Netherlands. It is a leading provider of information for professionals and students in medicine, nursing, allied health and pharmacy.

**Responsibilities:**

* Providing production support resolving day to day issues in CRM/SD.

Handling tickets in various degree of severity assigned by help desk from Marketing ,Web-UI, Interaction Center, Middleware & SD.

* Providing solutions to various Bdoc errors & making the changes in the system(Quality & Production).
* Supported to update many existing reports for new expansion areas as well as new scenario based reports.
* Prepare Functional Specifications for the requirement received from client.

Colgate Palmolive, Mumbai Dec 2010– Nov 2011

**Domain:**  Retail

**Module: –** SAP CRM MARKETING,SD,FICA,BW

**Role and Team Size:** SAP CRM CONSULTANT; Team size – 16

**Project Description:**

Colgate-Palmolive with a suite of oral and personal care brands, is consistently in the process of innovation, to transform the lives of our consumers and other sections. Colgate-Palmolive is today a Rs. 1100 core plus "blue chip" with an outstanding record of enhancing value for its shareholders. Colgate has been the forerunner in implementing SAP. Many of SAP�s new dimension products / modules were implemented first in the world by Colgate.

**Responsibilities:**

Member of the SAP CRM implementation and Post Implementation Support team.

Identifying application bug, analyzing the problem and providing comprehensive solutions.

Participated in the full life cycle implementation as a team member.

Initially gathered requirements and feedback from customers and product management and prepared a requirement analysis and functional specification.

Involved in the Blue printing of Business Process Flow-charts, Business Process Descriptions and Procedures.

Assisted the team in validating client's business case and help identify and develop and implementation roadmap.

lnvolved in the initial master data downloads from R/3 system includes organizational structure and position assignments commonly used sales areas, customers (Initial downloads Delta downloads as well) and Products.

Customized to define Loyalty Campaigns in the CRM Marketing Planner.

Configured the Loyalty Marketing Bonus points planning.

Worked on Customized system for key figure planning.

Preparing the technical requirements, testing and Implementation of the fix.

Invovled to handle the Go-Live issues.

##### Torrent Power, Ahemdabad Sept 2009 – Nov 2010

**Domain:**  Electricity

**Module: –** SAP ISU & CRM Sevice

**Role and Team Size:** SAP CRM/ISU CONSULTANT; Team size – 9

**Project Description:**

Torrent has a generation capacity of 1647.5 MW and distributes power to more than 3 million customers annually in Ahmedabad, Gandhinagar, Surat, Bhiwandi and Agra.The company is currently implementing a 1200 MW gas based power project at Dahej in South Gujarat. The project, called the DGEN Power Project, is being implemented in a phased manner starting with a 400 MW first phase. It is also in the process of expanding the capacity of its SUGEN plant near Surat.

**Responsibilities:**

* Responsible for the CRM processes such as complaint handling and outage management.
* Creation of process definition documents for the processes mentioned above and suggesting the best practices.
* Creation of Key data structure for all the processes mentioned above.
* SAP CRM Base Customization Base customization on Transaction types, various profiles configurations, Actions, Status Management, Date and Text Management, copy controls.
* Worked in BP configuration, activity management  and other transaction configuration.
* Worked in Web UI configuration such as creating role configuration keys, creating navigation bar profile and relevant navigation bar settings Work center management, creating logical links, and direct links, creating authorization profiles, work bench profiles, business roles and assigning business roles to organizational unit.

ISU- Process:

* Responsible for the CS processes such as disconnection / Reconnection processes, new connection processes, extension and reduction processes.
* Done detail AS IS study and suggested TO BE process in SAP.
* Creation of process definition documents for all the processes mentioned above and suggesting the best practices.
* Creation of Key data structure for all the processes mentioned above.
* Base line configuration for ISU CS.
* Writing the functional specification for the developments included in the above said processes.
* Writing the test scripts for the ISU CS process such as disconnection, reconnection, move in, and move out and for the service order and notification creation and execution.
* Handling ISU Master data’s .
* Handling the customer service orders and notifications for the CS processes.

SIEMENS,Mumbai July 2008 – Aug 2009

**Domain:**  Health

**Module: –** SAP CRM SALES, SD

**Role and Team Size:** SAP FUNTIONAL CONSULTANT; Team size – 11

**Project Description:**

DSM – the Life Sciences and Materials Sciences Company Royal DSM N.V. creates innovative products and services in Life Sciences and Materials Sciences that contribute to the quality of life. DSM’s products and services are used globally in a wide range of markets and applications, supporting a healthier, more sustainable and more enjoyable way of life. End markets include human and animal nutrition and health, personal care, pharmaceuticals, automotive, coatings and paint, electrical and electronics, life protection and housing. DSM has annual net sales of EUR 9.3 billion and employs some 23,500 people worldwide. The company is headquartered in the Netherlands, with location on five continents.

**Responsibilities:**

* Identifying application bug, analyzing the problem and providing comprehensive solutions.
* Configuration of control data for customer master using account groups and partner determination.
* Configured pricing procedures in accordance with business requirements.
* Creating various types of sales documents such as Orders, Delivery doc. With / without reference &
* Billing doc. Analyzing the tickets raised by Client and coordinating with various teams to the resolution of the docket in minimum possible time.
* Preparing the technical requirements, testing and Implementation of the fix.

**Domain Experience**

##### Heidenhain India Pvt. Ltd. Aug 1999– June 2008

**Business Analyst Heidenhain India**

**Responsibilities**

* Planning organizing, directing and controlled corporate sales programs.
* Managed national sales programs.
* Prepared the marketing plans for the launching of new brands.
* Trained, motivated and developed sales teams.
* Implemented new standards for business development to reflect market trends.
* Market Research: Analyzing competition, future opportunities and strategic discussions with our Principals in Germany. Surveyed potential customers to shape product specs with Diversified distribution channels for all product lines to maximize corporate presence in new and previously under-serviced areas engineering team.
* Managed expansion of the national distribution network. Conducting Training Programs in house and in customer place for the upgradation of our principal’ (Heidenhain Gmbh Germany) technology from time to time
* Involved in core team member during implementation of Sap R/3.

#### Education

* Master of Business Administration in Marketing.
* Master in Computer Application.
* Bachlore of Science.