***PROFESSIONAL SUMMARY***

* A dedicated and results-driven SAP SD Consultant with 6.5 years of experience in Brownfield implementations, Roll out, Upgrade, support, DevOps, and Application Management Services (AMS). Seeking a challenging opportunity to leverage my expertise and contribute to the growth and efficiency of an innovative organization.
* Hands on work experience in SAP ECC and S4 HANA systems.
* Three brown field implementations with two support/AMS project exposures.
* Along with SD, have exposure to CS (Customer Service) , LE (Logistics Execution) and IS-Oil modules.

### *SAP Experience*

* Have hands on experience in SAP SD module (Sales and Distribution).
* Extensively Worked on SAP SD order to billing cycle, Master data, Sales order to Invoice cycle, System configuration, Various SAP SD specific Determination for various countries.
* Functional expertise in SAP SD ECC components including Organizational Structures, Org.units & Enterprise structures in sales, shipping & billing, Master Data, Customer Master, Material Master, Customer - Material Info record & Condition Master.
* Sales Order Processing, Availability Check, Material Determination, Partner Determination, Incompleteness Procedure, Shipping- Delivery Process as Picking, Packing, Goods Issue.
* Pricing- Condition Technique, Condition Records & Rebate Processing. Billing- Billing Document Processing, Complaint Processing, Account Determination & SD/other module Interface, interfaces, IDOC processing, partner profile configs etc.
* Experienced in SAP Solution Manager/SOLMAN, HPALM/HPQC, Service Now, Active Control, Charm, Tosca, UC4, SAP ECC, HANA, FIORI Apps.
* Involved in Pre-Go-Live Development and Post Go Live Support. Performed Unit Testing, Integration & User Acceptance Tests, prepared Training Material, Training Users, Automation, Eradication planning, Complex issues resolution, building Functional specifications for specific requirements.
* Determining the CR’s and implementing new requirements to smoothen the day-to-day functions of the Business.
* Preparing the Functional Specification document and the System understanding documents.

***WORK HISTORY***

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| **Client** | **Duration** |
| British petroleum | Dec 2018 – Dec 2021 |
| Western Digital | Jan 2022 - Sept 2022 |
| Siemens Healthineers | Sept 2022 – Jan 2024 |
| Delta Faucet | Jan 2024 - Present |
| Dream 11 | Dec 2024 – Present |

***PROFESSIONAL EXPERIENCE***

**Client Name :** Delta Faucet Company

**Project Type :** Dev Ops /Enhancements, AMS/Support project and Upgrade project

**Duration :** From Jan 2024 to present

**Organization :** Gyansys Infotech, Bangalore

**Roles :** SAP SD Senior/Lead CONSULTANT

**Version :** SAP S/4 HANA 2020

**Synopsis of the client:** Global manufacturer of plumbing fixtures and plumbing materials and markets faucets, kitchen sinks, bath/shower fixtures.

# RESPONSIBILITIES

* Configuration and development of new client requirements into SAP.
* Work on the bugs and defects of existing system infrastructure.
* Incident, change request, Demand, Idea management.
* Writing Functional specifications, Unit testing document, UAT documentation, FUT doc and coordination for TR moment process.
* System improvement planning for better customer experience.
* Process atomization, customer training and process eradication.
* Coordination with project teams for defect analysis and implementation guidance.
* Analysis and customer training for S4 HANA Fiori apps usage.
* Planning and coordinating for Fiori apps implementation in current S4 HANA landscape.
* Preparation of system understanding documents.
* Driving weekly & monthly calls with global clients and business counterparts.
* Coordinate with business users for requirement gathering and defect fixing.
* Working along with project teams for S4 HANA upgrade project.
* Worked on Fiori implementation in Delta Landscape.
* Extensively working on SAP SD basic configurations, Business partner, Smart forms, Output determination, Workflow, EDI, IDOC enhancements, Pricing reports, condition techniques, Various standard & Custom determinations and RICEFW objects.
* Coordination in both implementation Project and support deliverables.

***PROFESSIONAL EXPERIENCE***

**Client Name :** Dream 11

**Project Type :** Dev Ops /Enhancements, AMS/Support project and Roll-out project

**Duration :** From Dec 2024 to present

**Organization :** Gyansys Infotech, Bangalore

**Roles :** SAP SD Senior/Lead CONSULTANT

**Version :** SAP S/4 HANA 2021

**Synopsis of the client:** India's largest fantasy sports platform.

**RESPONSIBILITIES**

* Development & Configuration of new client requirements into SAP.
* Worked on Plant, company code rollout related configs.
* Extensively worked on Workflow, Smartform, Order creation, Output determination, Mass change related requests, Fiori related issues, Pricing issues, Tax determination, E-invoice, various business process flows related developments and issues.
* New Developments related to Report enhancement, Workflow enhancements, Fiori related Development changes.
* Documented Work specifications and worked with other IT departments for various projects or in resolving tickets/ issues.
* Helped client users in various day-to-day issues.
* Worked on IDOC failure / EDI issues, Pricing errors, account determination configs, Business partner related issues.
* Handled the Roll out of new Legal entity , plant and configured all end-to-end necessary configs & table maintenance from OTC end.
* Extensively worked on WRICEF objects enhancements & Developments.
* Resolved support tickets on a daily basis pertaining to Business user process flaw, third party processes, consignment process, pricing issues, custom logics, Workflow related issues and various enhancements.

**Organization: Deloitte USI**

**Client: Siemens Healthineers Sept 2022– Jan 2024**

**Role: SAP SD (QTC) & CS Consultant**

**About Client:**

A leading global healthcare company who develops medical imaging and laboratory diagnostics equipment.

**Responsibilities:**

* New configuration changes as per business requirement.
* Configured changes in service contracts, service notifications, service orders and resource related billing.
* Extensively worked on Order management, pricing, billing, Service notifications, RRB, return orders, Sales contract, Service contracts, credit/debit memos.
* Worked on master data, order management, billing, interfaces and pricing.
* Involved in configuration of Serial number, Equipment, Functional location, work center,

activity type & Business partner management.

* Service contracts and Quotation processing.
* Experience in integration with other SAP modules as FICO, RAR, MM, SD-CS.
* closely worked with technical folks in solution designing, development, testing and deployment tasks.
* Worked on various assignments such as Item Category Assignment to Sales Order Types,

Schedule Line Categories to Item Categories.

* Communicated with the business SMEs to understand the Customer Service & SD

processes and to provide IT solutions.

* Communicated with ABAPers & the SAP development team on various issues and changes.
* Documented Work specifications and worked with other IT departments for various projects or in resolving tickets/ issues.
* Experienced in User exits, LSMW, Mass Data change, ABAP Debugging, Smart forms,

Output, Partner and other determinations.

* Involved in helping the business users with day-to-day IT support, production support and

user training.

* Prepared config documents, SUD documents, KT & KB documents, FT Docs and driven many client / team meetings.
* Resolved support tickets on daily basis pertaining to Service contracts, third party process,

pricing issues, Service notifications, delivery note, billing documents and various custom

transactions & Reports.

* Interacted with end users through Teams, Sharp for resolving the tickets based on priority/ severity level.
* Worked and resolved more than 350+ complex issues without any escalations and SLA

breach.

* Received Deloitte Applause award in May 2023for best solution approach and on time delivery with very minimal breaches.
* Received multiple recognitions for being the compliance manager of Siemens AMS team.
* Was shadowing and guiding 10+ team members in understanding the process and helping them in resolving their deliverables.

**Organization: Deloitte USI**

**Client: Western Digital Jan - 2022 to Sept 2022**

**Role: SAP SD Consultant**

**About Client:**

computer drive manufacturer and data storage company.

**Project Roles and responsibilities-**

• SAP Implementation of new LH (Client Legacy System) to existing LS Client. (Existing System)

after the merger of Hitachi to WD.

• Facilitated LH go live by involving in the Testing process and Hypercare support during post-

Deployment phase.

• Co-ordinated with non-SAP systems like SFDC, Stamp, GTM and OSC during the testing and post go live phase.

• Implementation of pricing configuration for LH go live.

• Post LH go-live, involved in the Hypercare process for system stabilization providing quick

resolutions on the issues encountered.

• Development of custom sales reports for business for day-to-day monitoring of the entire sales process

• Performing Unit Testing of configuration in Q-test.

• Implementation of overall sales report development for the business coordinating with Stamp system.

• Creation of configurational items like incompletion log, copy controls, enterprise structure elements etc.

***Support Roles and responsibilities-***

*• LS Support on existing LH and LS systems for Western Digital after merger.*

*• SAP Support after integrating the LH system into new LS system.*

*• Had given multiple Process KT for the business users and existing IT teams.*

*• Co-ordination and integration with SAP FI, MM team and non-SAP systems like SFDC, STAMP,*

*GTM in resolving Integration bugs.*

*• Involved in P1 & P2 incidents and provided resolution within specified SLA.*

*• Resolved more than 600 tickets within 8 months without any escalation and SLA breach.*

*• Automation of batch job failures to trigger the failure messages to respective business users and IT*

*teams.*

*• Monitoring of important OTC activities like order creation IDOC monitoring, batch jobs related to*

*PGI& Billing.*

*• Reduced monetary impact to the client by performing daily monitoring activities on ASN*

*(Advanced Shipping Notification) and ensuring the ASNs are sent on time to multiple businesses.*

**Organization: Accenture**

**Client: British Petroleum Dec 2018 – Dec 2021**

**Role: SAP SD LE IS – OIL Consultant**

**About Client:**

petroleum and other natural gas products, Crude oil services; IS-Oil Downstream.

**Responsibilities:**

* Extensively Worked on SAP SD order to billing cycle, Master data, Sales order to Invoice cycle, System configuration, Various SAP SD specific Determination.
* Strong Knowledge on Pricing and its controls
* Strong Knowledge in Intercompany process.
* Involved in EDI development and ALE Configuration.
* Batch processing on Invoice creation, IDOC creation etc.
* Worked on Output Configuration setup and SMARTFORM layout changes.
* Worked on Routines, Copy controls and other SAP configurations.
* Expertise in Rebate Processing and Rebate settlement.
* Determining the CR’s and implementing new requirements to smoothen the day-to-day functions of the Business.
* Functional Specification document Preparation and the System understanding document.
* FUT Document preparation on the enhanced functionality and facilitating UAT to the business users.
* Worked on Interfaces on ECC to Ortec, Manta and other system integration.
* Worked on SAP SD integration with LE, FI, MM, middleware, IS-Oil, APO modules.
* Worked on various process automation, eradication, and user training topics.

**Implementations:**

* Implemented EOQ functionality for German & Turkey business.
* Developed credit card report as per client requirement.
* Created new order to billing report for Business which is widely used across the project.
* Implemented new Invoicing cycle for Italian business.
* Implemented Special customer specific EDI process for US business.
* Developed custom Distributor related process for US business.
* Implemented US specific invoicing batch jobs.
* Developed user specific requirements in the existing reports.

***EDUCATIONAL BACKGROUND***

*B-Tech (ECE) Silicon Institute of Technology, Bhubaneswar Odisha (BPUT)*

*2014-2018*

*12th in Science Aaryan Gurukul Residential college, Berhampur, Odisha*

*2012-2014*

*10th S.S.V.M, Aska, Ganjam, Odisha (BSE, Odisha, BSE Board)*

*Completed in 2012*

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