

Harshada Kunjam

House No 21 Sitaburdi, Nagpur, 440012 (IN)

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PROFESSIONAL SUMMARY

- Possess 6.1 years of SAP IS - U experience with a focus on the areas of **Billing & Invoice, Device Management**. Resourceful Associate dedicated to monitoring and educating new team members. Through resource on internal company policies and procedures. Driven attitude toward providing customer care within business environment.

EMPLOYMENT HISTORY

SAP ISU Consultant, Tata Consultancy Services. Nagpur, Maharashtra

Jun. 2015 – Present

- Understanding the existing business process and evaluated business processes, gathered requirements for effective process mappings.
- Worked on redesigning, reconfiguring and maintaining Master Data definitions like Business partner, Contract Account, Contract, Regional Structure, Connection Object, Premise, Portioning, Scheduling and Installation.
- Creation of Technical Master Data (Device, Connection Object, Premise, Installation), Full Installation, Move in.
- Configuration of Rate Structure as per Business Requirement.
- Creation of Billing Master Data (Billing Class, Rates, Rate Types, Rate Categories, Operands, Prices), Rate Determination, Variant Program and Billing Schema.
- Change rate data, creation of new device scenario handled.
- Billing & Invoicing reverse, release Bill and Invoice doc scenario handled.
- Coordinating among team members in order to resolve cross module issues.
- Online User support - Ticket Handling.
- Testing the Scenarios in quality and production environments.
- Checking the Usability and Functional changes. Performing billing for different accounts like CAP customers, Landlord, Service type and Billings class.
- Discussing with the business users and gathering the test requirements.
- Invoicing execution for customers, Billing Prices. I have In-depth understanding and expertise in handling the billing related activities and effective management of the full cycle of 'Meter to

Cash'/ sales to revenue booking, process for different customer categories (Industrial, Commercial, Residential etc.)

- Worked on an implementation and support project in SAP IS Utilities.
- Have good knowledge in Technical Master Data (Connection Object, Premise, Device Category, Device Location, Portion and MRU)
- Worked in areas of Device Management such as Creation of Material and Devices, Device Grouping, Installation/Removal of devices, Device Modification, Device allocation, Meter Reading Uploads, Meter Certification etc.
- Played configuration consultant role on multiple projects in the utilities industry. Possess strong observational, analytical and communication skills.
- A team player, working effectively with senior management in accomplishing objectives highly organized with ability to deliver results and meet deadlines

EDUCATION

RTM University, Nagpur, Maharashtra

B.COM, Business Finance, Jul. 2015

LANGUAGES

English , Hindi, Marathi

Native speaker

SKILLS

SAP Busines Object

Customer billing management

Accruals month end closing

SAP Navigation/Proficiency

Quality Assurance Controls

SAP CRM

CCM Tool

MS Office (MS Word, MS PowerPoint, MS excel and Outlook)

Billing and Coding expertise

SAP ISU DM,Billing & Invoicing

ACCOMPLISHMENTS

Resolved 100% of customer Query issue within SLA To maximize the loyalty and retention.
Used Microsoft Excel to develop inventory tracking spreadsheet.
Achieved number of result by completing task with accuracy and efficiency

AWARDS

Awarded Employee for the month more than 4 Times.
Awarded top performer for Quarterly customer satisfaction and accuracy reports.
Appreciated by managers and supervisors more than 5 Times for maintaining Target and Quality with 100% Accuracy.
Awarded as quarterly Topaz performer.
Service commitment Award.
Awarded on the spot award to resolving the customer query at FCR.

CERTIFICATIONS

MS OFFICE
TALLY ERP 9.0
POWER BI
Agile Scrum Master
Business Finance for Managers
BDA-Certificate in core banking solutions.