Professional Summary

Results-driven CO14 Consultant with 12+ years of experience in driving business growth through strategic outsourcing, technical support, and SAP product implementation. Proven track record of delivering high-impact solutions across diverse industries, including Manufacturing, Banking, IT, and e-Governance.

Professional Experience

Senior Consultant (CO14)

Inazuma.co | 2020 - Present

Consultant (CO10)

Shklok Services & Consultant (SSC) | 2017 - 2020

Key Achievements:

- Successfully implemented SAP ERP solutions for 5+ clients, resulting in 25% average increase in operational efficiency.
- Developed and executed outsourcing strategies for 3 major clients, saving them 30% on operational costs.

Responsibilities:

- Provided technical support for SAP product implementations.
- Collaborated with clients to understand business needs and propose tailored solutions.

Junior Consultant

TechForge Solutions | 2015 - 2017

Key Achievements:

- Assisted in the development of a technical support framework, reducing client query resolution time by 40%.
- Contributed to the successful outsourcing of IT services for a mid-sized manufacturing client, leading to a 20% reduction in their IT expenditure.

Responsibilities:

- Supported senior consultants in client engagements.
- Conducted research on emerging trends in SAP products and outsourcing.

SAP Training Consultant

SAP Training Institute | 2012 - 2015

Key Achievements:

- Trained over 500 professionals in SAP ERP, with a 95% success rate in certification exams.

- Developed customized SAP training programs for 2 large corporate clients, enhancing their team's productivity by 15%.

Responsibilities:

- Designed and delivered SAP training sessions.

- Evaluated trainee performance and provided feedback.

Education

Master of Business Administration (MBA)
Indian Institute of Management (IIM) - Indore

Technical Skills

Consulting & Outsourcing:

- Strategic Outsourcing

- Operational Efficiency Enhancement

- Change Management

SAP Products:

- SAP ERP

- SAP S/4HANA

- SAP CRM

Technical Support:

- Troubleshooting

- System Integration

- Technical Documentation