BHAVANA MATAM

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Professional Summary

- Overall experience of 2.3 years in Business Process Management as Appian Consultant.
- Strong Knowledge in ERP as SAP SD practitioner.
- Proficient in SAP SD configuration, business process mapping, and system enhancements to improve sales operations.
- Hands-on experience in SAP SD configuration, master data management, and SAP SD-FI integration.
- Continuously expanding expertise through SAP SD training, hands-on practice, and real-time scenario-based learning.

SAP SD SKILLS

- Hands-on experience in managing end-to-end OTC cycles, including inquiry, quotation, sales order processing, delivery, billing, and invoicing.
- Defining and configuring organizational units and mapping of enterprise structure to business processes ensuring seamless order management.
- Managing of end-to-end OTC cycles, including inquiry, quotation, sales order, delivery, billing, and invoicing.
- Configuration of different sales document types as for different sales processes along with relevant item and schedule line categories.
- Pricing procedure determination which uses condition techniques including discounts, surcharges, rebates, and tax determination.
- Configured billing documents and managed invoice splitting, collective billing, and billing plans.
- Integration of SAP SD with MM (Materials Management) and FI (Finance) modules to understand end-to-end business processes.
- Managing Customer master data, Business partner, Material master data, and condition records for pricing procedure.
- Analysis and troubleshooting common error messages and system issues in sales and distribution processes. determination.
- Proficient in Other programming languages such as HTML, CSS, SQL, Bootstrap.

Work Experience

Mphasis Limited, Bangalore   March 2021 - July 2023

Software Engineer - Appian Consultant

- Analyzed and performed the requested task.
- Established and maintained user accounts, assigned file permissions.
- Coordinated with business stakeholders on Appian related issues.
- Worked with Technology support team to manage tickets.
- Coordinated with the application and database team to identify deployment failure reason and act accordingly.
- Knowledge with Request and incident management processes.
- Experience with ticketing tools and monitoring tools.
- Managed and performed the Release (application) Deployments.
- Server Management and Script execution using LINUX.
- Prepared reports on the tickets and reported the insights.
- Performed daily system monitoring in order to maintain SLA's and not leading them to breach.
- Provided technical guidance to less experienced system administrators.

Education

Annamacharya Institute of Technology and Sciences - Tirupati
B.Tech in Computer Science and Engineering
July 2016 - October 2020
CGPA: 8.1/10

Projects and Internships

- **Crop Prediction System (2019):** Applied Decision Tree Classifier algorithm to predict the best crop to cultivate in field from available historical data with agricultural paramaters using ML. Implemented the system with complete information regarding the Agriculture, including the Farmer's handbook with a Login Module. Used HTML, CSS for Front End and PHP, MySQL, Python Flask for Back End.
- **Front End Development Internship Program By Skill Safari (2020):** Developed Front End Websites using HTML, CSS3, Bootstrap, JavaScript With the help of Visual Studio Code.
- **Summer Internship Program on Machine Learning and Deep Learning with Python (2019):** Developed a Best Crop Prediction project using Machine Learning. Applied Decision Tree Classifier algorithm to predict the best crop to cultivate for the particular crop season. Used Python, Scikit-Learn, NumPy, Jupyter Notebook.
- **SAP SD Independent Personal Project (2024 - Present)**: A Hands-on Training and practice project through which gained practical experience in Sales Order Processing, Pricing, Billing, and Delivery Management using SAP SD. Created a complete Order-to-Cash (O2C) cycle, including sales order creation, outbound delivery, goods issue, and invoicing. Configured all types of Master data and determinations related to SAP sales and distribution. Analyzed and troubleshooted common error messages and system issues in sales and distribution process.

Certifications

- **C** and **DBMS** online certication from NPTEL, Organized by IIT Kharagpur.
- Certification of Internship on ML and Deep Learning using Python by Smartbridge in collaboration with IBM.
- Certification of Internship on Front-End developer program by Skillsafari.
- Certification on Programming for Everybody-Getting Started with Python by Coursera.
- Databases and SQL for Data Science on Coursera.