

Dominik Bunge, SAP Test Expert

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Date of birth	28.03.1994	Place of birth	Stralsund, Germany
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WORK EXPERIENCE

Oct 2020 — Present	SAP Specialist, Zalando Payments GmbH	Berlin, Germany
<ul style="list-style-type: none">• Providing 1st and 2nd level support to end user• Building strong solution knowledge focusing on business value• Developing and maintaining system documentation including business process procedures• Assisting and resolving end-user problems, simple system defects and analyzing proposed improvements• Providing functional expertise to develop business requirement definitions• Participating in all project phases gathered business requirements• Creating procedure documents to guide end user through new processes, and providing step-by-step instructions• Guiding business in writing, executing and uploading test cases in Soldoc• Monitor services and escalated technical issues to maintain optimum up-time		
Feb 2020 — Oct 2020	SAP Key User , Zalando Payments GmbH	Berlin, Germany
<ul style="list-style-type: none">• Trained and assisted staff with SAP FI-CA module usage• Supported in SIT and UAT for FI-CA during S/4 migration• Established work procedures for ChaRM and Incident Management in S/4 Hypercare and Maintenance phase• Introduced and ran change request process according to management guideline in Solman• Introduced and ran test case documentation according to management guideline in Soldoc• Supported in internal audits• First hands-on experiences in SAP Fiori• Supported in developing SAP-Business collaboration model• Gathered technical requirements and facilitated the technical deployment		
Mar 2018 — Feb 2020	Senior Specialist Accounts Receivable, Zalando Payments GmbH	Berlin, Germany
<ul style="list-style-type: none">• Supported and interacted with internal and external customers• Took over responsibility of accounting related processes in order-to-cash B2C environment• Supported in the regular processes of the accounting department (Projects, Month End Costing, Billing, Reporting)• Developed and improved new processes and solutions• Supported in the onboarding process of new hires and apprentices		
Mar 2017 — Mar 2018	Specialist Customer Care , Zalando Customer Care SE & Co. KG	Berlin, Germany

EDUCATION

Aug 2004 — Jun 2013	Advanced technical college entrance qualification , Integrierte Gesamtschule mit GOST	Stralsund, Germany
Final Grade 3,0		

SKILLS	Jira, Scrum, Sprint Planning	Skillful	Github, Stack Overflow	Beginner
	Microsoft, Google Office Suite	Skillful	Python, SQL	Beginner