

RESUME

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SAP FICO Consultant
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PROFESSIONAL SUMMARY:

- Having 7+ years of overall experience, out of which 6 years in SAP Consulting.
- Present role as SAP FICO Consultant with a team size of 11 members handling day to day Incidents & Enhancement activities for a Global client with more than 50+ Co Codes across globe.
- Performed varied roles which needs Client Interactions like gather Business requirements, Conduction trainings, Understanding Business processes, resolving day to day issues etc.
- Exposure to multiple Third-Party System like SAP Ariba, Vertex, Aravo, Archiva, SDI etc. and its functionalities.
- Well-versed with Ticketing tools like Service Now & JIRA.
- Possess good knowledge on Configuration and Testing in General Ledger Accounting FI-G/L, Accounts Payable FI-A/P, Accounts Receivable FI-A/R, and Bank Accounting FI-BA and Asset Accounting FI-AA.
- As a Key/Super user for the Finance Department, has good knowledge in different modules like Asset Accounting, Accounts Payable, Accounts Receivable, Cash Management, Banking & General Ledger.
- Have worked on New GL Accounting
- Have worked on integration between FI-MM and FI-SD.
- Have worked on IDOCs, Validation and substitutions.
- Handled/Worked on Individual Roles

EXPERIENCE SUMMARY:

- Currently Working as SAP FICO Consultant in **Infosys Limited**, Bengaluru from 20th April 2020.
- From November 2016 onwards, worked as FICO Senior Specialist I in JP Morgan Chase till March 2020.
- Worked for JP Morgan Chase from 28th October 2015 in Reconciliation Services till October 2016.

SAP Projects:

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| Company | Infosys Limited |
| Project: | Ralph Lauren Corp. |
| Environment | ECC 6.0-Support, Enhancements and Roll Out |
| Role | FICO Consultant |
| Period | April – 2021 to till date |

Description: Ralph Lauren Corporation is an American, publicly traded holding company headquartered in New York City, and founded in 1967. It produces mid-range to luxury fashion products. They are known for the clothing, marketing, and distribution of products in four categories: apparel, home, accessories, and fragrances.

Responsibilities:

- Completing Onboarding\Offboarding for the Candidates and manage KT Sessions & enabling them to get started at the earliest.
- Managing different reporting requirements both to the Internal Leadership & Client Management pertaining to the team on the Open Incidents, SLAs, RFS deliveries, Capacity utilizations etc.
- Co-ordination & Support to any Other Projects being worked upon outside of the DevOps team to evaluate the regression impact on the existing business model.
- Working on Incidents, Service Request, and Problem tickets adhering to contractual service level agreements.
- Working on RFSs through Change management process and ensuring the Available Enhancement Hours are fully utilized & weigh on quality deliverables.
- Ensuring & involving in Resolving Day to Day incidents for SAP RTR by working with Other Modules, involving technical Experts as required, approaching SAP support over OSS messages.
- Average 7-10 Tickets being Handled per day across all the sub modules in SAP FICO – AR, AP, GL, CO, AA, PS etc.
- Supporting Month End Closure Activities – Especially Material Ledger Closing, Cost Spilt Program Execution etc.
- Availing KT's from different Project teams, new Business Process being Delivered as Enhancement Objects for the Support team and manage the issues going forward.

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| Company | Infosys Limited |
| Project: | Nike INC. |
| Environment | Support |
| Role | FICO Senior Associate Consultant |
| Period | April – 2020 to March - 2021 |

Description: The world's largest athletic apparel company, Nike is best known for its footwear, apparel, and equipment. Founded in 1964 as Blue Ribbon Sports, the company became Nike in 1971 after the Greek goddess of victory. One of the most valuable brands among sport businesses, Nike employs over 76,000 people worldwide.

Responsibilities:

- MM- FI & SD- FI Account determination configuration.
- Preparation of Configuration documents.
- Creation of Test scripts for Functional Integration testing (FIT).
- Executing test scripts in quality client & Updating test results.
- Smoke testing – Positive & Negative testing.
- Working on Incidents, Service Request, and Problem tickets adhering to contractual service level agreements.
- Working on Enhancements through Change management process.
- Ensuring & involving in Resolving Day to Day incidents for SAP RTR by working with Other Modules, involving technical Experts as required, approaching SAP support over OSS messages.
- Average 6 Tickets being Handled per day across all the sub modules in SAP FICO – AR, AP, GL, CO, AA, PS etc.
- Supporting Month End Closure Activities
- Availing KTs from different Project teams, new Business Process being Delivered as Enhancement Objects for the Support team and manage the issues going forward.

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| Company | JP Morgan Chase |
| Project: | JP Morgan |
| Environment | ECC 6.0-Implementation & Support |
| Role | FICO Senior Specialist I |
| Period | November-2016 To March -2020. |

Description:

JPMorgan Chase & Co. is an American multinational investment bank and financial services holding company headquartered in New York City. JPMorgan Chase is ranked by S&P Global as the largest bank in the United States and the sixth largest bank in the world by total assets, with total assets of US\$2.765 trillion. It is also the world's most valuable bank by market capitalization

Responsibilities in implementation:

- Responsibilities included Process design, System Configuration, Integration Testing, Enhancement Design, Functional Specifications, User trainings, Developing End User documents etc.
- House Banks and Customizing Automatic Payment Program for processing of Outgoing payments.
- Customization and configuration of customer master records, Advance from Customer.
- Configuration of Chart of depreciation, Depreciation Areas, Assign Chart of Depreciation to Company code, Creation of asset classes, account determinations and screen layout rules, number ranges & automatic account assignments for GL Accounts and Creation of Depreciation keys.
- Configured the settings required based on base line configuration document
- Involved in performing cut over activities.
- Understanding the client architecture and system landscape. And worked on
- Involved in post implementation support activities.
- Setting up the FI enterprise structure.

Responsibilities in Support:

- Solving Day to day Production issues as per service level agreement.
- Proactively participated in discussing critical issues with other functional consultants for timely resolution.
- Configure new add on requirements to the existence system as on when requirement
- Maintenance documentation for the new changes.
- Coordinating with client for giving acceptable solution to problems, queries raised by client within predefined stringent time limit and giving solution to users.
- Maintaining daily status report on issues and informing the same to management.
- Based on the priority of the issues and the time required to resolve the issue, issues will be Resolved within time bound action to recurrence.

SAP END USER EXEPIERENCE PROFILE:

- Worked for **Reconciliation Services** in **JP Morgan Chase** as **Reconciliation Analyst** from 28th October 2015 till October 2016.

ROLES AND RESPONSIBILITES:

- Communicate with Branch and business partners for customer escalation
- Interacting with clients to review and resolve any disputes
- Actively working for Reconciliation work of Teller's account & Bank Account with the customer
- Monitor and respond to any escalation emails timely to avoid customer impacts
- Balance and reconcile the assigned accounts and cost centers / states daily, maintain clearing %, Charge off standards and accuracy.
- System interfaces that impact the account, and general transaction flow of originating and clearing entries.
- Reconciling the teller outage from SAP and posting the entries in SAP and ESDS
- Reporting to the CTR team (federal bank) for cash transactions
- Met all set deadlines with 0% customer impacts and Resolve posting issues on general ledger accounts
- Ensure the requests that are out of scope are moved back with-in the SLA.
- Responsible for Monthly metrics, reporting and Security Team Weekly meetings,
- Ensure continuity on the accounts and SLA assigned through proper back up's, follow ups and communication.
- Handling customer request which are booked in customer complaint portal for check processed in error
- Preparing various reports like volume report, open item report and critical account monitoring report.

EDUCATIONAL QUALIFICATION:

| Course/Specialization | Name of the Institution | University/Board | Year | Percentage |
|-----------------------------|--|------------------------------------|------|------------|
| Graduation (BBA) | JSS College Dharwad, Dharwad, Karnataka | Karnataka University Dharwad | 2015 | 72.12 |
| +2/Pre-Degree (COMMERCE) | NTSS College, Navalagund, Dharwad | Karnataka State Board | 2011 | 59.86 |
| SSLC | New English School, Alanavar, Dharwad, Karnataka | Karnataka State Board | 2008 | 73.12 |

