G Prathibha

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CAREER OBJECTIVE:

Looking forward to continue my career in an ERP-SAP environment, where I can utilize my experience and skills in contributing effectively to the success of the organization and also for improvement of my skill.

PROFESSIONAL SUMMARY:

- Having 9 years of Professional Experience overhead with 3.9 **+** years of SAP (SD) Functional Consultant.
- Configuring and customizing the Sales and Distribution module and its functionality in SAP R/3 as per the client's business process.
- Hands-on experience in integration with **SD, MM and FI.**

EDUCATIONAL QUALIFICATION:

- B.sc from Dravidian University AP 2011.

SAP- SD SKILLS:

- **Organizational Structure**: Defining and assigning of Organizational structure & its Integration with other Modules for customizing of Enterprise Structure.
- **Master data**: Customization of Customer Master, Material master and Customer-Material Info records.
- **Order Management**: Configuration of Inquiry, Quotation, Sales order and special sales orders like Cash Sales and Rush Order.
- **Delivery**: Configuration of Shipping Point Determination, Route Determination, Delivery Scheduling, and Picking, Packing and Post Goods Issue (PGI).
- **Shipping:** includes shipping point, route and Storage location determinations.
- **Billing**: Includes configuration of Order Related, Delivery Related, Pro-forma and Commercial invoices.
- **Basic functions**: Pricing, Revenue Account determination, Availability Check (ATP), Credit Management, Output Determination, Partner Determination, Free Goods, Material Determination & Copy Controls.
- **Business processes: Order to Cash (OTC) process, Third Party Sales, IPO process, Consignment sales, Stock Transport Order (STO) and Inter Company Sales.**
- **Proficient in Pricing**: Configuration of Pricing Procedures, Condition Records and Special Functions of Pricing (Condition Supplement & Condition Exclusion).
- Knowledge on Batch Management.
- Knowledge on **S/4 Hana Simple Logistics in Sales.**

TECHNICAL SKILLS:

➢ Cross Applications: ALE & IDOCS
➢ Batch job creation and monitoring.

WORK EXPERIENCE SUMMARY:

Working as a SAP SD Consultant for **KPMG**, Bangalore from Sep 2020 to till date.

Worked as Associate Consultant for **Tech Mahindra**, Bangalore from Apr 2018 to Aug 2020.

Worked as Assistant Manager for **Kotak Mahindra Bank**, Bangalore from Nov 2014 to Feb 2018.

Worked as Acquisition Manager for **Indusind Bank**, Bangalore from June 2013 to Nov 2014.

PROFESSIONAL EXPERIENCE:

PROJECT: #3

Client	**:**	AMW Motors LTD
Type of Project	:	Support
Role	:	SAP SD Consultant
Duration	:	Sep 2020 to till date
Support Partner	:	KPMG

Support: Roles and Responsibilities

❖ Analyzing the problem to provide solutions to the user generated issues.
❖ Ensure timely response and resolution of problem tickets within the stipulated time by adhering to the severity level benchmarks and achieving 100% efficiency with Customer satisfaction as top priority.
❖ Review incoming mail in regular intervals.
❖ Communicating with Team Leadership regarding status and impact of issues.
❖ Providing Functional Specifications to the technical consultant Post Implementation Support Project
❖ Working in P2&P3 team and handling low and medium priority tickets.
❖ Coordinating with on-site team in day-to-day trouble shooting tickets.
❖ Attending weekly meeting and analyzing pending issues
❖ Resolved issues regarding sales, deliveries, shipment, billing, pricing, credit management& output determination.
❖ Provide the End users training.
❖ Providing solutions to tickets raised by end users.

PROJECT: #02

Client	:	Somany Ceramics LTD
Type of Project	:	Support & Implementation
Role	:	Associate Consultant
Duration	:	Feb 2019 to Aug 2020
Support Partner	:	Tech Mahindra

Implementation Roles and Responsibilities

- SAP SD Module implementation AS-IS, TO-BE study and documentation, GAP Analysis of business process involved with respect to standard SAP.
- In TO-BE process responsible for Primary documentation and Final documentation.
- In the Final Preparation involved in Unit Testing, Integration Testing and Final UAT using real time data in Pre-Production.
- Configured Organization structure, including sales organization, Distribution channel, Divisions, Sales offices and shipping point
- Configuration of pricing procedure and maintaining condition records as per client's business requirement.
- Configured consignment Process like consignment fill-up, Issue, Return, and Picking.
- Customizing and creation of various sales document types, delivery documents, billing and invoice.
- Configured Third Party Process and Credit Management.
- Provide Post go live support based on the SLA
- Documented SD Configuration and prepared user manuals documents.

PROJECT: #1

Client	: Tyson foods
Type of Project	: Support
Role	: Application Development Analyst
Duration	: Apr 2018 to Jan2019
Implementation Partner	: Tech Mahindra

Support: Roles and Responsibilities

- Analyzing the problem to provide solutions to the user generated issues.
- Maintaining regular communication with the user through mail or phone until the issue is resolved.
- Involving in weekly/monthly meetings to discuss major issues.
- Attending weekly team meetings regarding pending tickets updates and support activities.
- Support Activates include new configuration and modification of existing configuration changes, as per the requirement
- Analyzing background job fails and carryout analysis with ABAPER and take necessary action accordingly.
- Monitoring and analyzing daily, weekly & monthly Batch jobs.
- Analyzed the No of Tickets, which are pending depending upon their open date, the work hour's logged and current status of the Tickets.
- Reporting the deviations in resolving the Tickets. Taking the correct action in order to satisfy both user and onsite co-coordinator.
- Review incoming mail in regular intervals.