

Siddaiah S
SAP CRM And C4C-CPQ(C4HANA) Functional Consultant

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13+ years of experience in SAP CRM, C4C-CPQ (CX- C4HANA) and Project implementations, Maintenance and Support Projects, Migration and upgrade projects. Project management

EXECUTIVE SUMMARY

- Expertise in Marketing, Web User Interface, Sales, Service, Campaign Management Opportunity Management, Lead Management, Order Management, Activity, Account Management and Master Data.
- Successfully carried out 4 full life cycles (E2E) in SAP CRM and supported (C4C) post Implementation activities and Support Projects

SAP C4C (C4HANA) Skills

- **Project launch Implementation Methodology:** Prepare, Realize, Verify, Launch, and project stages like project verification, Solution Acceptance, Readiness Acceptance, Go live, Solution Design, integration preparation, Solution configuration, data migration, integration testing, Solution testing and Cutover Activities
- **Tenant Landscape:** public and private Cloud, test tenant, implementation tenant landscape, managing tenants, project kick off, project integration set up workshop,
- **Set up Organizational Structure:** Create Organizational Structure, Map Organization Other Systems, and Org Management Workshops.
- **User Management:** User management workshop, Create and maintain employee records, maintain business roles and users, Assign, and update Active employee to Business role, Set up user access rights and data restrictions
- **Fine-Tuning:** System Administration Workshop, project's Activity List, Tailoring the solution for predefined Solution, Sales and Marketing Fine-Tuning, Sales cycles and phases, Sales assistant, Service and Social fine tuning, Service Categories, Work Distribution rules, Service levels.
- **Navigation And UI Elements:** Flat navigation Menu, Semi-Collapsed menu, Hierarchy Menu
- **Accounts, individual customers:** Customer Roles, contacts, Account hierarchy, Relationships
- **Data Migration:** Data migration worksheets, Update business data using mass data maintenance, Schedule Migration, Test Migration, Cutover Migration, Manual Migration, Migration templates, Troubleshoot data migration issues
- **Integration:** Integrates with ECC and CRM, Integrates with social media, CRM On premise integration, SAP HANA Cloud Integration. Pre-Packaged integration (I FLOWS) API Sales service and marketing orgs integrations, synchronizing appointments, tasks or e-mails through Outlook integration, Add-Ons
- **Notifications, Workflows and Approvals:** Configure conditions and actions for workflows, setup Workflows and approval Process, Define Workflow Rules, setup a notification for rule invoked
- **Adaptation:** Master layout, page layout, rule creation, business context, field extension Mashups, Cards creation
- **Pricing:** Integration of pricing master data Internal pricing, Request external pricing, offline pricing
- Product list (proposed products), routes, Activity planner and routing
- Set up an organizational setup for initial tenant, Map own organizational structure to SAP Cloud for Customer

- Integration of C4HANA with Backend ECC and CRM and Perform C4C Administrator tasks for user creation
- Integration with SAP CRM object representation of product category, social media profiles, marketing attributes, business partners, campaigns, leads, activities, sales orders, opportunity, service request
- Understand all the project drivers involved in the decision
- Understanding of the legacy system and how it is used
- Answering all customer questions as they cleared the process
- Review the checklist to understand what scenarios are impacted on business process.
- Develop a strong strategy to ensure scope creep is avoided.
- Understand customer timelines and keep alignment with scope; discuss a contingency plan to detail what will happen if scope creeps.
- Involved discussion details of integration requirements with the customer

SAP CRM Skills

- **Marketing:** Marketing Planning and Campaign Management, Campaign execution authorization setup, BP Segmentation, External List Management, Personalized mails forms, Campaign Execution processes, Target Group Management using Segment Builder, Lead Management,
- **Sales:** Opportunity Management, Activities Management, Quotation Management, Sales Order processing, Territory Management, Sales Pipeline Management, Order Fulfillment, Copy Controls.
- **Service:** Installed Base, Warranty Management, Service Ticket, Complaint processing, Service order Management, Service Contra Quotation, Service Confirmation, Transaction processing.
- **Web-User Interface:** UI Configuration, Business Roles, Navigation Bar Customizing, Home Page, Work Center Page, Report Page, Calendar, Search Page Config, Screen Customization, Field Customization, Personalization, Quick Links Creation.
- **Middleware:** Initial setting of Middleware, BP/Customer creation strategy, Products and Pricing download from ECC to CRM, setting up middleware for replicating Master and Transaction data between CRM and ECC.

SAP CPQ (CX- C4HANA)

- knowledge on product administration and user administration, quote administration, and customer admission
- Strong configuration skills in SAP CPQ needed to implement out-of-the box functionalities.
- Pricing and calculations, Price books, discount priorities, Workflow approvals.
- **Setup Home:** Expertise in Script Performance, Storage Usage per Data Type, Release Updates and Documentation, System Errors, and Warnings
- **User Administration:** Expertise to create guest user, User Registration, Proxy User, new and modify existing permission groups, User types.
- **Product Administration:** Attributes, Attributes value and codes ,Container and User selection attributes (Guided Selling), Categories and subcategories, Product Types, Product Configurator , Custom Tables,
- **Import/Export:** Bulk product upload, bulk users upload, bulk attributes upload, bulk price books upload, Sample template import and upload through.
- **Quotes Administration:** Document Tags, Document generate Templates, application parameters, Permissions, Quote migration, S, M, X, XL Migrations, assigning quote teams, external Partner functions mapped in CPQ quote, Quote tables, Quote Tab Permissions, quote accept settings, setup quote item custom fields, Quote layout, Quote revisions, Scheduled quote deletion.
- **Workflow:** Workflow permissions, workflow actions, workflow status, notifications and approvals, item level workflow actions, Outbound Emails.
- **Pricing mechanisms:** Price books, Cart Fields markets/discounts, currency conversions. Dynamical part numbers and product attributes, NRC And MRC prices, Price code,
- **CPQ Tags:** CTX Tags, Product tags, quote tags, rules, and triggers

Functional/Industry Expertise:

- Pharmaceutical, Real Estate, Retail, Consumer Products (marketing and distributing food products), Electricity supply (Utilities), Auditing, Hi-Tech

PROFESSIONAL EXPERIENCE**Capgemini****Client: SMITH's Production Support****Sep-2021–Till date**

Role : SAP C4HANA Consultant
Version : SAP C4C, SAP S/4HANA
Business Area: C4C sales

Roles & Responsibilities:

- Map client business requirements, processes, and objectives; develops necessary product modifications to satisfy clients' needs.
- Experience in Integration between C4HANA- SAP ERP (S/4HANA) using CPI
- Perform C4C Administrator tasks for user creation
- Root cause analysis of issue and provide necessary fix, Collation, and input of C4C Master Data
- Provide consulting services on both new implementations and existing support projects
- Solved the issues raised by End Users
- Provide support to the customer by resolving all the raised service tickets on priority without crossing SLA
- Identify gaps, issues, and work around solutions. Working on the problem ticket for fixing permanent solution
- Using adaption to add and create new fields
- Involved in Quarterly version updates and sanity checks

Tech Mahindra Ltd**Client: Applied materials (AMAT) Production Support****sep-2019–Aug2021**

Role : SAP CRM Consultant
Version : SAP CRM, SD, CPQ (SAP CX)
Business Area: CRM sales

Roles & Responsibilities:

- Solved the issues raised by End Users
- Provide support to the customer by resolving all the raised service tickets on priority without crossing SLA
- Responsible for the offshore deliverables and mentoring team.
- Wrote CRM functional specifications and CRM configuration as member of support team.
- Identifying the issues and provide the root cause analysis for rectifying them
- Working on the problem ticket for fixing permanent solution

Business Area: C4HANA, ISU (S/4 HANA), Portal, Work soft Certify Tool (Automation)

Roles & Responsibilities:

- Extensively involved in preparing the test scenarios for identifying the issues during upgrade phase
- Evaluating the scenarios with ODATA in Web service
- Involved in Interface Testing and SIT
- Identifying the issues and provide the root cause analysis for rectifying them
- Understand the Business Process and Provide ongoing application support.
- Diagnose the Issues, analyze and resolved the issues using P2 &P3 as per SLA.
- Communication to Key-users on business process and systems changes, and issues resolutions
- Providing Daily Support for trouble shooting problems resolving day-to-day issues
- Implicated analysis in Blueprint Phase for requirement gathering and prepare blueprint documents for implementation readiness
- Understanding the end-to-end process of Google to SAP CRM and extensively involved in Google to SAP CRM (IRIS) system Integration phase
- Impressive Knowledge on configuration and development of B2B and B2C scenarios.
- Involved in creating partner Functions profile, status profile, action profile and text determine in Transaction.
- Customized Activity Management for internal business partners to create process transactions.
- Involved in Gap Analysis to identify any gaps between the AS-IS and TO-BE documents
- Customized Lead and Opportunity Transaction by defining Item category and item category determination.

GVKR Network Limited

Jun2011 – Feb 2013

Role : SAP CRM Consultant

Version : SAP CRM 7.0

Business Areas: SAP CRM, SD

Roles & Responsibilities:

- Customizing the marketing plans and campaigns and marketing attributes.
- Customizing the marketing segmentation, ELMs and define questionnaire for customer satisfaction.
- Generate the leads from campaign and through organization live chats.
- Customized the transactions and maintained the copying between the transactions.
- Customized the Sales Assistant and define the sales cycles, business activities and tasks.