

# Jessica Claire

Montgomery Street, San Francisco, CA 94105 | (555) 432-1000 | resumesample@example.com

## PROFESSIONAL SUMMARY

To be a part of dynamic organization and be involved in challenging projects, ultimately attaining the organization goal. Having more than 3.7 years of experience as a SAP SD Functional Consultant and having 4 years' experience in portal industries (Shine.com- Job portal) and held various positions in marketing and sales. A result oriented professional experience in Sales. \*Proficient at maintaining cordial relationship with customers, identifying their individual need, providing solution to their problems, providing good after sales service ensuring customer satisfaction and their retention \*An effective communicator with excellent relationship building & interpersonal skills. \*Target and achievement oriented with an ability to take up challenges and perform in challenging work environments. \*Managing the sales and marketing operations and accountable for increasing sales growth. \*Driving sales initiatives to achieve business goals. \*Exploring potential business avenues & managing marketing & sales operation for achieving increased business growth & initiating market development efforts. \*Analyzing latest marketing trends & tracing competitors' activities & providing valuable inputs for tuning corporate sales & marketing strategies. \*Identifying prospective clients from various sectors, generating business from the existing and there by achieving business target

## SKILLS

- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

## WORK HISTORY

### SAP SD CONSULTANT

- Controlling Sales Documents - Sales document types, Item categories, Schedule line Categories.
- Good knowledge in Pricing & worked on Pricing requirements of client.
- Proficient in various configurations like.
- Availability Check.
- Credit management.
- Partner determination.
- Output determination.
- Transfer of requirements.
- Copy controls.
- Credit memo and Debt memo.
- Knowledge on various business Process like.
- Order to Cash.
- Third party and IPO.
- Consignment Process.
- STO.
- Knowledge on user exits enhancements.
- Knowledge on data uploading tools like LSMW.
- SAP SD Work Experience.
- Project Name : Power and water (power and generation services).
- Duration : from May 2014 - Till date.
- Type of Project : Support Project.
- Client : GE Power and Water, USA.
- Client Profile: GE Power & Water provides a broad array of power generation, energy delivery, and water process technologies to solve the challenges locally.
- It works in several areas of the energy industry, including renewable resources such as wind and solar, biogas and alternative fuels, and coal, oil, natural gas, and nuclear energy.
- Version SAP R/3 ECC 6.0.

### SFO ASSOCIATE CONSULTANT

04/2014 to 01/15

#### Deloitte

- responsible for support of multiple locations.
- Supporting numerous issues in the areas of resource allocation (MRS Module), PS Module, Sales order, inbound delivery, outbound delivery, Billing and interface like customer connect and working with users.
- Responsible for support order to cash processes in several locations including Dubai, Saudi Arabia, USA, Japan, Singapore, China, and Malaysia, Spain.
- Working with user for various process and provide the solution.
- Working closely with tech team for testing the new configuration.
- Involved in providing Functional support, testing of new enhancement as per client's requirement.
- Working on different interface.
- Working on MRS, MM and PS modules.
- Worked on new Output Type configuration.
- Preparing business process documents for the sales and distribution activities.
- Preparation of test cases and user documentation.
- Training to the users.
- Providing support to client by resolving SD, MRS and PS module tickets.
- Handing of client calls.
- Preparing of MOM (minutes of meeting) and status calls.
- Working on ticketing tool like ServiceNow.
- Working on interface like Customer connects and HP ALM.
- Project Name : Power and water (power and generation services) Type of Project : Rollout project Client : GE Power and Water, USA Client Profile: GE Power & Water provides a broad array of power generation, energy delivery, and water process technologies to solve the challenges locally.
- It works in several areas of the energy industry, including renewable resources such as wind and solar, biogas and alternative fuels, and coal, oil, natural gas, and nuclear energy.

### SAC SD CONSULTANT

10/2013 to 01/2014

- Version SAP R/3 ECC 6.0 Responsibilities.
- Involve in BBP.
- Configured Sales document types, item categories and schedule line categories.
- Configure Credit Management.
- Configured Availability check and Transfer of requirements.
- Configured Output determination.
- Worked on Copy control Requirements.
- Configure pricing procedures.
- Configured revenue account determination.
- Project Name : Power and water (power and generation services) Type of Project : Support Project.
- Client Profile: GE Power & Water provides a broad array of power generation, energy delivery, and water process technologies to solve the challenges locally.
- It works in several areas of the energy industry, including renewable resources such as wind and solar, biogas and alternative fuels, and coal, oil, natural gas, and nuclear energy.

### SFO ASSOCIATE CONSULTANT ASSISTANT MANAGER

09/2008 to 09/2012

#### Aon Corporation

- responsible for support of multiple locations.
- Supporting numerous issues in the areas of resource allocation (MRS Module), PS Module, Sales order, inbound delivery, outbound delivery, Billing and interface like customer connect and working with users.
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- Preparing of MOM (minutes of meeting) and status calls.
- Working on ticketing tool like ServiceNow.
- Working on interface like Customer connects and HP ALM.
- Domain work experience: Worked with Fire fly e-ventures Ltd.
- 100% subsidiary of Hindustan Times.

## EDUCATION

### MBA | Marketing as major and Human Resource Management

Marketing as major and Human Resource Management

#### HFCI

### Karunya University

2008

#### B.OA

### Rajiv Gandhi College (Barkatulla University)

2005

#### Intermediate

### Nalanda Public High School

Classification: Genpact Public

2002