

# JESSICA CLAIRE

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## SUMMARY

10+ years of SAP experience, working with Implementation, Testing and Support projects.  
Very good knowledge on order to cash (OTC) processes.  
Closely Worked with MM and FI on integration with SD.  
Pricing Experience: Configuration of Condition Types, Condition Tables and Access Sequences, Creation of Condition Records.  
Good Knowledge in Sales Order management, Intercompany Process, Listing and Exclusion, Item Category determination, Schedule line Determination.  
Third Party Sales, Free Goods, Output determination and Bill of material.  
Good knowledge in Delivery and billing process.

## SKILLS

|                            |                              |
|----------------------------|------------------------------|
| SAP Sales and Distribution | Logistic execution           |
| SAP Order to Cash          | Pricing Condition Techniques |
| SAP ECC                    | IDocs                        |
| SAP Customer master        |                              |

## EXPERIENCE

### SAP SD Consultant, 03/2016 - Current

**Deloitte** – Rosslyn, MT

**Title** - Hallmark IT development/support offshore for Hallmark Card's, Inc.

**Period** - Offshore (March 2016 – April 2018)

Onshore (April 2018 – till date)

**Client Name** - Hallmark Card's, Inc.,

**Position** SAP SD Consultant

#### Responsibilities

1. Active team member
2. Application support and maintenance
3. Providing permanent fixes for recurring abnormal ends.

#### Carried out the following activities:

End to End application support on a 24\*7 support.  
Incident monitoring in ticketing tool.  
Analyze defects and track them and identify the root cause of the issue.  
Provided permanent fixes for recurring abnormal ends.  
Identifying GAPS in different SAP OTC/MTI areas and initiate Process improvement as a GAP analysis.  
Regular discussion with the client and co-ordinate with offshore team to deliver 100% error free delivery.  
Delivering the project as per schedule deadlines and maintenance support to the client.  
Co-ordinate with the respective stakeholders and drive the project to successful completion  
Compiling and writing Functional documentation of new requirements and changes and subsequent revisions.

### SAP SD Consultant, 07/2013 - 02/2016

**Deloitte** – Rosslyn, NC

**Title** - PRI Patching Project

**Period** - June 2015 – February 2016

**Client** - British Petroleum

**Location** - Kolkata, India

**Position** - SAP SD Consultant

#### Responsibilities

1. Active team member
2. Testing new Changes in different environment
3. Interface testing with SAP with third-party Applications

#### Carried out the following activities:

Baseline Configuration for OTC process.  
Coordinating tickets/defects & assign to the process team in the marvel tool.  
Output Configuration- Output Determination using Condition Technique.

Pricing Configuration – Create Condition Table, Maintain Access sequence.

Maintain Base Price Report.

Configuring Incompletion Log

Unit Testing of the newly implemented changes

**Title** "Voyager" Heineken

**Period** November 2014—May 2015

**Client Name** - Heineken

#### Carried out the following :

Baseline Configuration for OTC process.

Coordinating tickets/defects & assign to the process team in the marvel tool.

Output Configuration- Output Determination using Condition Technique.

Pricing Configuration – Create Condition Table, Maintain Access sequence.

Maintain Base Price Report.

Configuring Incompletion Log

Unit Testing of the newly implemented changes

**Position** - SAP SD Consultant

#### Responsibilities

1. Active Team member
2. Defect Analyst

**Title** - Friesland Campina

**Period** - July 2013 to October 2014.

**Client Name** - Friesland Campina

**Position** - SAP SD Consultant

#### Responsibilities

Requirement analysis of the application to be developed.

Understanding and Designing of Use Case, Class & Sequence Diagram.

Building application.

Unit Testing.

System Testing.

#### Carried out the following

End to End Scenario testing of the OTS/OTD tests Scripts.

Identifying proper master data in different markets/Systems for the Test

Scripts.

Performing Environment Checkup for new Environment & Analyzing defects in ITC Testing.

Performed Environment Health Checkup for ECC & EWM Interface.

Master Data Validation before & after Technical GO-Live.

### SAP SD Consultant, 11/2010 - 07/2013

**Deloitte** – Rosslyn, NE

Providing the solutions for user making mistakes

Participating the month end & year end activities in country version India

As a SD Consultant with the live implementation core team.

Involved in the AS-IS study of Organization structure and business re-engineering process.

Configured the baseline configuration of the Organization structure and prepared documentation.

Worked with the Gap Analysis, suggesting alternative solutions for the gaps in the form of developments.

Defining and assigning the Enterprise structure with documentation.

Creation and customization of customer master records.

Configuration of relevant Sales Documents like Inquiry, Quotation, Sales Order and customized their utilities as per End user request

Configuration of Various Basic Functions in Sales and Distribution like Incompletion logs, Text determination, Partner determination, Material determination.

Worked with Pricing (Condition Records, Condition Types, Condition Tables, Access Sequence and Pricing Procedures).

Formulating the end user training for SD module in SAP R/3, which included preparing End user Manuals and imparting classroom training.

## EDUCATION AND TRAINING

### Bachelor of Commerce: Commerce, 07/2008

**Sri Aurobindo College, University of Delhi** - New Delhi, India

### Post Graduate Diploma : Sales & Marketing Management

**Bhartiya Vidya Bhawan** - New Delhi, India

## LANGUAGES

### English:

Negotiated:

### Assamese:

Negotiated:

### Hindi:

Negotiated:

### Bengali:

Negotiated:

## CERTIFICATIONS

SAP Certified Application Associate - Sales and Distribution, ERP 6.0 Ehp7