

To obtain a challenging position in a professional technology-driven organization of repute that would best utilize my expertise as a SAP SD Functional Consultant. I look forward to use my skills to help my organization achieve its objectives and bring in continuous growth and complement my professional growth.

Location Preference: Anywhere

## Profile Summary

- An energetic individual with around 10 years of total experience in different areas with different roles and responsibilities.
- 2 years of experience as SAP SD Associate consultant/Support and 4.8 Years as SAP End user and 3.3 years in Non – Sap domain.
- Playing a senior role in handling multiple teams and having ability to work as a team player or individually to learn and adopt new technology concepts.
- Have good understanding of business processes with excellent communication and interpersonal skills
- Good knowledge of International Commercial Terms & Payment Terms with knowledge of ASAP methodology for effective Configurations and Implementations & Support.
- Have good knowledge in using MS office, excel and MIS reporting and preparing Process SOPs.

## SAP SD Skills

- Configuration of SD related organizational elements. Preparations for the Customer Master Data, Account Groups and Partner Determination Configuration.
- Customization of various Sales Document Types, Item Categories and Schedule Line Categories. Configuration of Delivery Documents and Billing Documents. Maintaining Copy Control for Sales Documents, Delivery Documents and Billing Documents.
- Configuration of Shipping Point Determination, Picking Location Determination, Storage Location Rules & Route Determination.
- Special Business Processes like Inter-company, Consignment stock Processing, Third Party sales process & Stock transfer process.
- Pricing related configurations by using condition technique. Knowledge of Condition Tables, Condition types.
- Configuration of credit management and rebate agreements and credit memo, debit memo and returns.
- Configuration of free goods determination, material determination, and revenue accounts determination and bills of material.
- Output determinations for deliveries and Invoices.
- Configuration of Transfer of requirements and availability check.
- Basic knowledge on MM and FI Integration.

## Education

- B.C.A from Sikkim Manipal University (SMU) in 2014
- SAP Certified Application Associate - Sales and Distribution with SAP ERP 6.0 EhP7.

## IT Skills

- SAP SD ECC 6.0 EHP7 Configurations and Implementations.
- SAP S4/HANA – Basic Knowledge

## **Employment Details**

### **LT FOODS EUROPE (UK) (Maxx Solutions) from April 2021 to Present**

**Team Leader-SAP SD Consultant in End to End Implementation and Support from April 2021 to Present**

- Project involves from understanding of client business process.
- Enterprise structure defining and assignments
- Defined Account groups/ number ranges and configured Partner determination procedure.
- Configured Sales documents Types, Delivery Doc types, Billing doc types, Credit and Debit Memo documents types.
- Configured sales process such as OTC, Free of Charge Delivery and STO process.
- Configuration of Complete Pricing structure with Condition techniques,
- Configured Availability check, Material determination, Credit management.
- Configured Third party sales process for customer who wants to procure from our vendor directly.
- Set up the Shipping process by configuring Shipping point determination & Route Determination.
- Managing and resolving the day to day production tickets as per the client requirements within SLA time
- Analyzing errors and preparing end user documents related to master data in SAP Pricing, sales order & delivery processing & billing.
- Discussing with Business partner for any new requirements, configuring and getting the approvals for the new change requests raised by end users.
- Interacting with end users through for resolving the tickets based on priority.

### **GENPACT INDIA PVT. LTD. from October 2020 to February 2021 (4 M)**

**Assistant Manager in O2C Process (CARDINAL- HEALTH CARE PROCESS)**

- Handling Team who are Responsible for Processing daily sales orders/Outbound delivery/PGI/Invoicing/Billing.
- Resolving PO issues if any, to salesperson or sales team for the revised PO.
- Handling Customer Complaints, creating Credit memo/ Debit memo as per the Company Policy.
- Coordinating with Warehouse/Plant to resolve any issue related to distribution and delivery of the Order.
- Inform customer about the delay of the Delivery orders.
- Closely working with Salesperson for their regions and helping them in Promotions Allocations and giving end to end sales support to all regions.

### **LT FOODS AMERICAS (Maxx Solutions) from April 2018 to Oct 2020 ( 2Y 6M )**

**Senior Executive End user in Order to Cash Process – Complete process handling**

- Responsible for Processing daily sales orders/Outbound delivery/PGI/Invoicing/Billing.
- Escalating PO issues if any, to salesperson or sales team for the revised PO.
- Sharing Paperwork (RO & BOL) to 3PL & to own warehouse to pick up the order from the warehouses.
- Coordinating with Warehouse/Plant to resolve any issue related to distribution and delivery of the Order.
- Inform customer about the delay of the Delivery orders & Coordinate with customer for the follow up of Pick Orders.

- Closely working with Salesperson for their regions and helping them in Promotions Allocations and giving end to end sales support to all regions.
- Associated with Export & Import documentations and providing all required docs for customer clearance, like Certificate of Origin, Commercial Invoice Packing list/BOL, Phyto certificates, etc.
- Sending Proforma Invoices and Do follow up for the Payments and PO correction with Indian customers.
- Handling Customer Complaints, creating Credit memo/ Debit memo as per the Company Policy.
- Associated with US team for any issues related to Order/Payments/Delivery of the customer
- At the EOD will send all sales report / Pick Up & Delivery Appointment report to the warehouses/ Sales managers / Customer Support Manager/ Operation manager.

**CERAGEM INDIA PVT. LTD. (Korean MNC) from September 2017 to Feb 2018**  
**(Manufacturer of Medical Equipment) (6 M)**

Worked as **Senior Coordinator for Sales and Order Management Team.**

- On daily basis responsible for handling the Order Generation of North & South regions
- Taking care of Distribution, logistics, Warehousing & Customer Service.
- Coordination with sales and Warehouses regarding dispatches.
- Preparation of Month end reports for reporting to top management

**ZOMATO MEDIA PVT. LTD. from June 2015 to May 2017 (2 Y)**

Worked as **Senior Associate in Order Management and Rejection Controlling Teams**

- Worked with Order Management and Rejection Control team Pan India.
- Associated with Deployment team to replace the damage device or trouble shooting the device
- Worked with Logistics Team for Order Delivery (Zom Delivery/Roadrunner/Delivery/Etc.)
- Giving End to End Support to the Customer and Merchant on their Complaints via Emails/Calls on daily basis.

**SNAPDEAL.COM from March 2014 to June 2015 (01 Y 03 M)**

Worked as **Key Account Manager** and **Handled South Team of 15-20 Associates** for Handling Customer and Dealer Complaints

- Generating Sales Leads from the market and enroll and aligning training for them to access our panel
- Helping Merchant to have check on their inventory for upcoming sales and promotions.
- Providing end to end help regarding their payment, Logistics support and Handling client's complaint through emails/calls/chats.
- Sending team performance reports on daily basis.

**USHA INTERNATIONAL LTD. (Team lease Contract Pay role). Since June 2012 to Sep 2013 (1 Y 4 M)**

Worked as **Associate in Order to Cash Process.**

- Handling Complete Order to cash process from order query to payment collections.
- Coordination with sales team & operation planning team
- Handling Customers Query and Provide Solution.