

Madhushree N

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SAP Expertise: Customer Master creation & maintenance on S/4 HANA Database

Work Experience**HCL Technologies Limited****Master Data Specialist - SAP MDM (18th Aug 2021 to 20th March 2023)**

- Initiated the concept of process improvement for faster resolution of issues and improve SLA
- Responsible for Master Data Registration – Customer and ensures validity, integrity, accuracy and maintenance of master data in SAP
- Mass creation of Customers
- Consolidate multiple databases including customer databases into a central tracking system and prepare monthly report
- Perform data mapping, data cleaning and data structuring activities
- Administer data within the various systems & maintain, review and monitor systems to ensure data accuracy
- Support of local and regional teams regarding SAP master data
- Contribute to continuous improvement and promotes/leverages successful processes from lines of business across the corporation

Master Data Administrator (SAP MDM)

- Customer Master Creation
 - Check and verify the data given in by category for new Customer creation
 - Check if customer code is already available or not create new customer as per data given by category & business team
 - Map details such as customer name, search term, address, country, contact no, tax code, customer class, industry and sub industry
 - Customer creation in mass if number of customers are more
- Accuracy and quality check in SAP
 - Monitor and track internal productivity, quality and SLA
 - Maintain missing information if found during quality check as per information available and after confirmation with category

- Performing the operational establishment and preventive maintenance of backups, recovery procedure and enforcing security and integrity controls
- Accepting responsibility for the processes, procedure and operational management, associated with master data
- Troubleshooting the issue and providing support in diagnosing and resolving error for issue related to master database
- Ensuring that the data maintained is error free and periodically review Master Data processes to ensure that they meet the ongoing needs of Asia-Pacific business
- Update information of existing customer master, as per requirement
- Analyze information received from clients to interpret whether sufficient to manage process and work effectively within constraints and set up of master data structure

Avasar Consultancy Services

Senior Associate (1st July 2020 to 17th August 2021)

Answered calls for customer queries related to order delivery, return related, credit related, app related issues and verification issues for Udaan process

ALK Talent Search LLP

Senior Associate (6th May 2019 to 30th June 2021)

Answered calls for customer queries related to order delivery, return related, credit related, app related issues and verification issues for Udaan process

IBM

Senior Practitioner (9th March 2010 to 2nd June 2013)

Called customers for overdue payments of credit cards and loans till 18th July 2011. Moved to back end team that supports banks in issuing notices to customers, charges for letters sent from bank to customers, write off credit cards and do Merchant charge backs. Moved to Blackberry where I was responsible for handling master data management for account creation, account maintenance and account deletion of customer master

First Source

Technical Support Representative (16th February 2009 to 1st December 2009)

Answered calls for Talk Talk broadband process where handled issues for router related, web browser issues such as slow speed and authentication issue.

Aditya Birla Minacs

Customer Support Representative (17th December 2007 to 13th February 2009)

Answered calls for Capital One credit card for customer queries like balance, close credit cards, do balance transfers and also provide any offer available for credit card

Academic Qualifications

- **Bachelor of Computer Application 2006 – 62%**

National College Jayanagar, Bangalore University

- **Karnataka State Pre University Board, 2002 – 59.5%**

Jyothy Kendriya Vidyalaya P U College

- **SSLC, 2000 – 75.84 %**

A V Education Society Karnataka State Board