**PROFESSIONAL SUMMARY**

A multi-skilled & result oriented IT/SAP Professional with 12 years of experience in the Information Technology domain. Having 6 years of experience in SAP - SD and ABAP modules. Currently working as an SAP Functional Consultant on SD EDI IDOCS area.

**WORK EXPERIENCE**

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| **Organization** | **Designation** | **Duration** |
| Tech Mahindra | Software Developer | (10/2007) - (11/2012) |
| AD3i Software Solutions Pvt Ltd | Systems Analyst | (7/2016) - (4/2017) |
| Stefanini Group | SAP Functional Consultant | (9/2017) – (8/2023) |

**TECHNICAL EXPERTISE**

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| **Microsoft Technologies** | ASP.NET MVC 4.0/5.0, Asp.net Core |
| **Database** | MS SQL Server 2008/2012/2014 |
| **Programming Languages** | C, C++, C# |
| **Web Technologies** | XML, HTML, JavaScript, RestApi, WebApi and CSS |
| **Software** | SAP ECC 6.0 - ABAP , SD - EDI IDOCS |

**CURRENT EXPERIENCE**

**PROJECT DETAILS**

**SAP FUNCTIONAL CONSULTANTS**

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| --- | --- |
| **Project** | Go Live and Production Support |
| **Client** | DOW Chemical Company |
| **Role** | Team Member |
| **Organization** | Stefanini Group |
| **Duration** | Dec 2020 – August 2023 |
| **Team Size** | 5 |
| **Software** | **Languages:** XML  **Software:** SAP ECC 6.0  **O/S:** Windows 10 Enterprise  **EDI/IDOC Tools:** Elemica 1.0 and Elemica 2.0  **Job Scheduling tool:** Redwood CPS, PJD and PJL.  **Ticketing tool:** Service Now |

**Project Description:**

The Dow Chemical Company is an American multinational chemical corporation headquartered in Midland, Michigan, United States, and a subsidiary of Dow Inc. The company is among the three largest chemical producers in the world. Dow manufactures plastics, chemicals, and agricultural products. With a presence in about 160 countries, Dow has been called the "chemical companies' as its sales are to other industries rather than directly to end-use consumers.

**Roles and Responsibilities:**

* Managing and updating the Knowledge Base/Repository with Solutions to new problems.
* Handled (P2, P3, P4, P5) priority incidents besides problem tickets, service requests and enhancement requests using SAP ECC 6.0 Enterprise Version environment.
* Solving day to day incidents in different areas i.e. outputs, ASN.
* Maintained IDOC Partner profile for new customer implementation via EDI.
* Working with third party vendor, Elemica 1.0 and 2.0 dashboard to resolve user issues.
* Monitoring the Batch jobs and doing the health checks and alerting the Basis and

Database teams to check on the performance if we encounter any issues.

* Preparing the daily backlog status reports and weekly status reports of tickets.
* On-call support with the business teams to discuss ongoing issues.
* Worked as a team member in troubleshooting the complex issues (eg: batch job issues on Redwood(Tool).
* Participate in presenting the dashboard to the client every week.
* Attended numerous Transition calls with business and other stakeholders, prepared MOM on a daily basis for their existing business process.
* Attending daily calls with management and providing updates related to open ticket & tasks.
* During the Transition Phase, we learnt the processes and transferred the knowledge to new team members.

**PREVIOUS EXPERIENCE**

**PROJECT DETAILS**

**SAP TECHNICAL CONSULTANT**

**SAP ABAP DEVELOPER**

**STEFANINI GROUP**

Thyssenkrupp Industrial Solutions AG

Essen, Germany – (*Sept 2017 – Nov 2020)*

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| --- | --- |
| **Project** | Design, Implementation, Support and Maintenance |
| **Client** | DOW Chemical Company |
| **Role** | Team Member |
| **Organization** | Stefanini Group |
| **Duration** | Dec 2020 – August 2023 |
| **Team Size** | 7 |
| **Software** | **Software:** SAP ECC 6.0  **O/S:** Windows 10 Enterprise  **Ticketing tool:** SOLMAN Solution Manager |

**Project Description:**

Thyssenkrupp Industrial Solutions AG - TKIS, with subsidiary firms on all 5 continents and more than 19,000 employees all around the world, is one of the leading engineering companies equipping the chemical, cement and minerals industries.

**Roles and Responsibilities:**

* Worked as a team member and handled (P3, P4, P5) priority incidents, using SAP ECC 6.0 Enterprise Version environment using ticketing tool – SOLMAN (Solution Manager)
* Solving day to day incidents in different areas.
* Attending daily calls with management and providing status updates related to open tickets.
* During this phase i was trained on SAP ABAP for a duration of 3 months outside organization.

**PAST EXPERIENCE**

**DOTNET DEVELOPER**

**AD3I SOFTWARE SOLUTIONS PVT LTD**

National Western Life Insurance Company

Austin, Texas – *(July 2016 – April 2017)*

**Roles and Responsibilities:**

* Involved in coding and development of the project using C# 4.0, ASP.Net MVC 5
* Creating Stored procedures using database SQL Server 2016 and used them in ADO.Net applications.

**DOTNET DEVELOPER**

**TECH MAHINDRA**

BlueCross BlueShield of Louisiana

Chicago, Illinois, United States – *(May 2012 – Nov 2012)*

**Roles and Responsibilities:**

* Involved in the support and maintenance of the project.
* Developed Crystal Reports as part of the project.
* Responsible for analysis of the specifications provided by the client.
* Solving tickets raised by the client that involves fixing bugs in the application.
* Documentation of each ticket that was resolved.
* Day to day status calls of the work done with the onsite coordinators.
* Constantly updating the client about the status of the tickets.
* Gave Knowledge sharing sessions of the current application to the new team members as and when required.

**DOTNET DEVELOPER**

**Tech Mahindra**

Dow Jones - USA

*(Mar 2010 – Dec 2010)*

**Roles and Responsibilities:**

* Involved in the support and development of the project.
* Solving UI tickets raised by the client that involves fixing bugs in the application.
* Interacting with the client for discussing status of the tickets as and when required.
* As a Team member was responsible for Analysis of the specifications provided by the client.
* Responsible for overseeing the Quality Procedures related to the project.
* Preparation of Understanding document for the enhancement module “Corporate Connections” based on the specifications provided by the client.
* Worked on certain requirements in the “Anti-Corruption” enhancement which involved writing stored procedures (backend coding) as well as front end coding using C#.net in the application.
* And solving bugs during UAT of “Anti-Corruption” enhancement.

**Strengths**

* Zeal to accept work related challenges, dedication towards work.
* Pragmatic, self-motivated and a good team player.
* Excellent understanding of project issues, ability to work independently or as part of a team.
* Good interpersonal skills, analytical skills, and technical documentation skills.

**Education**

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| **Degree** | **Specialization** | **University** | **Year of passing** |
| Graduation | B.TECH - Information Technology | Jawaharlal Nehru Technological University, Hyderabad. | 2007 |

**Personal Details**

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| **Date of Birth** | 25-03-1986 |
| **Gender/Marital Status** | Female / Married |
| **Nationality** | Indian |
| **Permanent Address** | HMDA Villa 10, Bhavna's GLC Cribs, Road no.2, Mallampet, Bachupally, Hyderabad - 500090 |
| **Languages Known** | English, Hindi, Telugu and Tamil |
| **Valid Passport** | F 7570285 |