

## **TUSHAR BAPURAO UGALE**

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9763950607

### **SAP CRM ASST. FUNCTIONAL Consultant**

#### **Experience Summary:**

- 3.9 years of experience in SAP CRM with support project, upgrade and implementation. Experienced in analyzing Business Processes and mapping with SAP Best Practices. Proficient in Trouble shooting, Testing, User trainings and support in SAP CRM Service, Interaction Center, and Marketing.
- Exposure to both support and implementation projects, capable to work with client from the inception to Go-live at offshore location.
- Experience in configuration and customization of SAP CRM 7.0 modules - Marketing, Sales, Service and Web UI.

#### **Work Experience:**

- Working as **SAP CRM ASST. FUNCTIONAL Consultant** with **IDBI Intech** under the payroll of Genex Corporation Service Private Limited (For DXC Technology) on SAP CRM implementation project from 1<sup>st</sup> Aug. 2019 to Till Date.
- Worked as **SAP CRM ASST. FUNCTIONAL Consultant** with **IDBI Intech** under the payroll of **Rigved Technology Pvt.Ltd.** (For DXC Technology) on SAP CRM implementation project from 3<sup>rd</sup> Nov. 2018 to 31<sup>st</sup> July 2019
- **Worked as SAP CRM Coordinator for entire WEST Region with IFB Appliances & Industries from 13<sup>th</sup> Apr.2015 to 2<sup>nd</sup> Nov. 2019.**
- Worked as Software Developer at **UCHANGE Technologies Pvt.Ltd.** from 3<sup>rd</sup> March 2014 to 30<sup>th</sup> Jan. 2015

#### **Academic Qualification:**

- **Bachelor of Engineering (B.E)** in Computer Science and Engineering from Pune University
- **Diploma** in Computer Technology from Mumbai University

#### **SAP Skills**

- **SAP CRM Configurations, troubleshooting, requirement gathering, Documentation and Testing.**
- Knowledge in customizing Master data including Organizational structure, Business partner and Product master
- Knowledge in controlling attributes like Org data determination, Date profile, Action profile, Text determination Procedure, Status profile
- Having knowledge on set up Web UI with specified business roles, configured navigation bar profile, layout profile, and Role configurations as per client requirement
- Handling of tickets in SAP CRM.

## **Projects Handled:**

**Organization – IDBI BANK**

3<sup>rd</sup> Nov.2018 to till date

**Role – SAP CRM ASST. Functional Consultant.**

**Environment – SAP CRM 7.0**

**Landscape: SAP CRM 7.0 EHP4 NW 7.5**

## **Responsibilities:**

- Gathering the requirement form Client.
- Defining business roles and authorizations using access rules.
- Expertise in setting up the Organization structure considering the access restrictions of users.
- Knowledge in customizing Master data including Organizational structure, Business partner and Product master.
- Configuration of additional fields, Master/Page layout changes, and Update Mashup URLs.
- Configured Date Profile for Service Transactions and Warranty Products.
- Configured Status profiles, Objective, Type, Tactic, Authorized partner.
- Configured various Transaction types, Item Categories, Item category determinations.
- Immediately respond to the end users through various channels and clarify the business process clarifications.
- Worked on Action profiles and assigned these to the business transaction types for follow up activities.
- Handling service tickets which are raised by the business users through the tool called SM (Service Manager) based on the priority and business critical level
- UI changes as per client requirement.
- Participated in preparation of test cases for unit & integration testing and User acceptance testing and defect tracking in Quality Center.
- Preparing configuration guides and user guide for business user for training purpose.
- Configured Activity Type, Opportunity type and Number range
- Responsible for testing and validating existing functionalities.
- Coordinating with the technical team in solving the tickets.
- Provides administrative support to all members of the branch team when required.
- Identifying client requirements for enhancements and customizing for further follow-up action and ensured closure by the relevant teams.
- Prepared end user manual in very defined and simple language.
- Responsible for key user training, end user training and post go-live support.
- Participated in business meetings and worked with the other team members to analyze the Client's requirements.
- Participating in the pre-upgrade and upgrade activities, testing scenarios, Re-tested the defects once they are fixed.

## **Achievement**

- Got appreciation mail from IDBI Intech manager and project manager for completed the assigned task within the prescribed time duration.

**Organization - IFB Appliances & Industries Pvt.Ltd**13<sup>th</sup> Apr.2015 to 2<sup>nd</sup> Nov.2019**Role** – SAP CRM Coordinator.**Environment** – SAP CRM 7.0**Landscape:** SAP CRM 7.0 EHP4 integrated with ECC 6.0 on Oracle 11 integrated with SAP PO, BW and BI/BO.**Responsibilities:**

- Heading west region for CRM issues and trouble shooting.
- Identifying client requirements for enhancements and customizing for further follow-up action and ensured closure by the relevant teams.
- Preparing configuration guides and user guide for business user for training purpose.
- Configured business partner and product.
- Responsible for testing and validating existing functionalities.
- Provides ongoing application support.
- Coordinating Tech support team in solving change requests and version management.
- Participating in the pre-upgrade and upgrade activities, testing scenarios, Re-tested the defects once they are fixed.
- Participated in preparation of test cases for unit & integration testing and User acceptance testing and defect tracking in Quality Center.
- Participated in business meetings and worked with the other team members to analyze the Client's requirements.
- Support on tickets involving base customization.
- Provides administrative support to all members of the branch team when required.
- Perform on deployment for the new requirement and for the new updates.
- Training for all Service Technicians of IFB Authorized service provider.
- Taking review with executive for all CRM issue.

**Organization - UCHANGE Technologies Pvt.Ltd.**

3rd March 2014 to 30th Jan 2015

**Role:** Software Developer.**Web Technologies:** ASP.NET, Visual Basic.**Languages:** Visual Basic, ASP.NET, C#.**Database:** MS SQL 2008/2010**Responsibilities:**

- Requirements gathering from client.
- Practical working knowledge of .NET technologies and RDBMS with interface designing and implementation.
- Understanding requirements, prepare unit test cases, coding and unit testing.
- Prepared User guides & design document.

**Availability:**

- Willing to relocate within 2 months.

**Personal Details:**

<b>Date of Birth</b>	:	30 <sup>th</sup> Apr 1991
<b>Language known</b>	:	Marathi, English, Hindi,
<b>Marital status</b>	:	Single.
<b>Permanent Address</b>	:	Flat No.10/A, Vishnugupata Society, Gorkshnagar, Dindori Road, Nashik -422004

**Date –**

**Place: Nashik**

**TUSHAR BAPURAO UGALE**

**Responsibilities**