**Abbas Zaidi**

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**LinkedIn: www.linkedin.com/in/sap-hybris-billing**

**Phone 206-403-3034**

**Highlights**

* Over 16 years’ experience in IT – **Specialized in SAP BRIM, Convergent Mediation by digital route, S4HANA, Hybris Commerce.**
* **Specialized Domains: Logistics, Media, Telecom, Retail, eCommerce, Retail, Retail, Finance.**
* **I specialized in Convergent Mediation by DR, Convergent Charging, Hybris Commerce B2B, B2C Development.**

**SAP BRIM/S4HANA:**

* Experienced with **SAP BRIM, Convergent Mediation by digital route, SAP Convergent Charging.**

***SAP BRIM, Mediation and OTC/Hybris Commerce Breakdown***

**Digital Route Mediation:**

* Designing and developing the complex MZ workflows to cater the business requirements for implementation of SAP BRIM solution.
* Build complex Real Time as well as Batch workflow to fulfill business requirements.
* Attended client workshops for requirements gathering and designing the solution with best practices in CM.
* Provide support for SIT and UAT for issue analysis and bug fix, performance/load testing for tunning, production support for go live and migrations.
* Integrate the CM system with SAP components like CC, CI, SOM, MM, SD, FI
* Integrated the CM with 3rd party applications like client portal, network elements, reporting portal etc.,
* Key issues for which I Provided solution for CM
* Sizing to troubleshoot performance – Increased the MetaspaceSize from 128M to 512M for Platform and all EC’s Configured in the system to Troubleshoot all the memory outage issues in CM.
* Overcome ‘Resource lock error’ in by controlling the CM-CC request flow in CM
* Implemented correlation logic for RFC request response track to avoid data loss in case of high volume.
* Analyze data processing issues in CM using system monitor in CM and fix the same using load balance code implementation.

**SAP Convergent Charging:**

* Designing Charge, Price Plans Monthly, Usage Based, Onetime, Commission based, Multi currency, etc. Releasing Charged Plan, Creating CIT type, BIT type, Billable item mapping.
* Generating Price keys from CRM, Mapping Table, Parameters, Plans, Counters, Subscriber account, for **Postpaid & Prepaid** and Subscription & Services based scenarios. Used all the Tables like Mapping Table, Range Table, Translation Table, Tier Tables.

**SAP Conversion Invoicing:**

* Creation of consumption Item Class, Billable item Class, Generating Interfaces, Selection Variants, grouping variant, generating billing document, generating invoices, etc.

**SAP Subscription Order Management:**

* + Charged Plan mapping – Worked on Product Modeling.
  + Expertise in SAP CRM Sales, Services, and Order Management (Subscription Order Management).
  + Experience in Building the SAP CRM solution for Subscription orders.
  + ODI Configuration, Provider Order, Provider Contract, Item Types, Pricing Procedure,

Products, Varcands, Variant’s, Sales Area, Customer Master, Product Master, etc. Good Knowledge of Network & Digital Mediation structured & unstructured CDR’s and overall, BRIM Architecture – From CRM to Dispatcher, to updater, Guider, Rater, Taxer, Bart tool,

**Hybris Commerce:**

* + Hands on experience in **Upgrading Hybris version 5.7 to Hybris version 6.3**.
  + Hands on experience on **Spring Framework, B2B\_B2C\_Telco Accelerators, Customizing Extensions.**
  + Hands on experience **with Java, JRE, Java SDK, Hybris extension customizations, HSQL, Oracle, JSP, Web services, API’s, XML. Java eclipse.**
  + Expertise in **WCMS, Content Management**, **Order Management, User Management, Product setup, Product Up selling, Cross selling, Marketing Module, Promotion, Vouchers.**
  + **Hands on configuration on CPQ, Impex files Import/Export – Update on eCommerce domains & Telecom.**

**Education**

* Bachelor of Science in Business Administration from Punjab University, India, 2005

**Technical Expertise**

|  |  |  |
| --- | --- | --- |
| Hybris Billing | Hybris/Back office | SAP FI/Fico |
| SD/MM/BI/BW /CRM | Hybris Marketing | SAP PP |
| SQL Server | MS office | SAP MDM |
| HPQC/ALM | Data hub | SAP MDG |
| Solar Search optimize | API/Swagger/Postman | SAP EDI/IDOC |
| Windows | SAP/ECC | SAP OTC |

**CERTIFICATION**

* Certified SAP Hybris Billing (S4HANA, SAP BRIM)
* Certified Hybris Commerce Solution Architect
* Certified Scrum Master
* User Experience / Human Computer Interaction Certification from University of Washington

**Professional Work Experience**

**SAP BRIM Convergent Mediation March 2023 to Present**

**Canada Post, Ontario, Canada**

**Xerox, North Carolina**

**Greenfield implementation-**

* Created real-time workflow to collect request using REST protocol, auditing of the request & sent to SAP SOM for contract creation and ACK back tobrim in-house application.
* Realtime usage rating & payment posting in SAP CI using RFC protocol.
* Also, handled huge volume of data for rating & load balancing to increase performance Supported Migration activities for Business Partner, Contract account & Subscription contract from legacy billing system to SAP BRIM.
* Also supported report & auditing for migrated contracts.
* To encounter CITs not generating in CI, we configured the size of the CIT Class field in CM to be more than acceptable by CI. For example, the transportation mode field was configured only to accept 1 CHAR, but we were trying to send Ground on Air in the field, whereas it was supposed to be either A or G. therefore, we changed the Size in CM, and it worked.
* Designing and developing the MZ workflows to cater to the business requirements for implementing SAP BRIM solution.
* Design and development of Real-Time and Batch workflows consisting of SAP CC, web services, RFC, and many more agents.
* Implemented Error Correction System
* Working on performance improvement of applications
* Working knowledge of SAP CRM, CC, and CM integration.
* Extensively involved in End-To-End integration testing.
* Development of collection and parsing of incoming URLs.
* Development of mapping of raw records with business requirements.
* Development for Validation, filtration, and distribution of records to downstream system.
* Guiding the team and working with collaboration on CC, CI, SOM
* Troubleshooting issues and testing the solution across BRIM Modules
* **Performed high volume data load testing – Planning, analysis of data volume, code enhancement, code enhancement without damaging core functionality, time vs processed data presentation, and client facing for the same.**
* Testing support – provided end-to-end testing support on already implemented code solutions. Enhance code based on defect and solution requirements.
* **Provided technical support for SIT environments, addressing integration issues and ensuring system stability during testing.**

**Environment:** SAP Convergent Mediation/Digital Route Mediation

**SAP BRIM Convergent Mediation May 2022 to Feb 2023**

**Spectrum Reach Charters, Charlette, NC**

**(Domain: Media)**

**Spectrum Reach is Internet and cable provider in USA – Also big on Ad’s broadcasting in different regions inside US. They do a lot of consumption base billing and revenue sharing with different vendors and business partners.**

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* To encounter CIT’s not generating in CI – Configured the size of the field of CIT Class in CM as more than acceptable by CI – For example transportation mode field was configured to only accept 1 CHAR but we were trying to send Ground on Air in the field whereas it supposed to be either A or G – So we changed the Size in CM and it worked.
* Designing and developing the MZ workflows to cater the business requirements for implementation of SAP BRIM solution.
* Design and development of Real Time and Batch workflow consisting of SAP CC, web services, RFC and many more agents.
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* Working knowledge on SAP CRM, CC and CM integration.
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* Development of mapping of raw records with business requirement.
* Development for Validation, filtration and distribution of records to downstream system.
* Guiding the team and worked with collaboration on CC, CI, SOM
* Troubleshooting issues and testing the solution across BRIM Modules

**Environment:** SAP Convergent Mediation/Digital Route Mediation Zone, Linux.

**SAP BRIM Convergent Mediation by digital Specialist Jan 2021 to May 2022**

**Twitch interactive Inc. SFO CA**

**(Domain: Media, social media)**

**Twitch is online platform for Content providers (Gaming platform) where users can broadcast while playing games with their respective subscribers and sell products on their channel and Share Revenue with Twitch base on their Contract agreement.**

* Worked on Green field implementation of SAP BRIM solution to twitch
* Worked on the S/4 HANA, SOM and CC modules.
* Built complex calculation models in convergent charging
* Integrated CC, CI and SOM Systems
* Requirement gathering with the client stakeholders
* Blueprinting and provided solution to fit the BRIM solution to accommodate Twitch business
* Played techno functional role in the project
* Guiding the team and worked with collaboration on CC, CI, SOM
* Drove billing and invoicing solution in CI
* Worked on product set up, contract creation and Master agreement, sharing contract in SOM
* Troubleshooting issues and testing the solution across BRIM Modules

**Environment:** S4HANA, SAP CC, CLM, Twitch home grown tools.

**SAP BRIM Convergent Mediation by digital Consultant Jan 2020 to Dec 2020**

**PWC, SFO, CA**

**Domain (Transportation, eCommerce, Media)**

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* Worked on the S/4 HANA, SOM and CC modules.
* Built complex calculation models in convergent charging
* Integrated CC, CI and SOM Systems
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**Environment:** S4HANA, SAP CC, CLM, Twitch home grown tools.

**SAP BRIM Consultant SOM & Convergent Charging Consultant Feb 16 – Feb 17**

**BOSCH Security Systems**

**(Domain: eCommerce Digital)**

**Bosch security system Implemented SAP BRIM for their distributors billing and auditing.**

**Responsibilities:**

* Configured End to End Processes for **Usage Based Billing for Customer Scenarios.**
* Design of Hybris Integration for creating the Provide Order and Provider Contract.
* Maintained Pricing in CRM system for different pricing conditions based on the product and other categories.
* Pricing **Replication to SAP Convergent Charging from SAP CRM.**
* Have replicated master data in different systems (ERP, CRM, CC and CI) across the landscape.
* Experienced in deploying and supporting SAP Convergent Charging Configuration and customization any versions of CC Core Tool, CC IEC and BART.
* Configuring **Charge Plans with Recurring Rates Mapping Tables**.
* Worked on SAP CC web services and API’s.
* **Set up Charge Plans Pricing for Data / Monthly / SMS Charges for Customer Subscriptions.**
* Setup of SAP CC – FI AR Integration
* ECC Billing Document Configuration for Convergent Invoicing
* Billing Document Type
* Configure Billing Items to Sales Order Item Categories
* Configure **Convergent Invoicing Billing Process such as Billable Item Mapping, Selection Variant, Grouping Variants Invoicing procedure etc.**
* **Billable items and Consumption items in Convergent Invoicing system**
* Configured to integrate Convergent Invoicing Billing with SAP ECC SD Invoice.
* Configured IEC Scenarios for Bulk loading of Customer Consumptions
* Have shared ideas to improve/simplify the implementation of customer requirements. For Ex: counter sharing concepts in CC system.
* **Trace and Troubleshoot SAP CC / SAP CI Errors**
* Configured and deployed SAP Convergent charging System for client specific Billing Scenarios (Telecom).
* Demonstrated abilities and Gathered requirements demonstrated and executed customer related business process.

**Environment:** S4HANA, SAP CC, Salesforce, Convergent Mediation, SOM, CI, FICA, HP ALM, JIRA, SharePoint, etc.

**SAP Hybris Architect Feb 19 to Jan 2020**

**Airgas Inc, Radnor, Pennsylvania**

**Airgas corp deals with all the Gas cylinders products sells online and instore all over US. They wanted to bring their master data for customers, Products, vendors, orders pretty much entire database to Hybris B2B & B2C Platform from Oracle.**

* Worked on **Hybris Upgrade from 5.7 to Hybris 6.3**
* Determine which custom extensions needed to migrate from Hybris 5.7 to Hybris 6.3
* Performed detail analysis on current Hybris version 5.7 🡪 Advantages and challenges regarding upgrading B2B Multisite to Hybris 6.3 version.
* Worked on **b2c\_b2b\_accelator, customize extensions, involved in 3rd party integration such as Payments, Tax, Shipping, Orders, Cart, Checkout, etc.**
* Worked on Storefront customization, **WCMS content management**, Header, Footer, Pages, Body, Images, slotting, new components, etc.
* Worked on **PCM** Created different Brands, Product categories, Products, Base product, Variants, Scaling, maintain Units, Pricing, discount, grouping of products, subcategories products, pricing, discount logic, in **Product Cockpit.**
* Worked on all the custom changes for **USER Management** Assigning roles, Creating User groups, Restriction, Personalization, Rules, for Employees and Customers etc.
* Worked on **OMS order management flows for Upselling & Cross selling products** on Online metals home page & Product details pages.
* Worked on **Marketing module – setting up Promotions & Vouchers** based on customer, Order quantity, Products, etc.
* Imported and exported changes & updates in **IMPEX files through HAC Hybris Admin Console.**
* Documented all the business requirement, enhancements, and modifications in JIRA.
* Reviewed all the 3rd party vendors’ profiles for integrations with Hybris, Data hub, etc.
* Conducted End users’ interviews, Training sessions, Demo’s, testing sessions.
* Participating in defect triage meetings with End Users.
* Created and moved all the products in Hybris focused on marketing modules.
* Involved in developing Training Documentation and knowledge transfer to end-users.
* Involved in project during various stages of Initial preparation to Go Live and production Support.

**Environment:** ERP System, SAP, Spring Framework, HSQL, Java, ANT, JSP, Java Script, Find Tunner UI, Find Tunner API, Back office, Hybris HMC, Hybris WCMS, CMC, Smart Edit, Live Edit, PCM, Hybris OMS, Hybris, CPQ, Hybris Marketing & Promotions, Data hub, SOLAR, JIRA, MS office, ALM, SAP ERP, SAP SD, SAP OTC, SAP MM, SAP CRM, Datahub, IMPEX, B2B Accelerator, B2C Accelerator, HMC, Java Eclipse, Web services, XML, API’s. HSQL, Oracle, etc.

**AVALARA, Seattle, WA Nov 17 to Nov 18**

**SAP FICO/SD Consultant**

**TAX Automation organization creates and sell TAX API for all the eCommerce platforms to calculate tax.**

**Responsibilities:**

* Involved from Explore Stage to Run stage.
* Conducted solution validation workshops, provided system demo and identified GAP's which is not addressed through SAP best practices.
* Discussed and finalized key data structure parameters (configuration parameters) in workshops.
* Conducted delta design workshops to discuss on GAP's, prioritize GAP's and sprint planning to address the GAP's.
* Performed incremental configuration as per sprint plan testing.
* Provided training to the business.
* Planning and executed cut over activities.
* Involved in SAP S4 HANA Customization, configuration of Global Organizational structure.
* Configured Standard ledgers, Extension ledgers, simulation ledgers to meet the industry requirements.
* Configured New asset accounting parameters Chart of depreciation, parallel depreciation areas.
* Discussed with cross modules team members in configuration of (FI-MM), (FI-SD).
* Customization of controlling area and organizational units, parameters of controlling cost center accounting and internal orders, product costing for planned costing, actual costing and controlling and profitability analysis9COPA).
* Configuration of product costing for planned cost, standard cost estimation, Result analysis for WIP and variance calculation.
* Implemented material ledger multiple currencies and actual costing as per the business requirement.
* Design and implementation of operating concern, for reporting and analysis of Revenue and cost flow.
* Involved in meetings with business team and providing value additions and training to the business team.
* Go live and production support for the business.

**BOEING PARTS, Renton, WA Feb 2017 – Oct 2017**

**SAP Hybris SME**

**Boeing Parts site sells airplance parts to all the 36 major airlines all over the world – B2B Hybris solution was implemented for Product, Customers, Orders, Vendors, Prices, Master data and transactions.**

**Responsibilities:**

* **Collaborated with Product manager** on daily basis Created FSD and defined the process to handle any CR’s, Releases in different environment, Escalation process, Deliverable Estimation, Forecasting potential road blockers, User training, Test Data, etc.
* Responsible for **Task assignment for SAP & Hybris consultant**, and providing daily updates, sync up meetings regarding client concerns & issues.
* **Conducted meetings with Business stake holders**, Product managers to gather requirements, reviewing functional specs, Gap analysis, defining process for data migration, providing demos.
* **Responsible to deployment from Staging** to Testing servers for the SAP Hybris Commerce B2B & B2C solution including **SAP SD OTC** customization, inbound and outbound EDI/IDoc’s settings, inventory management, Hybris back-office setup, data exchange and full integration between SAP ERP & Hybris using Data Hub. Deployed SAP Hybris Commerce B2B solution including SAP SD customization, inbound and outbound **EDI/IDoc’s** settings, inventory management, Hybris back-office setup, data exchange and full integration between SAP ERP & Hybris using Data Hub.
* **Conducted requirement and solution concept workshops**, analyze gather business requirement for creation of BRD, define and deliver architecture deliverables including diagrams and integration model.
* Defining scope of functionalities and feature with Business stakeholders for modules as offered by SAP Hybris Commerce (**Catalog, WCMS, Order Management, Fulfillment Process, Checkout Impex’s, User management, Content & Catalog management, HAC, 3rd Party Integrations, PCM, Wishlist, Subscription Module, B2B Account management, OMS, CRON JOBS for Reporting, Updating & Deleting Cart, etc.**
* Worked B2B, B2C, multi-site and multi-country, end-to-end implementations on Boeing parts.com.
* Worked on identifying Payment process for B2B & B2C customer – Provided best solution for Payment Gateway.
* **Conducting daily team meeting to ensure all the development** is on track to meet the deadlines and client satisfaction.
* Supported Go live prep – Data setup – Collaborated with Basis team to ensure there is no Last-minute hiccups.

**Environment:** ERP System, SAP, Spring Framework, HSQL, Java, ANT, JSP, Java Script, Find Tunner UI, Find Tunner API, Back office, Hybris HMC, Hybris WCMS, CMC, Smart Edit, Live Edit, PCM, Hybris OMS, Hybris, CPQ, Hybris Marketing & Promotions, Data hub, SOLAR, JIRA, MS office, ALM, SAP ERP, SAP SD, SAP OTC, SAP MM, SAP CRM, Datahub, IMPEX, B2B Accelerator, B2C Accelerator, HMC, Java Eclipse, Web services, XML, API’s. HSQL, Oracle, etc.

**SAP Hybris Commerce Functional Jan 15 – Jan 16**

**Online Metals, Seattle, WA**

**Online Metals sells all kind of Metals and parts to all the 36 major airlines all over the world – B2B & B2C Hybris solution was implemented for Product, Customers, Orders, Vendors, Prices, Master data and transactions.**

* Worked on **WCMS content management**, Header, Footer, Body, Images on C4C/Back office.
* Supported all the custom changes for **USER Management** Assigning roles, Creating User groups, Employee, Customers etc.
* Worked on **OMS order management flows for Upselling & Cross selling products** on Online metals home page & Product details pages.
* Worked on **Marketing module – setting up Promotions & Vouchers** based on customer, Order quantity, Products, etc.
* Understood Legacy **ERP system Eniteo** and business flows, Information architecture of different products, customer, pricing, etc.
* Imported and exported changes & updates in **IMPEX files through HAC Hybris Admin Console.**
* Documented all the business requirement, enhancements, and modifications in JIRA.
* Reviewed all the 3rd party vendors’ profiles for integrations with Hybris, Data hub, etc.
* Conducted End users’ interviews, Training sessions, Demo’s, testing sessions.
* Participating in defect triage meetings with End Users.
* Created and moved all the products in Hybris focused on marketing modules.
* Created different product categories, grouping of products, sub categories products, pricing, discount logic, in Hybris HMC.
* Involved in developing Training Documentation and knowledge transfer to end-users.
* Involved in project during various stages of Initial preparation to Go Live and production Support.

**Environment:** ERP System ENITEO, ERP System, SAP, Spring Framework, HSQL, Java, ANT, JSP, Java Script, Find Tunner UI, Find Tunner API, Back office, Hybris HMC, Hybris WCMS, CMC, Smart Edit, Live Edit, PCM, Hybris OMS, Hybris, CPQ, Hybris Marketing & Promotions, Data hub, SOLAR, JIRA, MS office, ALM, SAP ERP, SAP SD, SAP OTC, SAP MM, SAP CRM, Datahub, IMPEX, B2B Accelerator, B2C Accelerator, HMC, Java Eclipse, Web services, XML, API’s. HSQL, Oracle, etc.

**Verizon Wireless, Bellevue, WA Dec 13 to Jan 15**

**SAP SD OTC Consultant**

**Responsibilities:**

* Involved indifferent phases of S4 HANA system conversion process.
* Initial system analysis and discussion with customer about new implementations.
* Performed pre conversion activities system conversion prechecks and solution validations.
* Done Customer and vendor integration (CVI) as part of pre conversion.
* Simplification item checks (SI Checks) and fixing the issues as per the SAP best practices.
* Delta configurations as part of system readiness for conversion.
* Checking Customizing settings prior to migration and fixing the issues.
* Preparations and Migration of Customizing for General Ledger, Asset accounting, controlling, Material ledger, House banks, Credit management.
* Data Migration of General ledger, house banks, Trade finance and credit management.
* Resolving the issues while migrating the data.
* Data validation after migration, and deactivation of reconciliation ledgers as part of post conversion activities
* Provided training to the business on new functionalities and processes in S4 HANA
* Testing of S/4 HANA system from by preparing various test cases for FICO.

**Business Analyst / UAT Analyst Aug 12 – Nov 13**

**BECU, Tukwila, WA**

* Reviewed business requirements and analyzed wireframe and copy deck for web-based project.
* Created requirements, CR’s for new enhancements and got approvals from all the stake holders.
* Facilitated JAD sessions. Designed test plan for UAT and wrote test scripts based on business requirements and design
* Facilitated UAT kickoff meeting; coordinated UAT data set up, environment set up and access to all testers from multiple teams.
* Test case design, management, execution, and defect management in quality center
* Facilitated testing status calls to coordinate testing with all testers (business stakeholders)
* Participated in NOD deployments and performed UAT on prod and provided sign off.

**Environment:** Jira, VASA 5.3.0, Samson, Java 6.0, Quality Center 11, Microsoft Office Suite, EQM Automated Reports, Basecamp, SQL

**Business Analyst Jan 11 – Oct 11**

**ING Direct, Wilmington, DE**

* Translated client’s requirements into user stories, created project backlog for mobile web, all major mobiles platforms.
* Develop business architecture using requirements such as scope, process, alternatives, and risks. Workflows.
* Performed UAT testing to sign off on different user stories at the end of the sprint.

**Environment:** Quality Center, V1 Enterprise, SQL, PLSQL, soap UI, Android, Blackberry, iPhone, Simulators, Emulators, MS SUITE, Firebug, Linux

**UX Designer Nov 08 – Dec 10**

**Microsoft, Redmond, WA**

* Created High & Low fidelity Wireframes + Prototypes for MSDN Subscription.
* Created storyboards, customer journeys for subscription renews, cancel, etc.
* Participated in requirement gathering meetings.
* Walk through customers on various concepts, low level wireframes, gathered their feedback.
* Provided high level designs to dev team, comps & style guide.
* Supported dev team & QA Team throughout the development until Go Live.

**Environment:** Vista, Windows7, PowerPoint, Visio, Adobe suite, MS office, etc.