**Ram U G**

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PROFESSIONAL SUMMARY

With over eight years of experience, I am an SAP Functional Consultant and Data Analyst who specializes in S/4HANA, automation, analytics, and AI-based optimization. I excel at transforming complex business needs into practical SAP solutions, such as SAP BODS, CDS Views, Power BI, and Python, and have led global digital transformation projects.

My career includes managing end-to-end implementations and upgrades across sectors like manufacturing, retail, and financial services. My core competencies include re-engineering process, data migration, and enhancing business operations through advanced analytics and machine learning. I am adept at cross-functional teamwork, working closely with stakeholders to collect requirements and build scalable solutions that deliver tangible results. Driven by a passion for emerging technologies, I have regularly mentored project teams and ensured IT initiatives aligned with overall organizational goals.

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TECHNICAL SKILLS

* SAP & Reporting: **S/4HANA (MM, FICO, SD/OTC), SAP BODS, SAP FIORI, CDS Views, SAP Analytics Cloud, SAP PO**
* Core Processes: **Order-to-Cash, GL Accounting, Revenue Recognition, AP/AR, GR/IR, Procurement, Master Data**
* Data & Analytics: **Power BI, Python, Alteryx, SQL, Excel (Power Query, Pivot), Google BigQuery, Snowflake**
* Automation & ETL: **SAP BODS, Python (Pandas, Scikit-learn), Alteryx Designer, Excel Macros, Informatica**
* AI & ML Tools: **Azure ML, ChatGPT API, Scikit-learn, Google AI Platform, NLTK, spaCy**
* Cloud & Integration: **Azure, AWS, GCP, Azure Data Factory, Salesforce, ServiceNow**
* Other Tools: **GitHub, JIRA, Google Data Studio, Tableau, Microsoft 365**
* Soft Skills: **Cross-functional collaboration, Business Analysis, UAT & Training, Audit Readiness, Agile/Scrum**

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PROFESSIONAL EXPERIENCE

SAP Functional Consultant (MM/FICO & Analytics), Carrier HVAC – Charlotte, USA Jan 2024 – Present

* Delivered end-to-end functional support for SAP S/4HANA SD and MM modules, resolving over **200 purchase and service order errors monthly**, increasing order accuracy by **25%**.
* Designed, developed, and maintained 12+ Power BI dashboards monitoring procurement KPIs, order fulfillment, ticket resolution, and SLA compliance—reducing manual reporting time by **40%**.
* Automated SAP-Salesforce data reconciliation using Power Query and Python, reducing data mismatches by

**35%** and speeding up order-to-cash cycles by **15%**.

* Partnered with procurement and finance teams to optimize vendor onboarding and GR/IR clearing workflows, accelerating payment cycles by **20%** and reducing overdue payables.
* Led functional testing and training on SAP FIORI OTC and procurement apps, achieving a **30% increase in user adoption** within the first quarter post-implementation.
* Developed a comprehensive Excel-based Control Tower dashboard consolidating 18+ operational datasets, improving executive decision-making speed by **25%**.
* Acted as the primary liaison among business users, IT support, and SAP consultants, ensuring **95% of support tickets** were resolved within SLA and improving end-user satisfaction scores.
* Conducted root cause analysis on recurring order blockages and process inefficiencies, implementing fixes that reduced repeat tickets by **28%**.
* Documented SOPs, workflows, and troubleshooting guides, contributing to a **knowledge repository** that decreased new analyst onboarding time by **35%**.
* Collaborated with cross-functional teams to align SAP configurations with changing business requirements, leading to **10+ process improvement initiatives**.
* Worked with subscription order management, product catalog setup, and subscription lifecycle management.
* Configured subscription rate plans, usage metrics, and charging logic for SaaS/usage models.
* Supported quarterly finance audits by providing detailed reports on GR/IR clearing and payment postings, resulting in **zero audit findings** for SAP-related processes.
* Configured billing types (F2, IV, G2N, etc.) to meet business process requirements for standard, pro form, and cancellation billing.
* Maintained copy control settings between sales documents, deliveries, and billing documents (VTFL, VTFA, VTFF).
* Coordinated data validation and master data cleanup projects across vendor and customer masters, improving data quality by **30%**.
* Assisted in the design and rollout of automation scripts for AR posting and dunning, reducing manual effort by

**20 hours per month**.

Participated in Agile sprint planning and review sessions, contributing to the successful delivery of **5 system enhancements** related to order management and reporting.

Mentored 2 junior team members on SAP process navigation, data reconciliation best practices, and Power BI dashboard development, improving team productivity.

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SAP MM/FICO Analyst, SABNEXT Solutions – Wichita, USA Jun 2023 – Dec 2023

* Configured account determination and GL mappings for 4 legal entities, improving multi-entity finance accuracy by **22%** and speeding up month-end closings by **20%**.
* Led enhancements in OTC billing document processes, customizing pricing procedures and customer master data updates, resulting in a **15% reduction in billing errors**.
* Designed and executed SAP BODS ETL pipelines to migrate over **1 million** legacy AP/AR and sales order records into S/4HANA with **99.5% data accuracy**.
* Developed Power BI dashboards to track vendor payment cycles, billing performance, and intercompany transactions, improving visibility and reducing overdue invoices by **18%**.
* Automated dunning process monitoring through Python scripts and email alerts, enhancing collections efficiency and reducing overdue AR by **20%**.
* Collaborated with finance teams on GL reconciliation and audit compliance, delivering error-free reports that passed quarterly audits with **no major findings**.
* Created over 50 GL mapping and cost element scenarios, supporting new business unit integrations and improving financial reporting accuracy.
* Conducted user acceptance testing (UAT) for OTC enhancements and pricing logic changes, reducing post- production issues by **30%**.
* Integrated pricing procedures with billing by defining condition types, access sequences, and pricing procedures.
* Configured Revenue Account Determination (VKOA) based on sales org, customer account assignment, and material.
* Partnered with procurement teams to validate vendor master data, reducing master data errors by **25%**

through data cleansing initiatives.

* Provided end-user training and documentation on SAP FIORI apps and OTC billing workflows, increasing system adoption by **28%**.
* Utilized Azure Cognitive Services to develop a POC for automatic categorization of payment notes, accelerating invoice processing by **15%**.
* Participated actively in Agile sprint planning and retrospectives, contributing to 20+ deliverables related to SAP SD/MM and financial reporting.
* Maintained and enhanced BODS workflows for master data cleansing and transformation, improving data pipeline reliability by **40%**.
* Integrated SAP data with Salesforce and external systems via APIs and batch jobs, enabling seamless order processing and fulfillment tracking.
* Conducted blueprinting sessions, gathered requirements, and delivered BRIM solution design documents.
* Participated in system configurations, functional specs, unit testing, and cutover activities in SAP BRIM implementation projects.
* Mentored junior analysts on SAP BODS, Power BI report creation, and Python automation, enhancing team capabilities and delivery speed.

SAP Business Analyst (MM & Finance Reporting), QCODE Software Solutions – Remote May 2022 – May 2023

* Monitored key OTC transactional reports (VF05, VA05) daily, identifying and resolving invoice posting issues that improved billing accuracy by **18%**.
* Designed and developed interactive Power BI dashboards highlighting revenue trends, overdue receivables, and GL balance roll-forwards, increasing executive insight and decision-making speed.
* Supported master data migration from legacy ERP systems into SAP S/4HANA using SAP BODS and Alteryx workflows, achieving **98%+ data quality** on migrated records.
* Conducted validation and testing of GL accounts, line-item postings, and customer dunning notices, reducing reconciliation errors by **25%** during monthly closes.
* Collaborated closely with finance and SAP functional teams to align reporting requirements and deliver accurate, real time financial dashboards.
* Automated reconciliation between SAP and external systems using Python scripts, cutting manual review time by **30%**.
* Developed SQL queries and data extracts for audit and compliance reviews, supporting zero findings in 2 consecutive audits.
* Created detailed documentation for SAP OTC billing and finance reporting processes, enabling faster onboarding and knowledge sharing.
* Conducted root cause analysis on recurring invoice and payment posting errors, driving process improvements that reduced discrepancies by **22%**.
* Assisted in the development and rollout of Power BI self-service reports, empowering business users to explore data independently.
* Engaged in cross-team workshops to refine OTC processes and reporting logic, resulting in a **15% improvement**

in billing cycle efficiency.

* Trained junior analysts on SAP reporting tools, SQL querying, and data validation best practices, enhancing team effectiveness.
* Used SAP FIORI and SAP GUI interfaces to troubleshoot and support transactional issues in OTC and finance modules.
* Partnered with SAP BODS developers to optimize ETL workflows, improving data refresh speed by **35%**.
* Supported change management activities for system upgrades and reporting enhancements, ensuring smooth transitions and user acceptance.

Graduate Teaching Assistant, Wichita State University – Wichita, KS Aug 2022 – May 2023

* Taught Python, SQL, and Power BI to over 100 students, improving their data analysis skills and course performance by **30%** through hands-on labs and practical assignments.
* Developed Python and SQL scripts to support faculty research projects, increasing data processing accuracy and efficiency by **20%**.
* Leveraged Google BigQuery and AI Platform to manage and analyze large datasets, enabling faculty to produce faster, data-driven insights.
* Designed and delivered workshops on machine learning concepts, including classification, regression, and clustering, using real-world datasets and Scikit-learn.
* Built predictive models to analyze student retention and GPA trends, achieving **87% accuracy**, and presented findings to academic advisors.
* Integrated ChatGPT and NLP tools to create automated test question generators and assist with grading, streamlining assessment processes.
* Created course content and interactive dashboards using Power BI and Google Data Studio, boosting student engagement and learning outcomes by **25%**.

SAP Reporting Analyst (MM/FI Integration), Vassar Labs IT Solutions – India **Oct 2020 – Jan 2022**

* Created cross-functional reports by pulling data from multiple SAP modules, helping the finance team track billing and payments more accurately improving reporting reliability by nearly **30%**.
* Built ETL workflows in SAP BODS and Power BI dashboards that automated month-end GL trial balance and AP/AR reconciliations, saving the team over **60%** of their manual work.
* Developed interactive dashboards for CFOs and senior management that highlighted sales trends and financial performance, speeding up decision-making by **25%**.
* Supported automation of GL trial balance and AP/AR reconciliations using ETL tools, improving month-end close speed by 30%.
* Helped implement new SAP functionalities and upgrades with minimal disruption to finance operations through thorough testing and user training.
* Supported the transition from SAP ECC to S/4HANA by collaborating with senior consultants on GL restructuring and data validation, ensuring a smooth migration.
* Automated reconciliation processes between sub-ledgers and GL, cutting the time needed for monthly closes by over **40%** while boosting accuracy.
* Investigated recurring billing and payment errors, identified root causes, and worked with teams to implement fixes that reduced these issues by **28%**.
* Used Power BI to build self-service reporting tools that allowed finance users to monitor revenue and order fulfillment in near real-time.
* Took part in cross-team sessions aimed at streamlining order-to-cash and procure-to-pay workflows, helping improve overall efficiency by around **15%**.
* Documented processes for SAP reporting, ETL flows, and dashboard use, making it easier for new team members to get up to speed quickly.
* Trained junior analysts on SAP BODS data integration and Power BI report development, boosting team productivity and knowledge sharing.
* Coordinated with IT and business leaders to prioritize SAP system updates and ensure compliance with audit requirements.
* Ensured all SAP reporting and data handling adhered to internal controls and SOX compliance, supporting clean audit results.
* Led training workshops for finance users on SAP GL reconciliations and reporting tools, helping reduce support tickets by a quarter.

SAP Data Analyst (FICO/MM), VassarLabs IT Solutions – Hyderabad, India May 2017 – Sep 2020

* Developed sales order-to-cash dashboards using SD and FI data to identify revenue leakage points, helping the finance team recover **5-7%** of lost revenue quarterly.
* Managed FICO master data standardization and GL mapping for five business units, which improved financial reporting accuracy and reduced data inconsistencies by **30%**.
* Worked closely with senior SAP consultants to support the GL restructuring and transition from ECC to S/4HANA, ensuring seamless data integrity during migration.
* Authored detailed business and technical specs for custom payment runs, asset depreciation validations, and customer billing profiles, speeding up development by **20%**.
* Collaborated with cross-functional teams to streamline billing and payment processes, reducing invoice errors by **25%** and improving customer satisfaction.
* Built automated reports using SAP BODS and Power BI, cutting manual reporting time by over **50%** and enabling near real-time financial insights.
* Conducted root cause analysis on recurring reconciliation discrepancies, implementing process improvements that lowered errors by **30%**.
* Supported monthly and quarterly financial closes by ensuring timely and accurate GL postings and account reconciliations.
* Coordinated master data cleanup projects, reducing duplicate and incorrect records by **35%**, leading to more reliable reporting.
* Trained junior analysts on SAP FI/MM processes and reporting tools, helping improve team efficiency and data accuracy.
* Participated in cross-departmental workshops to align SAP functionality with evolving business requirements, contributing to a **15% increase** in operational efficiency.
* Designed and maintained dashboards tracking sales, collections, and billing KPIs, providing actionable insights to finance and sales leadership.
* Assisted auditors by preparing detailed reports and documentation, ensuring smooth audits with **no critical findings**.
* Supported automation of GL trial balance and AP/AR reconciliations using ETL tools, improving month-end close speed by 30%.
* Helped implement new SAP functionalities and upgrades with minimal disruption to finance operations through thorough testing and user training.

Education

**Wichita State University, United States**

\*Master of Science in Data Science\* January 2022 – May 2023

**Birla Institute of Technology, India**

\*Bachelor of Engineering in Electronics and Communication Engineering\* August 2014 – May 2018

CERTIFICATIONS

* SAP S/4HANA – Sales (SD)
* SAP S/4HANA – Materials Management (MM)
* Microsoft Certified Data Engineer Associate
* Microsoft Certified Data Analyst Associate
* AWS Certified Solutions Architect – Associate
* Azure Machine Learning Fundamentals
* Google Advanced Data Analytics
* Big Data with Spark and Hadoop
* Alteryx Core Designer Certified
* SQL for Data Analysis
* Python for Data Science
* Introduction to ChatGPT & Generative AI