Harshal Prajapati

Current Address	5A, Boganvilla Society,
	Behind Civil Court,
	Tokarkhada, Silvassa khdgiw,
	Dadra & Nagar Haveli Daman & Diu – 396230
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EXPERIENCE SUMMARY kqj

- 15 years SAP experience. 13+ years of SAP CRM expertise and .
- 7 years as CRM Functional and Technical freelance consultant with Control Print Limited.
- 8 years (2010-2018) as Senior IT Associate with Reliance Industries Limited.
- SAP CRM Technical Expert with specialization in Web UI enhancements.
- Involved in requirement gathering, preparing technical design document and development phase.
- Extensively worked on "BSP Workbench for Web UI enhancements".
- Excellent communication and interpersonal skills with ability to coordinate with different people.

TECHNICAL SKILLS

- SAP CRM Functional and Technical Expertise
- Worked extensively on complete CRM Implementation and Upgrade
- Good understanding of CRM Web UI architecture
- Sound knowledge of BOL and GENIL
- Configuring and customizing CRM modules to meet business needs
- AET and Component Enhancements
- Enhancements through BADIs
- Experience in ECC and CRM integration using RFCs, BAPIs, and BADIs
- ABAP Object Oriented programming, data dictionary objects, classical and interactive reports
- Exposure of SAP Smart Forms and Adobe Forms
- Mail triggering programs
- Implementing SAP Notes and Upgrade Activities
- Experience in developing Technical Specifications, code review and code optimization

EXPERIENCE

Control Print Limited: June 2018 – Till Date

SAP CRM Implementation and AMC

Description: Working as a freelancer for Control Print Limited for more than 7 years, understanding their business requirements and implementing and customizing Sales and Service modules. Successfully upgraded SAP CRM to EHP 4. Complete integration with R/3, testing, user training and support.

Key Responsibility / Tasks:
- Created blueprints and design specifications for Sales and Service Cycle process. Handling SAP CRM Functional and Technical requirements
- Performed base configuration for Lead to Order sales cycle activities, transaction types, item categories, copy-controls, status profile, action profile, partner determination.
- Full lifecycle expertise involving Lead, Activity, Opportunity, Quote and Order
- Customized and configured Sales Order transaction along with all control attributes and procedures – action profile, status profile, text profile, org determination
- Account Management
- User and Role Management
- Business Partner Management
- System Integration
- Configured and customized screen layout of Accounts, Sales and Service transactions
- API developments for integration with UNO Point
- SAP upgrade activities; SPDD and SPAU
- Configured and developed Smart Forms for Sales and Service scenarios
- Worked on issues during upgradation of CRM
- Work on new enhancement requests and bug fixes

Reliance Industries Limited: June 2012 – May 2018

STAR Project

Description: STAR Project includes implementation of many SAP modules for the betterment of Business. Implementing Sales, Marketing and Services module of SAP CRM for Petrochemical and Refinery & Management track.

Tools/Software: SAP CRM 7.0 ehp2
Role: IT Associate – CRM / ABAP

Key Responsibility / Tasks:

- Performed Technical Analysis of the Requirements
- Prepared solution papers and technical design documents
- SAP upgrade activities; SPDD and SPAU
- Worked on partner determination and org determination
- Developed Smart Forms and Adobe Form for Sales and Complaints scenario
- Worked on Ecommerce Objects
- Worked on issues during up gradation of CRM
- "Mixed Load" Scenario
  - Made quantity field as drop down for capturing container capacity based on container type.
- Involved in designing and development of "Error Framework"
  - Facilitate dynamic validations during Order Save
- Worked on BSP Workbench for creation of Custom UI Components and enhancement of Standard UI Components
- Worked on the requirements where Custom-BOL Entity needs to be created from custom table and used it for creating assignment block on Web UI
- Worked on creation of value helps, dropdown list boxes for fields
- Worked on Enhancements which include implementation of BADIs, Creation of Functional Modules and Report Programs
- Developed RFCs for integrating with ECC
- Created AET Fields and made them as dependent dropdown fields
- Worked on the requirements where configuration of the view should get changed depending on some attribute values.
- Implemented SAP Notes
- Worked on SAP SSF (Shared Services) and SOLMAN objects
- Developed Module Pool program for data maintenance
- Conducted training for team on CRM technical
- Unit testing for various tasks as per the technical specification
- Code review and code optimization

Reliance Industries Limited: Nov 2010 – June 2012

RELSAP Project
Description: Developing custom ABAP programs according to the functional specifications and aide support for existing developments as and when required. Worked on resolving syntactical errors during UNICODE migration. Provide assistance in training and development of new candidates.

Tools/Software: SAP ECC 6.0 ehp5
Role: IT Associate – ABAP

Key Responsibility / Tasks:
- Developed reports for taxation
- Vendor TDS certificates
  - Developed mail trigger functionality report for FI module
- Asset Insurance
  - Developed program for Asset Insurance
- Resolved syntactical errors during UNICODE migration
- Conduct ABAP training for new candidates
- Extended Withholding Tax (EWT)
  - Developed Web Dynpro program for FI module
- Support for existing developments
- Aide functional team for debugging standard reports
- Developed various ALV reports for FI module

AC Nielsen BASES: ARC Analyst - Nov 2009 – April 2010

Job Description: To evaluate the pre launched concepts and product performances of various initiatives in a simulated-test-market environment via BASES services and accordingly provide conclusions and recommendations.

Nokia (Beijing): Team Lead - July 2009 – Sep 2009

Job Description: To handle a team of 3 members to conduct a primary research on Nokia 1202 and Nokia 5130 consumers behavior to analyze major reasons pertaining to high batch failure rate (BFR). It involved reaching out to these consumers, getting their responses based on a pre-defined questionnaire and analyzing the feedback to come out with appropriate action standards for Nokia.

EDUCATIONAL QUALIFICATION

Year	Board	Institute	Degree	%
May 2009	Mumbai University	Vivekananda Education Society Institute of Technology (VESIT)	B.E. (Computer)	54
March 2005	CBSE	Lions English School, Silvassa, D & N H	H.S.C. (Science)	64
March 2003	CBSE	Lions English School, Silvassa, D & N H	S.S.C	79

PERSONAL DETAILS

Date of Birth	06.01.1988
Permanent Address	5A, Boganvilla Society, Behind Civil Court, Tokarkhada, Silvassa, DNHDD - 396230
Passport No.	F4755900
Marital Status	Married
Languages Known	English, Hindi, Gujarati
Nationality	Indian