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**EXECUTIVE SUMMARY**

* 9+ years of experience in SAP ISU FI-CA and Billing and Invoicing modules including implementation and support related exposure.
* Worked on one E2E Implementation project, four post implementation projects in IS-U, one project at Client Location (South Africa).
* Working as SAP IS-U Functional Consultant for FI-CA modules.
* Aware of IS-U business components for Regulated and Deregulated market.
* Integral part of testing assurance team to ensure all the aspects of designs has been tested.
* Highly adaptable communicator with excellent communication skills.
* Demonstrated strong ownership and responsibility in achieving testing milestones.

**Professional Experience:**

* Working as a Lead Consultant in **HCL Technologies** (Nov 2018 till Present).
* Worked as a FICA consultant in **Wipro Technologies** (July 2018 till Oct 2018).
* Worked as IS-U FICA Consultant in **Mouritech PTY LTD** (March 2018 till May 2018).
* Worked as a Senior Test Engineer in **Wipro Technologies** (June 2016 till Feb 2018).
* Worked as a Software Engineer in **Accenture Services Pvt. Ltd** and **IBM India Pvt. Ltd** on a contract payroll of **Artech Infosystem Pvt Ltd**.(Oct 2013 till May 2016).
* Worked as **Trainee Software Engineer** in **Spanco Ltd**. (March 2012 till Oct 2013).

**SAP SKILL**

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| --- | --- |
| **ISU-FICA** | Worked on Documents Reversals / Reset Clearing, Transfer Postings, Payments / Returns Processing, Account Balance Display, Dunning, General Ledger Postings, Direct Debit, Security Deposit / Instalment plans, Payment Plans, Payment Extension/Deferral, Return Processing, Write Off. |
| **ISU-Billing and Invoicing** | Worked on Individual and Collective invoices, Reversal/Correction of document, Mass Printing, Mass Posting, Simulate Bill & Invoice, Bill PDF verification, Read Reminders, Annual Statements and with different types of reports. |
| **ISU-DM** | Worked on MRO Creation, MRO Download, Meter reads, Device installation, removal and exchange, Service orders etc. |
| **HPQC** | Worked on Test Requirements Analysis, Test Case Development / Updating, Test Data preparation, Test Execution and Results logging, Defect Analysis & Reporting, Re-tests for fixes, submit daily status updates and metrics to respective leads. |

**SAP ISU FICA Expertise**

* Worked in a client facing role as FICA Consultant in Richards Bay (South Africa) primarily working on client requirements, Functional designs, Coordinating between Onshore and Offshore.
* Engaged in requirements gathering/analysis, business process design, system architecture analysis, data model creation, system integration, functional design document creation, stakeholder management and change management
* Good Experienced in blueprinting, Design, testing phases for SAP ISU projects (end to end implementation)
* Well aware of business processes of large Utilities companies, industry trends, regulations, different IT systems etc.
* Knowledge of several configurations that includes creation of various process configs, error configs, operands, types, categories etc.
* Hands-on knowledge of **Billing Master data** configuration that includes creation of various **operands, rate types, prices, rates, rate categories and billing schema**.
* Hands-on testing experience (worked extensively on testing tools such as HPQC, QTP)
* Extensively worked on functional test script creation, execution and reviews.
* As part of reviews, validating the test results against the high level and detailed design documents
* Good understanding of ISU-Billing and Invoicing and ISU FI-Contract Accounts modules including SPRO configurations.
* Decent understanding of B2B business model including meter to cash cycle.
* Experience in handling day to day production issues.
* Experienced in Requirement gathering, Data Mapping, Preparation of Functional Specifications based on Business Solution Requirement.
* Ability to set goals, plan and manage tasks within deadlines at Project.
* Excellent Team Player with a Positive Attitude, Good Interpersonal Skills.
* Dedicated and highly ambitious to achieve personal as well as the organizational goals
* Team player with exceptionally good organizational, analytic, training, troubleshooting and interpersonal communication skills.

**HCL Experience** **Nov 2018 to Present**

**Designation**  **Functional FICA Consultant(Offshore)**

**Project Undertaken: Synergy, Perth, West Australia**

**Details:** Synergy is a [corporation](https://en.wikipedia.org/wiki/Government-owned_corporation) owned by the [Government of Western Australia](https://en.wikipedia.org/wiki/Government_of_Western_Australia). It’s, [Verve Energy](https://en.wikipedia.org/wiki/Verve_Energy), [Horizon Power](https://en.wikipedia.org/wiki/Horizon_Power) and [Western Power](https://en.wikipedia.org/wiki/Western_Power_(networks_corporation)) were created in 2006 as a result of the breakup (disaggregation) of Western Power Corporation. With effect from 1 January 2014 the retailer (Synergy) merged with the state-owned generation business (Verve Energy). That new company is also called Synergy. The corporation's official legal name is the "Electricity Generation and Retail Corporation". Synergy is Western Australia’s largest energy retailer and generator with more than one million industrial, commercial and residential customers, generating total annual revenue of more than $3.2 billion (14/15 financial year).

**Roles and Responsibility:**

Below are the few responsibilities and Issues handling

* Issues related to Payment and Return Interfaces.
* Refunds
* Dunning (Email and SMS)
* Collection Agency
* Master data Replication Issues from CRM to IS-U FICA
* Promise to Pay
* Security Deposit
* Standing Requests
* Write off
* Direct Debit
* FICA Batch Jobs
* Period end process
* Upgrade and Patch Implemented testing using HPALM Tool.

**Mouritech Experience** **March 2018 to May 2018**

**Designation SAP IS-U FICA Consultant**

**Project Undertaken: City of uMHLATHUZE(COU)**

**Details:**  The vast majority of economic performance in the district is vested in uMhlathuze Local Municipality, notably in Richards Bay and Empangeni. This area is third most important in the province of KwaZulu-Natal in terms of economic production (GGP) and total employment.

There are a number of natural and manmade phenomenon that have shaped and continue to shape the uMhlathuze Municipality. The area is inundated with a system of wetlands and natural water features such as lakes cubhu, Mzingazi, Nsezi and Nhlabane. Major rivers include the UMhlathuze and Nsezi.

**Roles and Responsibility:**

* Engaged in requirements gathering/analysis, business process design, system architecture analysis, data model creation, system integration, functional design document creation, stakeholder management and change management
* Working in blueprinting, Design, testing phases for SAP ISU projects (end to end implementation)

**Wipro Experience** **July 2017 to Feb 2018**

**Designation Senior Test Engineer**

**Project Undertaken: Thames Water,** [**Berkshire**](https://en.wikipedia.org/wiki/Berkshire)**,** [**United Kingdom**](https://en.wikipedia.org/wiki/United_Kingdom)

**Details:** Thames Water Utilities Ltd, known as Thames Water, is the [private utility company](https://en.wikipedia.org/wiki/Public_utility) responsible for the public [water supply](https://en.wikipedia.org/wiki/Water_supply) and [waste water](https://en.wikipedia.org/wiki/Wastewater) treatment in large parts of [Greater London](https://en.wikipedia.org/wiki/Greater_London), the [Thames Valley](https://en.wikipedia.org/wiki/Thames_Valley), [Surrey](https://en.wikipedia.org/wiki/Surrey), [Gloucestershire](https://en.wikipedia.org/wiki/Gloucestershire), [Wiltshire](https://en.wikipedia.org/wiki/Wiltshire), [Kent](https://en.wikipedia.org/wiki/Kent), and some other areas of the [United Kingdom](https://en.wikipedia.org/wiki/United_Kingdom). Thames Water is the UK's largest water and wastewater services company, and supplies 2.6 billion liters (570 million imperial gallons) of drinking water per day, and treats 4.4 billion liters (970 million imperial gallons) of wastewater per day. Thames Water's 15 million customers comprise 27% of the UK population.

Thames Water is responsible for a range of [water management infrastructure](https://en.wikipedia.org/wiki/Infrastructure" \l "Water_management_infrastructure) projects including: the [Thames Water Ring Main](https://en.wikipedia.org/wiki/Thames_Water_Ring_Main) around London; the [Lee Tunnel](https://en.wikipedia.org/wiki/Lee_Tunnel); [Europe's largest wastewater treatment works](https://en.wikipedia.org/wiki/Beckton_Sewage_Treatment_Works)  and the UK's first large-scale [desalination plant](https://en.wikipedia.org/wiki/Thames_Water_Desalination_Plant), both at Beckton. Thames Water awarded Bazalgette Tunnel Ltd the contract to build the £4.2 billion [London Tideway Tunnel](https://en.wikipedia.org/wiki/Thames_Tideway_Scheme) Infrastructure proposals by Thames Water include the [proposed reservoir](https://en.wikipedia.org/wiki/Thames_Water_Abingdon_Reservoir) at [Abingdon, Oxfordshire](https://en.wikipedia.org/wiki/Abingdon,_Oxfordshire), which would be the largest enclosed or [bunded](https://en.wikipedia.org/wiki/Bunding)reservoir in the UK.

**Roles and Responsibility:**

* Working as QA for IS-U functional testing.
* Analyze test requirements and traceability metrics; prepare test data and test cases.
* Execute test cases and log test result on HPQC (testing tool) for IS-U functional test scripts.
* Responsible for test script and test results’ reviews.
* Involved in the entire QA life cycle which includes documentation of Test Plans, Test Cases, Requirement Traceability Metrics and Test Script.
* Conduct Regression Testing on various builds of the application and report the defects to the developers using Quality Center for the bug fixing and tracking.
* Analyze the specifications in the User Requirements Document, Functional Requirement and Technical Requirement Documents for the purpose of preparation of test plans

**Wipro Experience** **June 2016 to July 2017**

**Designation**  **Senior Software Engineer**

**Project Undertaken: Synergy, Perth, West Australia**

**Details:** Synergy is a [corporation](https://en.wikipedia.org/wiki/Government-owned_corporation) owned by the [Government of Western Australia](https://en.wikipedia.org/wiki/Government_of_Western_Australia). It’s, [Verve Energy](https://en.wikipedia.org/wiki/Verve_Energy), [Horizon Power](https://en.wikipedia.org/wiki/Horizon_Power) and [Western Power](https://en.wikipedia.org/wiki/Western_Power_(networks_corporation)) were created in 2006 as a result of the breakup (disaggregation) of Western Power Corporation. With effect from 1 January 2014 the retailer (Synergy) merged with the state-owned generation business (Verve Energy). That new company is also called Synergy. The corporation's official legal name is the "Electricity Generation and Retail Corporation". Synergy is Western Australia’s largest energy retailer and generator with more than one million industrial, commercial and residential customers, generating total annual revenue of more than $3.2 billion (14/15 financial year).

**IBM Experience** **October 2015 – May 2016**

**Designation**  **SAP Functional Consultant**

**Project Undertaken: npower**

**Details:** RWE npower plc (trading as npower) is a UK-based electricity generator and supplier of gas and electricity to homes and businesses, formerly known as Innogy plc .npower operates a number of coal, natural gas, oil-fired and renewable energy power stations across the UK, with coal and gas accounting for 81% of their output as of 2005. NPower supplies gas and electricity to residential and business customers in the UK.

* Have worked in FS writing and its update.
* Have worked in defect resolution and its testing.
* Have worked in correspondence area and different letters linked to billing.
* Have worked in gathering business requirement across modules for billing objects.

**Accenture Experience: October 2013 – August 2015**

**Project Undertaken: EDF Energy**

**Details:** EDF Energy is an integrated energy company in the United Kingdom, with operations

Spanning electricity generation and the sale of Gas and Electricity to homes and

Businesses throughout the United Kingdom

**Roles and Responsibility:**

* Worked as QA Analyst for IS-U functional testing.
* Analyze test requirements and traceability metrics, prepared test data and test cases.
* Execute test cases and log test result on HPQC (Testing Tool) for IS-U functional test scripts.
* Responsible for test script and test results’ reviews.
* Involved in the entire QA Life Cycle which includes documentation of Test Plans, Test Cases, Requirement Traceability Metrics and Test Script.
* Use to conduct Regression Testing on various builds of the application and report the defects to the developers using Quality Center for the bug fixing and tracking.
* Analyzed the specifications in the User Requirements Document, Functional Requirement and Technical Requirement Documents for the purpose of preparation of Test plans

**Spanco Experience: March 2012 – October 2013**

**Project Undertaken: R-APDRP** Punjab State Power Corporation Limited (PSPCL), Punjab.

**Details:** Ministry of Power, Government of India, has launched the Restructured Accelerated Power Development and Reforms Program (R-APDRP) in July 2008 with focus on establishment of base line data, fixation of accountability, reduction of AT&C losses up to 15% level through strengthening & up-gradation of Sub Transmission and Distribution network and adoption of Information Technology during XI Plan. Projects under the scheme shall be taken up in two parts. Part-A shall include the projects for establishment of baseline data and IT applications for energy accounting/auditing & IT based consumer service centers. Part-B shall include regular distribution strengthening projects and will cover system improvement, strengthening and augmentation etc.   
PFC has been designated as the nodal agency to operationalise the programme and shall act as a single window service under R-APDRP. As nodal agency PFC shall receive a fee as well as the reimbursement of expenditure in implementation of the programme as per the norms to be decided by the RAPDRP Steering Committee.

**Roles and Responsibility:**

* Provide first level functional support in ISU-Billing, ISU-Device Management and ISU FI-Contract Accounts module.
* Effectively provide resolution for Billing, Device Management and FI-Contract Accounts on daily basis on customer issues.
* Giving end user training on respective module.
* Good experience on ISU-Billing, ISU-Device Management and ISU FI-Contract Accounts module.
* Addressing the client issues related to master data/new requirement/configure changes with respective module team.
* Having knowledge how to fetch different reports like Assessment report from SAP Portal.

**SOFTWARE SKILLS**

**Environment:**  SAP ECC.6.0, 7.0

**Tools:** HPQC 12.50

**Certificates:** L1 certification in SAP IS-U Billing (Accenture)

**ACADEMIC CREDENTIALS**

2011 master’s in computer application (MCA) from U.P. Technical University, Lucknow with 67% marks.

2007 bachelor’s in science (B.Sc.) from CSJM University, Kanpur with 58% marks.

2004 12th from U. P. Board, Allahabad with 70% marks.

2002 10th from U. P. Board, Allahabad with 61% marks.

I hereby declare that the above-mentioned information is complete and correct to best of my knowledge.

**Name: Sushobhit Gupta**

**Place: Noida**