NANDINI PRIYA
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DOB: 07th June, 1996

Experience Summary:

- Two and a half year experience as SAP ABAP Developer in CRM with experience in utilities sector.
- Currently working as Developer with customer centric approach and providing solution to required business needs.
- Expertise involves working in Operational area and resolving tickets.

Work History:

System Engineer – Tata consultancy Services Limited (TCS)
Kolkata (July 2019 – Present)
Role: CRM Techno Functional

Job Responsibilities:

- Worked on development of new business optimization solution via developing ABAP reports, configuration changes and enhancing the existing system process.
- Worked on contract Management and Contract creation processes.
- Worked on SAP CRM ISU data replication through middleware.
- Worked in process improvement to create and clean mass garbage email cleanup report.
- Solved critical operation tickets.
- Basic debugging and development knowledge of CRM Web UI.
- Joined and facilitated weekly meetings with clients and internal team for brain storming sessions related to system issues.

Highlights of SAP CRM Knowledge:

- Front Office operational on CRM Master Data.
- CRM Business Partner, Business Agreement master data and their creation.
- Business Agreement address management, Contract management.
- Interaction Record.
- Move-in and Move-out scenario and their respective details.
- CRM related tables with technical details.
- ABAP knowledge on implementation of specific functionalities.
- Error handling and Replication through B-docs from CRM to IS-U system and vise-versa.

Award Details & Achievements:

Title	Category	Sub-Category	Received on
On The Spot Award	Beyond Performance Award	Service Award	August 2021
On The Spot(Team) Award	Beyond Performance Award	Service Award	September 2021

Technical Skills:

- **Programming Language** : SAP ABAP, SQL, C, C++
- **Office Suite** : Microsoft Excel, Microsoft Word, Microsoft PowerPoint
- **Operating System**: Microsoft Windows, Android OS, iOS

Education:

Sant Longowal Institute of Engineering and Technology	**July 2012 – May 2019**
Bachelor of Engineering – Computer Science and Engineering – 8.89 CGPA	**May 2019**
Diploma – Computer Science and Application – 89.89%	**May 2016**
Certification – Compute Application – 83.02%	**May 2014**
DAV Public school	
10th CBSE – 9.4 CGPA	**March 2012**

Language:

- **English** : Read, Write and Speak
- **Hindi** : Read, Write and Speak