**Santhosh**

**Career Summary**

* Overall 10 years of professional working experience as a functional consultant primarily in SAP in Implementation and Support environment
* Experience also in working other SAP modules like SAP CRM Sales in integration with SAP ECC Sales and distribution modules and also good knowledge in various other modules like AFS, WM, FI and MM modules (P2P) in ECC.
* Strong Knowledge in most areas of SD module like Enterprise structure, Price management, Credit management, Availability process, Batch management and Logistics execution etc.
* Experience in implementing scenarios like Order Management, Deliveries, Shipping and Billing.
* Knowledge of various Business process like OTC, Order to cash, Intercompany sales and STO process ,Third party scenario, Consignment process and Make to Order scenarios etc
* Possess in depth Knowledge in Base Customization in Sales& Distribution like Document Types, Pricing Configurations, Batch Determination, GL account for Revenue account determination, Output Determination, Partner determination, Item categories, copy controls, Listing/exclusion , Rebates etc.
* Good knowledge about the Logistics execution modules like Warehouse management, Shipping and basic functions like Picking, Packing, Deliveries, Routes Etc.
* Strong Knowledge on EDI/IDOC processing for creating orders, deliveries processing, Invoices and outputs.
* Experience in Vistex in integration with SAP SD module for rebates , bill backs ,charge backs and so on
* Experience in customizing variant configuration and ISA in ECC systems.
* Experience in working with ABAP technical and providing them functional specifications for RICEFW in SAP for various clients for their related business process.
* Experience in Unit testing, Integrated testing , performance testing with ECATT tool
* Experience in Project Planning and Implementation from Gap Analysis till Cut-over.
* Experience in ASAP methodologies: Scoping, Project preparation, Business Blue Printing, Realization and Go-live. Worked on project phases till Go-Live & Production Support tasks thereafter**.**
* Experience in Project Management as Solution architect: Planning and successful completion of full cycle implementations.
* Comprehensive understanding of the business processes of **Apparels, Manufacturing, Pharmaceutical, Software and Chemical** industries.
* Possess excellent communication skills, interpersonal skills, leadership qualities, systematic approach and ability to work effectively in a fast paced environment.
* Ability to work within a team with strong organizational skills and commitment to improve process utilization.

**Education Qualification**

Bachelor’s in computers & commerce.

**Technical Skills**

CRM Versions: SAP CRM 7.2/7.0

ERP Modules: SAP SD, AFS, MM, FI

ERP Versions: SAP R/3 4.6c, 4.7, 5.0, ECC 6.0, 6.4

Programming Languages: ABAP DEBUGGING

Software: HP Quality center, ECATT, Vistex

**Professional Work Experience and Project Summary**

**Client: Florida Department of Revenue, Tallahassee, FL Oct 2015 – Present**

**Role : SAP ECC Lead Functional Consultant**

**SAP Solution: SAP ECC 6.0 and CRM 7.03**

**Description:** Florida department of revenue is a state government institution where child support program of Florida is managed using SAP CRM CAMS system

**Responsibilities:**

* Involved in gathering business requirement as part of service request enhancements and configure and test the CAMS system
* Worked in the establishment process area by helping the support issues received from the BPO and users
* Worked on the aspects of tasks, activity management and case management in SAP CRM system for processing child support cases for parents.
* Worked on areas of service quotation and service contracts in ECC and involved in configuration changes and pricing procedure related changes and accounts payable and receivable FICA changes for NCP’S and CP’s
* Worked on B010 process in establishment process and enhance as well as support issues on the established actions to be triggered from B010 programs as per business requirement.
* Worked on Guideline process in the establishment process in child support for calculating the monthly support obligation for the child support cases
* Worked on DOAH administrative hearing process in CSE and support issues in SAP CAMS system
* Worked in the areas of Adobe form changes like POZ8 and POZ8\_SC forms in guideline process as per SR changes.
* Involved in working on updating the functional spec , business blueprint and configuration documents as per the SR changes from file hold
* Was involved in production support and maintenances activities of SAP ECC and CRM systems and tasks involved solving tickets.
* Involved in doing the UAT testing of various cases as per the business scenarios and document the test results in HP ALM and also make sure transport changes moved to production using Rev Trak console.
* Knowledge on the other business process in the areas of Admin, Maintain case, Create case and compliance
* Involved in timely updating of the status of the deliverables like tickets and support request to BPO and supervisors

**Client: Apple Inc. Sunnyvale, CA July 2015 – Oct 2015**

**Role: SAP SD Lead Functional Consultant**

**SAP Solution: SAP ECC 6.0**

**Description:** Apple Inc. is a manufacturing and software subscription industry, which is one of the leading industry in the world to provide various electronics products and more

**Responsibilities:**

* Involved in understanding of configuration of customer master, Sales documents, quotation**,** orders, contracts, billing and process apple online store for EMEA and Australia and Canada countries
* Worked and understanding of the enterprise set up of apple retail and apple ADI like sales area
* Worked on the aspects of order management, shipping for creating & processing Out-bound deliveries, Picking, Packing and good issues.
* Worked on intercompany orders, return management, Account determination, Revenue recognition and output determination as per business requirement.
* Also worked on the integrations like EDI, AOS, PD3 and POS with SAP SD module as per the client.
* Worked on the areas purchasing in MM module like purchase orders, goods receipt and inventory management in PD3 system.
* Was involved in production support and maintenances activities of SAP R/3, tasks involved solving tickets.
* Involved in doing the testing of various cases as per the business scenarios and document the test results.
* Worked on the Business process in the areas of pricing, payment cards, Credit Management, Delivery and Billing
* Involved in working on WM module and integration between IM and WM with respective outbound and Inbound delivery in SAP SD.
* Involved in working on the returns procedure of some complaints, credit memos and returns management.
* Involved in working on pricing procedure and understanding the customize pricing setup of apple
* Worked on Vistex module for setting module charge backs and rebates scenarios in SAP

**Client: Adobe system INC, San Jose Feb 2015 – Jun 2015**

**Role: SAP SD & OTC Functional Consultant**

**SAP Solution: SAP ECC 6.0**

**Description:** Adobe systems is a software subscription industry which sells its products to customers and business**.** It is one of the leading industry in the world to provide various products in areas of software, media and more

**Responsibilities:**

* The project scope included ‘AS IS ‘analysis, ’TO BE’ model, Gap Analysis and interacting users and clients for business requirements.
* Involved in understanding of configuration of customer master, Sales documents, quotation**,** orders and contracts and develop royalty report for Adobe creative cloud
* Extensively worked on various scenarios like Bill plans, True up, Restructured deals, Free of charge and ramp up and worked on the different business model using periodic billing with revenue recognition.
* Configured material master, incompletion procedure, customer master copy controls, Delivery blocks, rebate processing, invoicing
* Setting up new transaction types and the subsequent assignment of different profiles to transaction type to satisfy the client’s business needs.
* Configure Listing and exclusion, Material determination, Product proposals Stock Transfer Order
* Worked on the aspects of shipping for creating & processing Out-bound deliveries, Picking Packing and good issues.
* Configured Account determination, Revenue recognition and output determination as per business requirement.
* Configured SAP CRM Organizational Structure and mapping with respective to SD org structure and maintaining the number rangers and PIDE settings.
* Configured pricing, credit management, Availability control management, and Master Data for all sales related scenarios.
* Also worked on the EDI integration with SAP SD module as per the client.
* Created Product proposals involving Up/Down Selling and maintaining Top n’ products
* Customized and defined Partner determination procedures for all document types for sales, deliveries and Billing.
* Configured copy control for different transactions in Sales process.
* Worked on the of areas MM module like configuring the enterprise structure and purchasing and inventory management.
* Worked with ABAP programmers and HANA developers by writing functional specifications for USER exits, custom reports, workflows, Interfaces, Enhancements and forms.
* Was involved in production support and maintenances activities of SAP R/3, tasks involved solving tickets.
* Involved in doing the testing of various cases as per the business scenarios and document the test results.
* Successfully achieved customer satisfaction by meeting the milestones and customer expectations.
* Worked on the Business process in the areas of Pricing, Availability check, Credit Management, Delivery, Rebates and Billing
* Involved in working and configuring in some complaints, credit memos and returns management.

**Client : MEDA Pharmaceuticals INC, Somerset, NJ DEC’2012 ~ JAN 2015**

**Role : SAP SD Functional Consultant**

**SAP Solution : SAP ECC 6.0 and 6.04, CRM 7.0 and 7.2 systems**

**Description:** MEDA Pharmaceuticals is one of leading Health care industry in the Northeast region of U.S and it is well known for providing an outstanding quality of pharmaceutical products and more

**Responsibilities:**

* Involve in requirements gathering and Implement, configure, and enhance the SAP systems.
* Preparation of Business Blue Printing documentation, Functional design documents, Test plans, Test scripts
* Involve in preparing the Technical and functional specifications for the business processes and customization procedures based on the gathered requirements.
* Customizing of all sales scenarios like order to cash, OTC, Intercompany process, Third party process, Make to order and consignment process as per the client requirement.
* Worked on modules like Pricing management, Availability check, Batch management, Credit management, Rebates and many others.
* Configuration and maintenance of Master data, Conditions Records and Revenue accounts determination in SAP systems
* Worked on the configurations of various document types, Item categories and schedule lines based on requirements.
* Involved in configuration of classification and class type for the configurable material for batch determination.
* Worked on the issue of output determination, Incompletion procedures, partner determination, Delivery Blocks, Material listing/ Exclusion, product proposals , Bill of materials on various documents
* Worked on the areas like Route determination, picking, packing, Handling unit management and Transportation like shipments etc.
* Used Vistex tool for handling complex calculations like rebates, broker fees, sales commissions and bill backs etc and also used DMP for pricing maintenance in Vistex.
* Involved in setting up the Web UI and Interaction center (CIC) for call center setup.
* Involved in working of enterprise structure of warehouse and configuration of storage types and storage sections and processing transfer documents for LE
* Worked on other modules like MM, WM and SD-FI integration and done production support issues on those issues.
* Involved in configuration of storage types, bins for execution of transfer orders using warehouse management.
* Worked on areas of mapping the Org structures between two SAP CRM and ECC systems and also maintenance of middleware settings and number ranges of customers and orders between systems.
* Exposure in areas of SAP CRM 7.0Web UI and CIC Profiles, Business role, frame work, Navigation bar Profile (logical and direct links), Work centers, Transaction Launchers, Role configuration and more
* Worked on the areas of EDI/ALE in X12 transactions like 850, 855,856,810 which are sales order related and 940 and 945 deliveries related
* Worked with EDI team to map IDOC with SAP SD module as per business process.
* Involved in working with ABAP team in order to set up a new IDOC segments as per requirement.
* Understanding of RICEFW functionalities and providing the key inputs to ABAP team for and developing the deliverables.
* Involve in upgrade of SAP ECC systems and CRM systems and use of new functionalities in upgrade versions as per the client needs
* Worked on portal for all the sales online ordering system for business to business and business to customer scenarios as per client needs during upgrades and configuration changes.
* Involved in configuration of ISA using Portals in the ECC system in both B2B and B2C scenarios.
* Working with the ABAP team for various enhancements as per the DEA and FDA needs.
* Worked on integration of Internet sales for B2B and B2C scenario and parcel package validation for warehouse packing in SAP system.
* Working on integration with PayPal and web service administration in SAP CRM and ECC system and also with integration with EDI/ IDOC types with SAP system.
* Guiding the offshore team on various issues in SAP ECC and preparing and reviewing Functional specifications, UAT and able to guide technical team for the completion of objects

**Client : J.CREW, New York FEB’2011 ~ NOV 2012**

**Role : SAP SD/LE functional Consultant**

**SAP Solution : SAP ECC6.0**

**Description:** J.Crew is one of the apparels industries in America which would sell quality apparels, footwear and jewelry to customers across North America**.**

**Responsibilities:**

* Involved in requirements gathering and business blueprinting.
* Involved in end to end implementation on Sales and Distribution modules using SAP (ASAP) methodology
* Involved in preparing the functional specifications for the business processes and customization procedures based on the gathered requirements. .
* Configured pricing, credit management, Availability control management, and Master Data for all sales related scenarios.
* Also worked on the EDI integration like 850,860 with SAP SD/AFS module as per the client.
* Worked on logistics execution as per the client needs and configure the organizational level setup of warehouse managements, shipping and deliveries.
* Customized and defined Partner determination procedures for all document types for sales, deliveries and Billing.
* Configured copy control for different transactions in Sales process.
* Maintained the price lists for the products and configured the condition types and maintained the access sequences as per the business requirements.
* Customized and configured the pricing procedures by considering all the business requirements.
* Configured things like Credit Management & ATP (Available-To-Promise) configuration for relevant item categories.
* Worked on the Business process in the areas of Pricing, Availability check, Credit Management, OTC, Delivery, Rebates and Billing
* Involved in working and configuring in some complaints, credit memos and returns management.
* Involved in configuring the areas of purchasing in Materials management procure to pay scenarios an also involved in FI integration with SD module.
* Involved in setting up configuration object and profile for the materials as per the needs.
* Involved in configuration of classification and class type for the configurable material.
* Worked IDOCs and fixed support issues and done enhancements as per business needs
* Involved in integration with customers and transportation providers (3PL/TMS), with warehouse management systems using IDOCS
* Worked along with EDI team and ABAP to set up EDI functionality between client and customers and warehouses for creating , changing and outputs
* Worked on Vistex tool and DMP with SAP SD for calculating the charge back, commissions, broker fees and customer rebates as per the business process.
* Involved in configuration of IC web client business scenarios with special emphasis on setup of CIC web client profiles, CIC frame work, Transactions, action boxes, search functionality and assigning the CIC profiles to roles.
* Involved in working on ISA application on ECC system as done various configurations needed for business setup using portals
* Worked on LSMW and BDC as per the client request to load mass data migration into the SAP system
* Worked on HP Quality center tool for testing the scripts and UAT as per business process.
* Worked with the ABAP team for RICEF requirements like User exits and possible enhancement as per the requirement.

**Client : DTNA, Portland FEB 2010~ NOV’2010**

**Role : SAP SD/LE functional Consultant**

**SAP Solution: SAP ECC 6.0**

**Description:** Daimler Trucks North America LLC is the largest heavy-duty truck manufacture in North America and a leading producer of medium-duty trucks and specialized commercials vehicles.

**Responsibilities:**

* Provided implementation and production support for SAP ECC module in SD and LE modules
* Involved in configuring all the base customization in sales & distribution module along with use of Vistex management for calculation charge backs and bill backs
* Involved in requirements gathering, preparing BBP documents.
* The project scope included 'AS IS' analysis, 'TO BE' model, Gap Analysis
* Configured customer master, material master, Sales document types for inquiry, quotation, contracts, invoicing and credit memos
* Involved in the configuration of pricing procedure using condition technique & maintained requirement routines which are required for the business and also configured material master, incompletion procedures, customer master, copy control, delivery blocks and availability check.
* Involved in the configuration of special business processes like make to orders, Variant configuration.
* In variant configuration we have worked on characteristics and class type for the products.
* Involved in setting up dependencies for some materials as per need of the business in VC.
* Involved in working on configuration profile and use variant conditions for pricing in VC module.
* Involved in setting up and configuration some basic settings of pricing management and customization of condition types , access sequences and so on
* Involved in working on pricing routines and design of pricing procedures in SAP system as per client needs
* Involved in working on Vistex tool for charge backs , pay backs and incentives as per automobile industry requirements
* Work closely with other SAP Core Team members to ensure proposed solutions integrate properly with SAP and support organization wide end-state business.
* Shipping: creating & processing outbound deliveries, picking and goods Issue.
* Worked with ABAP programmers by writing Functional Specification for User Exits, Custom
* Reports, Workflows, Interfaces, Enhancements and Forms.
* Worked on EDI team for process of orders like 810, 856 830 and 865(JIT calls) and so on, deliveries and Invoices and also output types and involved in setting up EDI implementation with respective to SD module.
* Involved in working of storage types, storage section and picking area of goods in WM module.
* Use of Portals for the sales transaction of B2B and B2C scenarios as per the client needs.
* Creation of test scenarios for Unit testing and Integration testing, UAT Testing for all SD business processes using HP quality center and getting the sign-off after successful completion of testing.
* Created training documentation and conducted seminars for user training.

**Client: Lord & Taylor St. Louis, MO MAY’2009 ~ JAN’2010**

**Role: SAP SD AFS, CRM Functional Consultant**

**SAP Solution : SAP ECC 6.0**

**Description:** Lord & Taylor is the apparels industry, which manufactures outstanding quality of garments and dress and sells it to customers worldwide.

**Responsibilities:**

* Involved in mapping the required business processes in SAP SD and to process and design Business Blueprint document, Functional specifications for enhancements, interfaces and conversion as per client requirement.
* Was part of the team that was involved in implementation of Order management and Logistics Execution system
* Analyze customer needs and participate in design of business process requirements.
* Support client's request prioritization process by providing high level estimates for design and implementation efforts.
* Translate business requirements into SAP functional and configuration requirements.
* Was responsible for developing functional specs based on the business requirements and interaction with the subject matter experts, developers and users.
* As a SD functional consultant for the SAP ECC, I was part of the team that was responsible for the configuration of the customer Order Management processes, pricing procedures, shipping, transportation planning and billing.
* Created Customer Masters, Material Master and configured copy control for different sales scenarios such as inquiry to quotation, quotation to sales order, sales order to delivery and delivery to billing.
* Worked on Partner Determination, Output Determination, Outbound & Inbound Interfaces, reports etc.
* Configuration of Inter-company billing, Delivery-related billing, Periodic billing methods, Invoices based deliveries and services, Credit & debit memos.
* Configured Text determination procedures. Specifying and enabling Text usage from Customer, Sales, Delivery and Billing Documents.
* Involved in setting up the AFS module as per the apparel industry client needs.
* Configured Credit management in line with the credit policies set-forth by the policy directives of the company.
* Involved in working on batch jobs for the Billing Due List, and several other background jobs.
* Involved in clearing various Tickets during production and also performing the testing using ECATTS.
* Communicate status, issues, and impacts with team, team leadership, relevant client sponsors and process owners.

**Client : Geneva Pharmaceuticals Inc, Broomfield, CO JUL 2008 ~APR 2009**

**Role : SAP SD Functional Consultant**

**SAP Solution : SAP ECC6.0**

**Description:** Geneva Pharmaceuticals is leading health care company and it is well known for providing an outstanding quality of pharmaceutical products and diagnostics instruments and more.

**Responsibilities:**

* Involved in a SAP ECC implementation using ASAP methodology and documented project requirements.
* Created functional and technical specifications as per the client’s requirement in the Blueprinting phase.
* Identified business requirements and specifications for the business processes in Sales and Distribution and logistics execution.
* Involved in Base Customization setup such as Customer master set up, Material Master, Organizational Model, Transaction Types Setup, Organizational Data, Partner Determination Procedure and more.
* Defined product substitution, product proposal, Listing, Exclusion and also customized Product/partner range as per client requirement.
* Configured sales Document types, number ranges, item category group, item categories and maintained copy controls as per requirement.
* Involved in customizing contract management, sales orders, Output determination, Text management etc.
* Involved in working on Vistex tool for calculation of rebates , charge backs and bill backs
* Involved in the configuration of pricing procedures using condition technique & maintained some routines which are required for business.
* Used scenarios like batch management for deliveries in pharmaceutical industry
* Worked on different modules in ECC and which are integrated with the SD module
* Involved in using HP quality center tool for testing the scenarios and scripts and recording the entries.
* Conducted Demos to the business users to make them understand the functionalities provided by SAP.

**Client : Tesoro corporation, San Antonio, TX APR’2007 ~ MAY’2008 Role : SAP SD and CRM Functional Consultant**

**SAP Solution : SAP R/3 4.7 and SAP CRM 5.0**

**Description**: Tesoro Corporation is an independent refiner and marketing of petroleum products in the United States. I was involved in total customization of the SAP SD and integrate it with SAP CRM.

**Responsibilities**:

* Documented the business blueprint for the purpose of implementation of R/3 system and CRM system.
* Conducted GAP Analysis of business processes for R/3 to identify the functional deficits.
* Developed functional and technical design documents including business process flows, mapping documents and design specifications.
* Worked on the customizing of client’s business scenarios with special emphasis on set up of Enterprise structure, Pricing configuration, Batch management as per client requirement
* Configured and created various Business process like Third party process, intercompany STO, Consignment process, MTO etc.
* Configured various document types Item categories and copy controls based on requirements
* Involved in the initial master data downloads from R/3 system: customers(delta downloads as well) and products.
* Configured the tax determination for sales and distribution as per requirement.
* Was the part of customizing Data Objects like customer master, Sales material master, Pricing procedures, Sales orders, Sales contract, ATP, Delivery, Packing, Shipping, Credit management, Rebates and Billing.
* Was responsible for developing functional specifications based on the business requirement and interaction with the subject matter experts, developers and users.
* Configured various basic functions like Partner Determination Rules, Output determination, Text determinations and many others
* Involved in configuration of CRM sales like quotation management, contracts and sales orders and middleware and web user interface settings.
* Was in charge of creating and executing the several test scenarios based on the business process of the client.
* Was responsible for training the business users on the different functionalities associated with the channel sales module.

**Client : Project& Developments India Ltd, Noida JUL’ 2005 - FEB’2007**

**Role : SAP SD Functional Consultant**

**SAP Solution : SAPR/3 4.6C**

**Description:** Project & Developments India Ltd is a chemical and fertilizers industry of government of India. I was involved in configuration and implementation of the ERP system. The project resulted in faster customer response and improved sales and services.

**Responsibilities:**

* + The project scope included ‘AS IS ‘analysis, ’TO BE’ model, Gap Analysis and interacting users and clients for business requirements.
  + Involved in configuration of customer master, Sales document types for inquiry, quotation

Orders and contracts

* + Extensively worked on Pricing: Tasks involved creating and maintenances of Condition table, Condition types, Access Sequences etc.
  + Configured material master, incompletion procedure, customer master copy controls, Delivery blocks, rebate processing, invoicing and availability check.
  + Setup new transaction types and the subsequent assignment of different profiles to transaction type to satisfy the client’s business needs.
  + Involved in the configuration of special business process, Make to stock and returns.
  + Configure Listing and exclusion, Material determination, Product proposals Stock Transfer Order and Third Party Orders.
  + Worked on the aspects of shipping for creating & processing Out-bound deliveries, Picking Packing and good issues.
  + Configured Account determination, output determination as per business requirement.
  + Worked with ABAP programmers by writing functional specifications for USER exits, custom reports, workflows, Interfaces, Enhancements and forms.
  + Was involved in production support and maintenances activities of SAP R/3, tasks involved solving tickets.
  + Configured and maintained the Enterprise Structure node in SAP R/3 including the addition of new Sales Office and Sale areas as per business requirement.
  + Successfully achieved customer satisfaction by meeting the milestones and customer expectations.