SHASHANK B. MISTRY

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Experience Profile:

Having 7+ yrs. of experience in SAP ABAP (CRM/MDG/SD/CML module) on SAP S4/HANA + ECC system with a proven track record of client satisfaction. Strengths include delivering optimized design with code, good communication & technical skills, completing multiple assignments concurrently and meeting aggressive deadlines.

Career Profile:

Current Employer	- Kaar Technologies Ltd
Position	- Senior Consultant
Experience	- 7.6 years
Functional Skills	- SAP SD, CRM, MDG, FICO, CML
Add. Certification	- AWS Developer Associate, IBM Cloud Professional Developer V4

SAP - ABAP Skills

- ❖ Developed and implemented **SAP RICEF objects (Reports, Interfaces, Conversions, Enhancements, Forms)** to optimize business processes and improve system performance.
- ❖ Proficient in advanced ABAP programming, particularly in the context of **S/4 HANA (e.g., ABAP on HANA, CDS views)**.
- ❖ Good Experience in **OOPS Interactive ALV reports**.
- ❖ Hand-on experience in **Dialog Programming**.
- ❖ Good Experience in the generation of **LSMW**.
- ❖ Good Experience in **BAPI**.
- ❖ Good Experience in Enhancement Technique (**User Exit, Customer Exits, BTE**).
- ❖ Good Experience in Enhancement Frameworks (**Implicit and Explicit Enhancement points**).
- ❖ Good Experience in Cross Applications communication with various SAP and non-SAP –**ODATA, IDOC, BDOC, APD**.
- ❖ Provided expertise in an **On-Site client-facing role** for application rollout project for 10+ European countries.
- ❖ Worked on a high-throughput project in **Saudi Arabia** with the client for 7 months.
- ❖ Hands on experience in **CDS Views** and **OOPs concept of ABAP**.
- ❖ Hands on experience in **ODATA gateway service builder.**
- ❖ Experience in **Native HANA Development Objects** like procedures, functions, etc.
- ❖ Interaction with functional consultants/Business groups to understand functional requirements.
- ❖ Provided **SME support** for Incident/Problem management for complex issues.
- ❖ Experience in fixing the **defects in UAT** and align with Business for the same.
- ❖ Preparing Technical Specification / Functional documents based on Client requirement & Development work.

Professional Experience:
Project info – 1

Employer	Kaar Tech
Client	Saudi Industrial Development Fund
Rôle	ABAP S4/Hana Developer
Experience	From August-2023

Work Exp:

- Part of the strategic transformation project **involving Complex Custom in house processes** based on **CML module**.

- Deployed more than **20** OData projects in short span of time for the Release-1.
- Supported the **UAT & Go live (including Hyper care phase) for phase**-1 by resolving more than **100 defects**.
- Refactored the complex logics using code pushdown techniques of S4 HANA by using **AMDP and CDS Views** & also improved the performance of the DML statements.

Project info - 2

Employer	Quinnox Ltd.
Client	OWI
Rôle	ABAP S4/Hana Developer
Experience	From June-2022 to July-2023

Work Exp:

- As part of performance improvement for, identified/resolved more than 20+ custom expensive SQL queries and saved more than **25+% of total** database runtime and **40+% of total database hits**.
- Improved custom logic in BADI which lead to improvement in runtime by **more than 90 %** in VA05.
- Developed the custom BTP app as part of the Proof of concept to the client (with **RAP framework**).
- Using sales order exits, refactored the **Pricing code (pushed data fetch part inside AMDP method)** which was performance bottleneck for order create process and improved the system performance more than 60%.
- Delivered more than **600+ hours** of project+ enhancement work and resolved more than **50** (SR + Production Incidents) tickets with clients.

Project info - 2

Employer	Quinnox Ltd.
Client	Firmenich
Rôle	ABAP OData consultant, ECC Developer
Experience	Nov-2021 –May-2022

Work Exp:

- As part of **Manufacturing Process Order Automation** solution, created an ODATA project - Used **GET, POST** and **function import** to handle various user actions in Fiori front end (with media transfer).
- Used **Business Transaction Event** to enhance the FBL3N output according to business requirement.
- Developed the **OO ALV report to post the GST liability via accounting document** for the client's Indian Operation.
- Was responsible for resolving **high priority P1 ticket** in production environment.

Project info - 3

Employer	Accenture Plc.
Client	Lidl
Rôle	ABAP Developer, MDG S4/HANA module
Duration	From June-2021 to Nov-2021

Work Exp:

- As part of **GDPR** solution, created a custom report **to clean up historical Business partner** sales area information.
- Enhanced the **IDOC interface** for message type – **ARTMAS** by including the standard/custom field in custom segment.
- Enhanced the Screen using **screen enhancement** in Article Master Record screen (MM41/42/43)
- Developed **a CDS view** involving standard Billing CDS view and consumed it in UI5 front end application via **ODATA**.
- Supported the Sprint for UAT phase and resolved multiple defects.
- Created the custom screen using **screen enhancement** in Process Order screen (COR1/COR2/COR3)

Project info - 4

Employer	Accenture Plc.
Client	Henkel
Rôle	ABAP Developer, CRM/SD module
Version	SAP ECC 6.0
Duration	From Nov-2016 to June-2021
Achievement	Completed more than 5000 hours of billable development work (Enhancement+ Project+ Rollout) in a proactive and time-bound manner and earned ACE award as the recognition for the same.

Role and Responsibilities:

As an SAP - ABAP/4 Consultant involved in ECC 6.0 EHP7.4 Version and involved in modules CRM (Primary) and SD (Secondary).

Application: - Control Tower & SAP Customer Interaction Center

- Control Tower solution contributes to increase the efficiency of the client in terms of Customer support by adding the role of Control Tower –Stock allocator (CT-SA) and the role of CT-Delivery monitoring (CT-DM)

Work (Project):

- Worked as an **onshore** CRM consultant for the **project to roll out for CCT application** (SAP Customer Interaction Center) for the new sales area of more than 15 countries in Latin America/Eastern Europe region.
- Directed 3+ rollouts through various phases of software development lifecycle (SDLC) including user requirement analysis, technical design document and solution, coding, code reviews, integration testing and performance tuning.
- Fully delivered the end-to-end solution for the **customized Master data tool** which evaluates the data integrity between ERP and CRM system.
- Developed a **BDC** report to load bulk retail article data using session method.
- Developed an **LSMW** program to create **Business partners for Plant in CRM** in swift manner.
- Supported the ERP/CRM upgrade project, GDPR ILM tool implementation in CRM and multiple sprints by solving defects.

Work (Enhancement):

- Worked on the project to add customized reason code functionality in CT-SA order-watch screen by which Business can send information/ create task to Front office individually for each item line.
- Extended the Retail material view **MM41** with the customized sub-screen and distribute the same data to non-SAP system by extending the IDOC functionality.
- Enhanced the CCT **WebUI** component which shows the change log in Business transaction.
- Worked on an enhancement to create a pop up in CCT tool for personalize and sorts the field based on user's preference.
- Handled Change management End-to-end process for Projects & Enhancement till the sign-off by client for more than 5000 hours of billable hours.
- **Implemented Customer Exit in MD04** to perform checks based on Plant's country.
- Enhanced **user exit of VA01** (sales order) for making checks on MOV of the product.

Work (Support):

- Developed an interactive ALV report, fetches the info for the stuck **outbound** unprocessed alert **queues** in system and presents in coherent manner & also developed the report to automatically reprocessed those queues.
- Deployed more than **50 bug fixes** in Customer Centric & Control Tower application during Hyper-care and maintenance support.
- Created a report by which user can update multiple Business partner's relationships with dummy Front Office Agent.
- Resolved more than **500 support tickets** for the Customer Interaction Center.
- Performed the role for **SME** and single point of contact person for the **SAP CRM customer interaction center**.

Educational Qualification

❖ Bachelor of Engineering in Electronics & Comm., 2016
LD College of engineering, Ahmedabad, Gujarat, IND

Personal Information

Languages   English, Hindi, Gujarati
Date of Birth 25th April 1995
Hobbies   Reading Novels, Stock market fanatic, Drawing sketches
Strength   Decision making, Self-motivated