

KARTHIK ML
SAP CRM Functional consultant
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OBJECTIVE:

Intend to build a career with leading corporate of hi-tech environment with committed & dedicated people, which will help me to explore myself fully and realize my potential.

PROFESSIONAL SUMMARY

- Having more than 4years of experience in SAP **CRM Functional**
- I have worked CRM full life-cycle implementations, migration to latest version 7.0 and support in involving CRM Marketing CRM Sales, CRM Service, CRM Testing CRM Technical with strong exposure on SAP SD,
- Highly Motivated, Goal Oriented, Team Player with excellent Leadership qualities, presentation, Analytical and Inter-Personal Communication Skills.
- Currently Working as **SAP CRM Functional Consultant**

Project 1: Vilcart solution pvt ltd

CRM Functional Consultant from feb -2021 to till now in Implementation Project

- Generated the report on unsatisfied customer, high priority tickets to send responsible employee.
- Defined customizing setting for the prospect customer followed by number range and grouping to replicating
- prospect as B2B Customer with different account group by enhancing badi and events in SAP ECC and created RFC and Web service for prospects and lead using external data
- Defined transaction types, item categories, and item category determination for Lead Opportunity with ECC Sales
- Order type and maintained Copying control of Transaction types & Item categories
- Defined transaction types, item categories, and item category determination
- Maintained Copying control of Transaction types & Item categories

Project 2

Project: Prerana motors pvt ltd
Roles: CRM Functional Consultant
Duration: Dec-2018 to Dec-2021
Environment: CRM 2007 implementation project.

- Prepared the Business Blue print for implementing marketing and CIC scenarios and Set up Lead Management

- Involving lead generation and qualification.
- Defined access sequence, Partner Determination Procedure (PDP), partner function, and then assigning Partner Determination Procedure to transaction type and also for auto update and modify partners in various types of transactions.
- Configured Multilevel Categorization for CIC to categorize the issues by customizing Code, Code group profile,
- Subject Profile and creating the categorization schema.
- Customize the Account identification profile for CIC agent to identify the accounts based on key fields.
- Configure Service manager profile for sending and receiving the mails from customer in IC Agent Inbox.
- Configured the action profile to send E-Mails to various levels as per SLA.
- Define Partner determination procedure to include partners in activity.
- Generated the report on unsatisfied customer, high priority tickets to send responsible employee.
- Defined customizing setting for the prospect customer followed by number range and grouping to replicating
- prospect as B2B Customer with different account group by enhancing badi and events in SAP ECC and created RFC and Web service for prospects and lead using external data
- Defined transaction types, item categories, and item category determination for Lead Opportunity with ECC Sales
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Academic Qualification

- MBA from Canara Bank School of Management Studies Bangalore, Karnataka
- B com from Sri Gokula college of management studies Kolar, Karnataka
- PUC from Govt pu college kolar, Karnataka.
- SSLC from Sri Siddhartha high school kolar, Karnataka.

Personal Details

Name : KARTHIK ML
Date of Birth : 02/07/1994

Gender : Male
Nationality : Indian
Languages known : Kannada, English, Telugu and Hindi
Address : NO-25,4TH MAIN ROAD 5TH CROSS GANDHINAGER,KOLAR

Declaration

I hereby declare that all the information provided by me above is true to the best of my Knowledge

Place: KOLAR

Date: