

Resume Title: **SAP ISU CRM Functional Consultant**

SAP ISU CRM functional consultant with almost 3+ years of extensive experience. The industry sectors that I have worked in, is Utility with background encompasses a broad range of experiences in business process analysis and identifying business solutions. I have also worked in quality management domain of SAP.

Contact & Personal Information

Name: Vipul Kavathekar	Email: vipulkavathekar77@gmail.com
Marital Status: Single	Mobile: 91-9834156326
Date of Birth: 30/04/1999	Current Location: Pune
Nationality: Indian	Prefer Location: Pune or ANY

Professional & Educational Details

- Having almost 3 years of IT experience in Utilities SAP CRM solution and Functional support.
- Have **1+** year of experience in leading the Operations Team from Offshore.
- Have worked in multiple implementation and solution assessment projects enhancing the CRM functionalities across the sales fulfilment processes.
- Possess development (Omnistudio) and beginner's admin knowledge in **Salesforce**.
- Have expertise knowledge in SAP CRM with thorough knowledge on integration with SAP PI, middleware, quotation and contract process, Campaign and Product management etc.
- Have Knowledge about Agile methodology and third-party tools (i.e. BMC Helix, Jira etc.).
- Completed B.Tech from Kolhapur Institute of Technology, Kolhapur with approximately 78%.

Detailed Resume

Name of the Resource	VIPUL KAVATHEKAR
Role of the Resource	SAP ISU CRM Functional Consultant
Education Qualification	B. TECH in Electronics and Telecommunication
Trainings and Certifications	<ul style="list-style-type: none">• SAP CRM Level1 in TCS• SAP S/4 Basic training in TCS• Possess development (Omnistudio) and beginner's admin knowledge in Salesforce• Attain training on AGILE way of working.• Attained behavioral training on Articulation skill and Business communication.
Total Experience	3+ Years
SAP Experience	3+ Years

IT Projects Experience

Sl. No.	Project Description	Role	Company	Customer	Industry Type
01	AGL	CRM Consultant (Operation Lead)	TATA Consultancy Services Ltd.	SAP Support and implementation	Utility Industry

Project 1 AGL

Period : September 2021 to till date

Role : SAP ISU CRM functional Consultant

Customer Brief :

AGL Energy is Australia's largest integrated renewable energy company, focusing on power generation, gas production and energy retailing. The projects are in SAP CRM, IS-U and BW in retail, Digital, Corporate R3. It used to deliver projects initially following waterfall model and later on using agile methodologies.

Responsibilities:

- Providing Technical (**ABAP**) and functional support for the daily business activities, analyzing and fixing the issues found in production environment.
- Performing **root cause analysis** (RCA) and taking necessary actions to fix issue/bug.
- Acting upon business request and monitoring the batch jobs and **RFC** queues.
- Leading the team and coordinating with offshore members to work towards achieving a common goal.
- Participating requirement workshops; requirement inspection meetings.
- Analyzing current business process, architecture and provide Functional and Technical solution.
- Working closely with business stakeholders for design discussion and solution walkthrough.
- Performing thorough feasibility checks validating the solution fitment with the business requirement.
- Performing POC to meet business requirement.
- Attending workshops with the business stakeholders and finalizing the design documents with the solution architect and other business stakeholders.
- Writing the functional design document and configuration design documents.
- Performing system configuration in **SAP IS-Utilities; SAP CRM** applications.
- Performing unit testing; functional testing; system integration testing.
- Coordination with various stakeholders including 3rd Party vendors and overseeing delivery.
- Coordination with different stakeholders; including multiple vendors.
- Proper development and hassle-free delivery to meet project timeline always.
- Ensuring proper security requirements, development and testing related to respective RFS
- Involved in various sprint activities and managing conflicts and constraints.
- Stakeholder management; risk and issues management.
- Working closely with Release management, environment management, following the guidelines so that project's delivery requirements are fulfilled.
- Managing deployments, cut-over, post-deployment verifications.
- Working with TCS center of excellence and bring in best practices.

Achievements

- Rewarded with **Best Team Award as a Member** from TCS for our collaborative work efforts, by means of solving day to day high complexity issues, team member and Customer handling.
- Rewarded with **Multiple on the Spot Awards** as an appreciation from TCS leadership team.

Declaration

I hereby declare that the above-furnished details are true to the best of my knowledge and belief.

Vipul Kavathekar