

PAVITHRA K C

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4.8 years of experience looking to secure a challenging position in a reputable organization to expand my learning's, knowledge & skills, while making a significant contribution to the success of the company.

Technology:

- SAP CRM Functional Consultant

Computer Skills:

- Sound knowledge of all Microsoft Applications: MSWord, Excel, power point

SUMMARY OF EXPERIENCE:

- I Have 4.8 years of experience In **SAP CRM Techno Functional Consultant** with strong experience on **SAP SD**.
- I Have work with CRM Implementation and project support involving in CRM sales, service, marketing and billing etc.
- Highly motivated, Goal Oriented and capable of handling team.
- I have worked in Calpion Software technologies has SAP Consultant.

ORGANIZATIONAL EXPERIENCE

Project : 1 HMSI (Honda motors)

Roles and Responsibilities:

- Worked on resolving incidents on Change configurations on different tracks like Contract processing, spare part management, In-House repair process & field service management, complaints, return and Logistics.
- Involved in Requirement gathering, Solution, and configuration of End-to-End SAP CRM Service implementation.
- Configured I-Base management with family objects followed by set type to store related data at component level when equipment was downloaded from ECC System followed by update and upload programs.
- Configured and assigned Action Profiles to relevant transaction types and item category for automatic. processing flow for email matrix's, SMS, and auto follow-up documents.
- Defined access sequence, Partner Determination Procedure (PDP), partner function, and then assigning Partner Determination Procedure to transaction type and for auto update and modify partners in various types of transactions.
- Formation of Organization model including divisions, distribution channels, and maintenance of sales area data to carry out the sales processes of an organization and developed programs to update org attribute and creating positions and assigning position to respective org units.
- Customized basic functions like Date Management, Text Management and Status Management in business transactions for changing at order level based on various conditions.
- Worked on Unit testing for the developed objects to ensure the business requirement is met.
- Strong debugging skill on Badi's and BAPI Functional module .

Project:2 Juniper Network

Roles and Responsibilities:

- working on project for delivering day-to-day activity for SAP SD and CRM. Su12pport and change management designs
- worked on resolving incidents on Change configurations on different tracks OTC Billing return and Logistics.
- Involved in Requirement gathering, Solution, and configuration of End-to-End SAP.
- Reporting weekly delivery activities and subsequent updates on project statuses to Onsite Project Manage.
- Discussions with client include understanding new requirements from Client.
- Triggered the Mails to different email Ids at different conditions with smart forms in the body of the mail.
- Added new validations in the system with the warning and error message.
- Provided the solution for critical issues and functionalities e.g. Network Import.
- Solving the tickets in the SLA timelines including high priority tickets.
- Responsible for weekly dump analysis for production system.
- Maintained number ranges for master and transactional data.
- And also, Item categories and Schedule lines for sales delivery documents.
- Worked on Incompletion log for sales document's.
- Involved in Training of End User and Prepared user manual.

ACADEMICDETAILS

Degree	INSTITUTION	BOARD/UNIVERSITY	Year
MCA	Maharani College	Bangalore	2017
BCA	Gokul College	Bangalore	2013
PUC	Sri Byraveshwara composite P U College	PU Board	2010
SSLC	Sri Venu Vidya Samasthe	KSEEB	2007

DECLARATION

I declare that the information given above is solely truly to the best of my knowledge and I hold responsible myself any irregularities if found.

Thank you,

Pavithra K C