

**Jyothi Pichhika**  
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### Professional Objective

To actively contribute to the development and growth of the organization where my analytical, technical skills and practical experience could be utilized to the fullest extent and gaining more knowledge and experience to achieve my career objective of being in a responsible position and taking challenging job.

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### Professional Summary

- 3+ Years of experience as an SAP SD Functional Consultant and SAP CRM, SAP Security consultant with expertise in production support, implementation, and testing.
- Actively engaged in client interactions for new projects and enhancement initiatives.
- Strong ability to explore, learn, and quickly adapt to new business domains and technologies, and a proactive approach to problem-solving. Capable of mastering new technologies and delivering results within tight deadlines, with a focus on autonomy and collaboration.

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### Work Experience

**IBM India Pvt Ltd**

May 2021 to Till Date

Role: SAP SD and SAP CRM Functional Consultant and SAP Security Consultant.

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### Project Profile

<b>Project:</b> Mitsubishi Motors Australia Limited	<b>Duration:</b> May 2021 – Till date
<b>Role:</b> SAP Functional Consultant	<b>Client:</b> Mitsubishi Motors Australia Limited (MMAL)
<b>Client Description:</b> Mitsubishi Motors Australia Limited (MMAL) is a fully owned subsidiary of corporation of Japan. The company was established in 1980 and began vehicle manufacturing in that year. MMAL has been part of the Australian business landscape for over 40 years. headquartered in Adelaide, South Australia since 1980, MMAL is a leading Australian automotive distributor of high-quality SUV's. Mitsubishi Motors brand is a key economic contributor across Australia.	
<b>Systems/Tools:</b> SAP-BMP (Solution Manager (Solman) system)) SAP GUI – CRM (BCD, BCP, BCT) and ECC (BET, BED, BEP) systems and SAP CRM Interaction centre, SAP Fiori. Ticketing Tool: RQM (Rational Quality Manager).	

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### Skills and Exposures in SAP:

**Key Skills** - SAP SD, SAP CRM and SAP Security, ERP ECC 6.0

### Key Responsibilities:

- SAP SD and SAP Security Production Support to the client.
- Providing solutions to the end users based on severity of the issues as per SLA.
- Resolving day by day issues of the users.
- User Administration involving Creation/Deletion/Modifying/Locking.

- Maintaining parameters related to User login and Passwords.
- Good Knowledge in reporting using SUIM for various dimensional reports.
- Handled mass role assignments for users.
- Worked on data extraction of JSOX reporting, Privilege ID validation, and the Critical Transaction report. Worked on Creating new Dealer user IDs.
- Extensively working on implementation of security roles for ECC.
- Responsible for all administration (user creation, Business Partners, assigning org position) in SAP CRM system.
- Worked on portals like user administration, analyzing and resolving the portal issues.
- Handling SAP SD domain Defects, analyzing and solving the issues.
- Documentation of incidents & Contribution to building knowledge.
- Production Support to the client and Enhancement's activity.
- Worked with ABAP team to automate the 90 days Inactive users report.
- Receiving Trouble Tickets & resolving the issues.
- Executing the analysis and resolution of production support calls.
- Handling tickets on SD, and CRM – Analysis of a problem and proposing the solution to the user and fixing the tickets.
- Ready to upskill myself with latest technology.
- Performing a daily activity Security IDM process and CRM IDM process.
- Support during Production system outage for OS Patching like Pre and post validation of SAP CRM system. Worked on CRM Interfaces.
- Worked on new dealership setup in SAP Security and SAP CRM.

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**Achievements:**

- Received Performance Award in March 2023 from IBM for going the extra mile and contributing for project delivery in time.
- Received best appreciation from the client for doing excellent in the team.
- Appreciation from Project Manager for the timely delivery of tickets.
- Actively organized and participated in weekly team building activities.
- Got the IBM Manager Choice Award for supporting the BAU activities.

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**Education:****Bachelor of Technology – Electronics & communication Engineering:**

Dhanekula Institute of engineering & technology 2019

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**Certifications:**

Microsoft Certified: Azure Fundamentals (AZ-900)

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**Declaration:**

I hereby declare that the information furnished above is true to the best of my knowledge.

**Place:** Hyderabad

Pichhika. Jyothi