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Profile Summary

- ❑ ~10 years of Functional support and testing experience - SAP ISU Billing, Invoicing & CRM Middleware
- ❑ Actively involved in the Release Management and handling fortnightly releases since last 3 months
- ❑ SAP ISU Billing and Invoicing EXPERIENCE
- ❑ Experience of Meter to Cash cycle in SAP ISU.
- ❑ Front office processes in ECC IS-Utility Solution (CCS)
 - a. including Contract Management, Move-in/Move-out processes, Technical and Business Master Data etc.
- ❑ Billing Class, rate type, Price, Operand, variant Program, rate, rat fact, Billing Schema, Rate Category, Price class.
- ❑ Worked on Move in and Move out journey in Web UI.
- ❑ Good Knowledge of Billing and Invoicing
- ❑ Device Management related to Device Removal, Device Installation, Device Replacement
- ❑ CRM Middleware Monitoring
- ❑ Basic knowledge of FICA
- ❑ Involved in ISU, CRM, FICA & Web testing
- ❑ SAP technology: SAP ISU, ECC6.0
- ❑ Test Management Tool: HP ALM 11.0, HP Quality Center 10.0, Service Now, Azure DevOps
- ❑ Domain: Utilities
- ❑ Ticketing Tool: Service Now

1. Project - Synergy

Role : Team Lead

Modules : SAP ISU Billing

Environment : SAP R/3 6.0 ECC

Client Description:

Synergy is proud to be Western Australia's leading energy generator and retailer. We deliver safe and reliable energy to more than one million residential, business and industry customers, enhancing lives and contributing to the growth of our state. Synergy is owned by the Western Australian State Government, reporting to the Minister for Energy.

Consumers Energy is the Distributor and Supplier of Electricity and Gas to more than 6 million customers in the Michigan, US. Its headquarters is in Jackson. Working as part of team responsible for Functional Testing for various Consumers Energy IS projects.

2. Project - Sopra Steria, Noida (British Gas)

Role : Senior Software Engineer

Modules : SAP ISU Billing/DM

Environment : SAP R/3 6.0 ECC

Responsibilities: -

- a. Managed a team of 5 people & possessing extensive experience in different environments – QA, QC
- b. Onsite experience in gathering business requirements, analyzing the business needs, developing functional and technical requirements and developed functional as well as technical test plans.
- c. Instrumental at Iteration Testing responsibilities included Unit Testing (Functional Testing – Black Box Testing), Integration Testing, Internal Client Acceptance Testing (Use Case testing) & Regression Testing.
- d. Possessed good knowledge of SDLC, STLC, Bug cycle & Query writing (SQL).
- e. System error monitoring (on different Platform like GUI (Window Based), YBR (Web Based) & JCL jobs (Mainframe bases)) and provided proper resolution with cause and temporary solution.

- f. Responsible for Project ownership that includes – End to end project ownership - monitoring, tracking, reviewing, signoff and closing testing phases of projects. Conducting status meetings, reviewing sessions
- g. Performed risk assessments, suggest risk mitigation strategies/ plans .Proactively inform Systems Project Lead & Onsite team about risk to deliverables.
- h. Provided Mentoring and coaching of New Hire to develop their skill set and domain knowledge.