

Somnath Das	Phone: - 9658703155
B Sc IT	Email: - <a href="mailto:somnathdrocker@gmail.com">somnathdrocker@gmail.com</a>

### SAP ISU Billing

#### **Skills: -**

- 4.5 years of experience SAP IS – U experience - SAP IS - U/CCS experience with a focus on the areas of Billing & Invoice, Device Management .
- ERP: SAP R/3 , ECC 6.0
- SAP Modules: SAP IS-U Device Management ,Billing & Invoicing.
- Microsoft Technologies: Windows 10, 7, MS Office (MS Word, MS PowerPoint, MS Excel and Outlook)
- Database: SQL SERVER
- Ticketing tools used : Service now and Freshdesk
- Experienced in SAP IS-U Device Management Module implementation and support with Full Life Cycle implementations.
- Worked in areas of Device Management such as Creation of Material and Devices, Device Grouping, Installation/Removal of devices, Device Modification, Device allocation, Meter Reading Uploads, Meter Certification etc.
- Sound knowledge of different data models used across Utility industry (Gas, Electricity & Water).
- Configuration experience of Billing Master data (Billing Class, Rate type, Price, Operand, variant Program, Rate fact, Billing Schema, Rate Category).
- In-depth understanding and expertise in handling the billing related activities and effective management of the full cycle of 'Meter to Cash'/ sales to revenue booking, process for different customer categories (Industrial, Commercial, Residential etc.)
- Have sound knowledge in Technical Master Data (Connection Object, Premise, Device Category, Device Location, Portion and MRU).
- Have strong operational knowledge of regulated and de-regulated market of utility industry (Gas, Electricity and Water industry)
- Have excellent verbal and non verbal communication skill.
- Have excellent Microsoft Excel skills for performing day to day activities.

#### **Work Experience: -**

❖ **Project 1 :**

**Capita India Pvt Ltd**

Project 1- **Npower** (One of the leading gas and electricity supplier in UK)

Project 2 – **Southern Water** (One of the water supplier in UK)

**Roles and responsibilities-**

- Have been a part of SAP IS-U Device Management Module implementation and support with Full Life Cycle implementations.
- Monitoring Nightly Batch Jobs and Online User support - Ticket Handling.
- Was a part of SAP IS-U billing and Invoicing Functional operations and worked as a support consultant (L2 & L3).
- Handling Change Requests and handle tickets raised by users within the organization and partners.
- Coordinate with other consultants for request fulfilment of the user.
- Conduct UAT (User Acceptance Testing) upon closure of the ticket.
- Worked on Billing Master data (Billing Class, Rate type, Price, Operand, variant Program, Rate fact, Billing Schema, Rate Category).
- As a team player, flexibly contributed towards other modules/features (Device Management, Customer Services, Billing and Finance Contract Accounting) through effective review, defect retests, resolving problems and helping in test execution.
- As a value addition, authored easy to follow End-to-End SAP Business Process Exception Management (BPEM) Resolution Documents and Training Documents to help end users to understand the implemented product.
- Configuration and customization experience in SAP IS-U Billing and Invoicing.
- Have been a part of **two** support project playing Functional role.

❖ **Project 2 :**

Support executive at Focus Edumatics India Pvt Ltd

Project – Green Star Energy

**Roles and responsibilities-**

- Working as a SAP ISU-U user support consultant(L2).
- Online User support - Ticket Handling and manage Change Requests as per the project requirement.
- Conduct UAT (User Acceptance Testing) upon closure of the ticket.
- Prepare SOP and workarounds for end users.
  - Create and modify user access credentials upon requirement.