**Current Company**: **HCL Technologies**

**Relevant Experience in SAP ISU Functional Support projects in Billing Domain: 10 Years**

**Experience Profile**

1. Around 10 years of **Functional support and testing experience** in applications of **SAP ISU**

**Billing, Invoicing** and **CRM Middleware monitoring.**

2. Worked as **Senior** **Software Engineer** in **Sopra Steria from Jun 2005 to Sep 2014**.

3. Working as a **Team Lead** in **HCL** from Sep 2014 till date.

4. Actively involved in the **Release Management** and handling fortnightly releases since last 3 months

**SAP ISU Billing and Invoicing EXPERIENCE**

* Very good knowledge of **Meter to Cash cycle** in SAP ISU.
* Experience with **front office** processes in ECC IS-Utility Solution (CCS) including Contract Management, **Move-in/Move-out** processes, Technical and Business Master Data etc.
* Worked on **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**
* Good Knowledge on **Device Management** related to **Device Removal**, **Device Installation, Device Replacement**
* CRM Middleware Monitoring
* Basic knowledge of FICA
* Involved in ISU, CRM, FICA & Web testing.

**COMPUTER PROFICIENCY**

1. **SAP technology**: SAP ISU, ECC6.0
2. **Test Management Tool**: HP ALM 11.0, HP Quality Center 10.0, Service Now, Azure DevOps
3. **Domain**: Utilities
4. **Ticketing Tool**: Service Now

| **Experience Details** |
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* **Current Employer: HCL Technologies, Noida**

| **Client:Synergy <Dec 2019- Till date> Testing** |
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| **Client:Consumers Energy <Sep 2014-31st Dec 2019> Testing** |

Role: Team Lead

Modules : SAP ISU Billing

Environment: SAP R/3 6.0 ECC

**Client Description:**

1. **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.
2. **Consumers Energy** is the Distributor and Supplier of Electricity and Gas to more than 6 million customers in the Michigan, US. Its headquaters is in Jackson.Working as part of teamresponsible for Functional Testing for various Consumers Energy IS projects.

* **Ex- Employer : Sopra Steria, Noida**

| **Client:**British Gas <June 2006 – Sep 2014> SUPPORT |
| --- |

Role : Senior Software Engineer

Modules : : SAP ISU Billing/DM

Environment : SAP R/3 6.0 ECC

**Contributions in the Project -**

* Managed a team of 5 people & possessing extensive experience in different environments – QA, QC
* Onsite experience in gathering business requirements, analyzing the business needs, developing functional and technical requirements and developed functional as well as technical test plans.
* Instrumental at Iteration Testing responsibilities included Unit Testing (Functional Testing – Black Box Testing), Integration Testing, Internal Client Acceptance Testing (Use Case testing) & Regression Testing.
* Possessed good knowledge of SDLC, STLC, Bug cycle & Query writing (SQL).
* 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.
* 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
* Performed risk assessments, suggest risk mitigation strategies/ plans .Proactively inform Systems Project Lead & Onsite team about risk to deliverables.
* Provided Mentoring and coaching of New Hire to develop their skill set and domain knowledge.

**ACADEMIC QUALIFICATION**

* MSC(Computer Science) 2002 Kurukshetra University, Haryana
* BSC(Computer Science) 1999 Kurukshetra University, Haryana

**TRAININGS/ACHIVEMENTS**

* Have been rewarded many times for 100% Quality and Highest Productivity Certificates.
* Have been rewarded with Client Certification for Exemplary Performance for highest productivity.
* Received Outstanding Efforts from client for 2015 and 2016.
* Received points on board (client appreciation) on two projects completed by me in 2016-17.
* SAP ISU training, facilitated by HCL Technologies, Noida.
* Participated in new hire trainings, info shares and supplementary trainings as an observer.
* Received POB awards for outstanding work in Steria
* Received Super Troupers Award form Steria

**PERSONAL DETAILS**

Sex : Female

Marital Status : Married

Permanent Adress : 342, Kamal Vihar, Sector-7, Plot No 5, Dwarka, New Delhi

Current location : Noida

**References:** Available on request