

# Srikanth Vuppugala.

## Product/Application Specialist

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## SUMMARY.

An experienced Product and Application Specialist with a demonstrated history of working 7yrs in the computer software industry skilled in Product Support, Business Workflows Re-Engineering, Product Demonstrations & Training and Technical Support to the customers.

## SKILLS.

**Primary Skills:** Web Server (IIS), HTML, XML, UML, CSS, TSQL, Linux/Unix, MS-SQL Server 2008R2/2012(Administration), SOAP, REST(Basics).

**Professional Skills:** Product Demos, Pre & Post sales Support, Implementation, Project Management, Technical Support, Product Documentation.

**Operating Systems:** Linux(ubuntu), Windows 10, Windows Server 2008 R2, Android OS (Mobile Device).

**Software's:** Salesforce.com, ServiceNow (CRM), Jira, Confluence, PTC, VPN, Office 365, Visio, TFS, VMware, Misc. CRM tools.

**Product Specialist:** LIMS, SAP Fieldglass- Vendor Management System, Workforce Management System, Contract Management.

**Industries Explored:** Pharmaceuticals (QC/QA), Petroleum (Upstream), Healthcare, Services Procurement (Source to Pay), Total Workforce Management, Oil & Gas, Life Sciences, Chemicals.

## EDUCATION.

Bachelor of Technology- *Computer Science & Engineering.* (6.9 CGPA)  
12<sup>th</sup> Science, Kendriya Vidyalaya, Kanchanbagh.

2009-2013  
2009

## WORK HISTORY.

### Implementation Consultant-I, Product Support Engineer. Caliber Technologies Pvt. Ltd., Hyderabad.

(Engaged in Multiple roles)

2014-2016

- Delivered 10+ virtual and onsite Product Trainings & Demonstrations to C-Level and managed end to end Implementation of 5+ projects assigned and undertaken.
- Gathered User Requirement Specifications (URS) and developing Functional Requirement Specification (FRS) for premium customers.
- Took part in doing business process reviews and product mapping the business solutions, Use-case discussions with delivery managers and defining product requests into product sprints(backlogs) planning and to review project delivery timelines.
- Patch Deployment, Change Request Management and resolving complex configuration related system issues.
- Visited onsite' s for client onboarding, project kick offs, project ownership (SPOC) and managing multiple stakeholders at all phases of the project.
- Provided SQL Support, Database Administration (MSSQL Server), Go-live support, version rollout support to clients.
- Installed, configured and delivered the product for 20+ customers on premise.

### Application Specialist, Product Support Engineer. (Product Solutions Support and Innovation Group) SAP Labs India Pvt. Ltd., Bangalore.

2016 -2020.

- Conducted and managed (20+) product functional training's In-house and virtually around the globe across SAP.
- Consulting with Account Services, Product Development and Quality Teams for any product specific bugs and change requests (CR).
- Delivered enterprise Product Support for SAP Fieldglass and performed Feasibility Analysis for Enhancement/Solution Requests.
- Resolved 5000+ Product Tier-I/II cases with On-call/Emails, Escalation Handling, Case Triage, SLA's, RCA, Subject Matter Expertise.
- Promoted to handle Program Office Support Level-2 Command Center for product configurations, MSP, Production Support (SQL).
- Managed UAT Support, Product Configuration Enablement, Leading, Mentoring & Onboarding 30+ support staff.
- Documented Product Playbook, Pre/Post-Release activities, ALM tools, Documented Release Notes, Regression/Beta testing.

### Product Support Specialist, Support Engineer. (SAP Sales Cloud) SAP CallidusCloud., Hyderabad.

2021-current.

- Level-II support with On-call/Email. Escalation Handling, Case Triage, SLA's, RCA, Subject Matter Expertise.
- Enterprise SAP commissions support and sales performance management support.

## ACHIEVEMENTS.

- Successfully Implemented product LIMS in Cairn India Ltd-Rajasthan with minimal timeline.
- Solely delivered complete onsite product training and server migration project for Sanofi Synthelabo R & D India Ltd.
- Executed Innovations project for the year 2019-2020 within the SAP Fieldglass product line with huge response.

## EXTRACURRICULARS.

I enjoy reading books, and the habit of book reading helped me to uphold a diverse frame of mind. I also started cycling for some time now and have already made up to 220 miles and counting more.

