

# Ram Iyengar

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## Experience Summary

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Over 26 years of professional experience, including 12 years in **Sales of Capital equipment** and 14 years as a functional consultant in **SAP R/3 Sales and Distribution (SD)**. Expertise in configuring and customizing SAP SD, with strong knowledge in **SAP CRM** and **SAP ECC** systems.

## Education

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### Pune University

*Bachelors of Mechanical Engineering*

Pune, MH

### Welingkar Institute of Management Studies and Research

*Diploma, Marketing Management*

Mumbai, MH

SAP Skills: SAP ECC (Customizing), SAP CRM, SAP ECC systems

Areas of Expertise: Enterprise structure definition, customer and material master, partner determination, pricing procedure determination, sales, shipping and billing process, intercompany sales, stock transfer and billing, and more.

## Work Experience

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### Capgemini

#### Senior Consultant, Operations

Airoli, Mumbai

Aug 2022 - June 2023

- Spearheaded operational transformation initiatives as a Senior Consultant at Capgemini, implementing process improvements and driving cost savings for clients across diverse industries.

### Capgemini

#### SD Functional Senior Consultant, Projects Delivery

Airoli, Mumbai

June 2011 – July 2022

- Analyzed production environment issues, conducted root cause analysis, and implemented permanent solutions, resulting in improved stability and reduced incidents.
- Achieved high ticket resolution within client's SLA framework, ensuring prompt issue resolution and client satisfaction.
- Implemented configuration changes to fine-tune existing systems and meet new business requirements, contributing to enhanced performance and client alignment.

### CMS Info. Systems Pvt. Ltd.

#### SD Functional Consultant

Andheri, Mumbai

June 2009 – Oct 2010

- Successfully analyzed client requirements, facilitated client communication, and provided functional design for CRQs and enhancement projects.
- Conducted thorough testing, documentation, and performed SLA analysis of Incidents on a weekly basis, ensuring efficient project delivery and client satisfaction.

## Relevant Projects with Clients

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### Abbott | Capgemini

June 2011 – June 2022

- Project 1 (June 2011 – March 2013): Efficiently ensured the quality and reliability of life science and medical device manufacturing processes at Abbott by conducting thorough **system and regression testing**, scripting **SAP P2R** test scenarios, analyzing changes, and recording automation, resulting in improved product performance and process optimization.

**Software used:** SAP ECC 5.0, SAP CRM 5.0, SAP GTS 7.2

- Project 2 (March 2013 – March 2017): Significantly improved operational efficiency and user satisfaction in life science and medical device manufacturing at Abbott by successfully resolving **maintenance and break fix issues**, implementing configuration changes, conducting thorough testing, and providing expert support, resulting in a **streamlined production system** and **enhanced customer experience**.

**Software used:** SAP ECC 5.0, SAP CRM 5.0, SAP GTS 7.2

- Project 3 (April 2017 – April 2018): Drove operational excellence in life science and medical device manufacturing at Abbott by efficiently resolving maintenance and break fix issues, **leading a high-performing team**, and ensuring **rigorous regression testing**, resulting in **improved system reliability** and enhanced product quality.

**Software used:** SAP ECC 6.0, SAP CRM 5.0, SAP GTS 7.2

- Project 4 (May 2018 – July 2022): Enhanced efficiency and compliance in life science and medical device manufacturing at Abbott by effectively preparing **Functional Specifications (FS)** and conducting comprehensive testing, including unit testing, system integration testing, regression testing, and support pack testing, resulting in the delivery of **high-quality, reliable medical devices**.

**Software used:** SAP ECC 6.0, SAP CRM 5.0, SAP GTS 7.2

**Motorola | Capgemini**

*Oct 2010 – June 2011*

**Software used:** SAP R/3 4.7

- Project 1 (October 2010 – December 2010): Efficiently worked a transformative change in costing methodology within the telecommunications industry at Motorola, playing a pivotal role as the **sole functional SAP SD resource**, conducting requirements analysis, facilitating client interactions, and performing impact analysis, resulting in **improved cost management practices** and **enhanced financial visibility**.
- Project 2 (January 2011 – June 2011): Effectively resolved maintenance and break fix issues within the production system of Motorola's telecommunications industry, serving as an offshore SD functional consultant, conducting **requirements analysis**, collaborating with clients to address incidents and change requests, and **delivering functional designs, testing, and documentation**, resulting in **improved system stability** and **operational efficiency**.

**Lodha Real Estate | CMS Info. Systems Pvt. Ltd.**

*June 2009 – Oct 2010*

**Software used:** SAP ECC 6.0

- Played a vital role as an onsite SD Functional Consultant in the real estate industry at Lodha, effectively resolving **maintenance and break fix issues**, working on enhancements, **conducting requirements analysis**, collaborating with clients to address incidents and change requests, delivering functional designs, testing, and documentation, and **conducting SLA analysis**, resulting in **improved system performance, customer satisfaction, and streamlined operations**.

**Kansai Nerolac Paints Ltd. | CMS Info. Systems Pvt. Ltd.**

*Sept 2008 – May 2009*

**Software used:** SAP R/3 4.6c

- Project 1 (September 2008 – November 2008): Significantly contributed to the **successful integration of billing document screen** with a third-party software at an on-site role as an SD Functional Consultant, encompassing activities such as design, development, **unit testing**, system integration testing, and **post go-live support**, resulting in **seamless billing document processing** and **improved efficiency** in the overall system workflow for Cordys.
- Project 2 (December 2008 – January 2009): Made a significant impact as an SD Functional Consultant by successfully creating a **discrepancy report for discounts** and **automating the process of Debit Memo Request** and Debit Memos through a BDC, involving activities like design, development, unit testing, **system integration testing**, and post go-live support, resulting in improved accuracy, streamlined processes, and **enhanced efficiency in discount management** for the client.
- Project 3 (March 2009 – May 2009): Played a pivotal role as an SD Functional Consultant in successfully creating **Sales Order BAPIs** for integration with a third-party software, **Cordys**, through activities such as requirements analysis, client interactions, functional design, testing, and documentation, resulting in **seamless sales order processing** and **improved efficiency** in the overall system workflow.

## **Leadership**

- **Pat On Back** award winner - outstanding performance and exceptional contributions in Cap Gemini as sole functional SAP SD resource

*2014*