

Summary

- I have a rich experience of 12+ Years in SAP CRM (Service, Sales), Integration of SAP CRM with SAP SD, MM & FICO and integration of SAP CRM with 3rd Party Applications.
- Successfully Rolled out SAP C4H (SAP Cloud for Service) along with Complete Migration of Open Transactions Data from SAP CRM to SAP C4H (SAP Cloud for Service) .
- Performed Roles of responsibility as Competency Lead, Associate Project Manager, Business Process Consultant, Team Lead and an Individual contributor.
- Successfully delivered and contributed in many Projects in the areas of SAP CRM Service and Sales at HCL Infosystems. Goods and Services Tax (GST) was one of the Key project successfully Rolled Out on 1st July 2017.
- In my SAP career I have also played role as a Key User of SAP, which helped me to gain an in-depth knowledge of End to End Business Process, thereby helped me in understanding SAP CRM Configuration and transformation of Business Process into SAP CRM with ease.
- I have an overall Rich Experience of 20+ Years in IT Automation, Service and Manufacturing Industry
- Currently I am into the Support Project of SAP C4H (SAP Cloud for Service) and responsible for Change Requests and New Business Requirements.

Domain Expertise

- SAP C4H(SAP Cloud for Service Sales)
- SAP CRM (Service & Sales)
- SAP ECC Integration of SAP CRM with SAP SD, MM & FICO and complete End to End Business Process Knowledge.
- SAP ABAP & SAP ABAP CRM Technical

Industry Expertise

- Worked in Manufacturing
- Telecommunication
- Office Automation Sales and Service Industry
- Logistics
- Call Centre

Key Skills

Strategy	Expert in transforming business objectives and requirements into SAP CRM solutions by guiding clients through effective blueprints, facilitating decisions on best practice solutions, guiding configuration, technical solutions and subsequent testing.
Process	E2E understanding of Business Process Knowledge and transformation of the same into SAP C4Hana/CRM system process with the E2E Integration with SAP ECC. Moreover my role as a Key User /Business Process Consultant has helped me in bridging the gaps between the systems and the Business Process.
Technology	SAP C4H Functional(with De-bugging in SDK Tool)/ SAP CRM Techno-Functional/ SAP ECC / SAP ABAP / SAP TAO
SAP	<ul style="list-style-type: none"> • Expert in transformation of Business Process into SAP C4H(Cloud for Service)/SAP CRM • Expert in Business Configurations with SAP C4H(Cloud for Service)/SAP CRM along with the • Integration with SAP ECC • Expert in Data Migration • Highly valued individual contributor

	<ul style="list-style-type: none"> • Knowledge of SAP TAO, HP QC and QTP
People	Excellent Communication Skills, Team Management, Team Building and Development
Languages	To Speak/Read/Write - English ,Hindi & Tamil To Speak - Telugu

Current Roles and Responsibilities

SAP C4H (SAP Cloud for Service) Project/Competency Lead for KARVY Innotech Limited (formerly known as HCL Infosystems Limited) from May' 2019 – Till Date

As a Project/Competency lead I am responsible for both Functional and Technical deliveries in SAP C4H (Service and Sales) in terms of support tickets, new business requirements and new developments. As part of People management my main responsibilities are Competency Management, Recruitment Planning and skill building.

Project Experience

Company	KARVY Infotech Limited(formerly known as HCL Services Limited)
Project	SAP C4H(SAP Cloud for Service) Implementation and Go-Live Support Project
Duration	May' 2019 Till Date
Position	Project/Competency Lead SAP C4H(SAP Cloud for Service)

Background

KARVY Innotech Limited has taken over the Service Business from HCL Services Limited and the entire Business System has to be transformed from SAP CRM 7.0 to SAP C4H(SAP Cloud for Service). SAP C4H (SAP Cloud for Service) implementation project kicked off in May' 2019 and took almost one year for implementation. The entire Business Process right from Master Data, Service Contracts and Service Tickets have been implemented along with the Business Transaction Data Migration from SAP CRM to SAP C4H(Cloud for Service). The Go-Live was done in January' 2021 and the Post Go-Live Support continued from January' 2021 till date.

Responsibilities

As a Project/Competency Lead I was responsible Requirement Gathering, Blue Printing, Design and implement solution, review of Key Deliverables and Design key functional and technical specifications of the Project.

Key Deliverables as a solution Architect

- *Evaluation of Business Requirements and the Business Process Mapping with SAP C4H (SAP Cloud for Service).*
- *Analyse the Solution in terms of the Business Mappings*
- *Configuration of Business Process in SAP C4H (SAP Cloud for Service)*
- *Identify the Technical Changes required and building these changes from the Technical Consultant.*
- *Performing multiple Business Scenario Testing the Proposed Solutions*
- *Building of Various Reports required in SAP C4H (SAP Cloud for Service)*
- *Formalized the release strategy of the changes to production system.*
- *Go-Live of the New Solution in SAP C4H (SAP Cloud for Service)*
- *Hyper care and Post Go-Live Support*

Company	HCL Infosystems Limited
Project	Goods and Services Tax(GST) Implementation and Go-Live Support Project
Duration	April' 2017 to April' 2019

Position	Project/Competency Lead SAP CRM(Service and Sales)
Background	
<p>The Government of India as introduced Goods and Services Tax (GST) applicable from 1st July 2017. As part of the Implementation Project, I was the Project/Competency Lead responsible for End to End Solution and design for Sales and Services Business of HCL Infosystems Ltd. This implementation was in line with the SAP recommendations and the Project was successfully rolled out on 1st July 2017 and later Support of the continued till date.</p>	
Responsibilities	
<p>As a Project/Competency Lead I was responsible for design and implement solution, review of key deliverables and design key functional and technical specifications of the Project. We were also part of the ramp up Client for SAP in implementation GST for the Sales and Service Business at HCL.</p>	
Key Deliverables as a solution Architect	
<ul style="list-style-type: none"> • Evaluation of Business Requirements in line with the GST requirement. • Analysed the recommendation of SAP for enablement of GST in SAP CRM • Identified the required Configuration needed Various Change Requests. • Provided Guidance to the Team in configuration and development • Formalized the release strategy of the changes to production system. • Perform a mock testing as part of the Ramp up for GST enablement • Rollout and Post Go-Live Support of GST enablement 	

Company	HCL Infosystems Limited
Project	Support Project- Post Go-Live Support of Project Phoenix
Duration	April' 2014 Till March' 2017
Position	Project/Competency Lead SAP CRM(Service and Sales)
Background	
<p>HCL Infosystems is India's premier hardware, services and ICT systems integration company offering a wide spectrum of ICT products. This includes services to Desktops, Laptops, Printers, Copiers, Projectors EPABX, Video Conferencing equipment etc. The company had undergone a complete Business Process re-engineering by sub dividing into various independent entities. As a process of this, a New Company called HCL Services Company was established and all the Services Business was consolidated under this company with various divisions. To meet the demands of the growing business and change in Business Process there were a lot of requirements in SAP CRM.</p>	
Responsibilities	
<p>As a Project/Competency Lead I am responsible for design and implement solution, review of key deliverables and design key functional and technical specifications of the Project.</p>	
Key Deliverables as a solution Architect	
<ul style="list-style-type: none"> • Evaluation of Business Requirements Adherence to best practices of HCL Infosystems. • Identification of FITGAPS and subsequently provide the solution. • Identified the required Configuration needed Various Change Requests. • Provided Guidance to the Team in configuration and development • Formalized the release strategy of the changes to production system. • New Developments in CRM Web UI Components 	

Company	HCL Infosystems Limited
Project	Project Phoenix - Migration Project
Duration	July' 2013 to March' 2014
Position	Project Lead SAP CRM

Background

HCL Infosystems is India's premier hardware, services and ICT systems integration company offering a wide spectrum of ICT products. This includes services to Copiers, Laptops and Spare Parts etc. The company was undergoing a complete Business Process re-engineering by dividing into various independent entities. As a process of this, a New HCL Services Company was established and all the Services Business was consolidated under this company with various division.

All the existing Service Process was migrated into HCL Services Company

Responsibilities

I was the Project Lead responsible for transformation of existing Business from single company to distribution of the same to different companies as per the Business Process re-engineering

Key Deliverables

- Impact analysis of the Company Code Migration, which involves identifying the Transactions and Master data to be moved to the new company code.
- Formalized the Plan for the Project. The key task here is to evaluate the Values that have to be Posted to the old company and the new company code.
- Finalizing the Business Process requirements through discussions and documentation of the same
- Preparation of Business Blue Print
- Transformation of existing Service Process from single company to different Companies as per the required Business Processes. The service transactions included :
 - Service Contracts
 - Service Orders
 - Usage Based Service contracts
 - Service Confirmations
- Configuration of SAP CRM / SAP ECC (COPA/FICO/ LOGISTICS) Integration
- Formalize the new Organizational model
- Preparation of Cutover Strategy Plan
- Timely delivery of the proposed solution
- End User Training
- Post Go-Live Support

Company	HCL Infosystems Limited
Project/ Client	Post Go-Live Support Project / HCL Infosystems Limited, Noida.
Duration	July' 2010 – June' 2013
Position	Team Lead SAP CRM

Background

HCL Infosystems is India's premier hardware, services and ICT systems integration company offering a wide spectrum of ICT products. This includes services to Desktops, Laptops, Printers, Copiers, Projectors EPABX, Video Conferencing equipment etc.

The company had migrated to SAP CRM and the Post Go-Live Support was to be provided to all modules in CRM and the related integrated modules. Due to growing business needs and a new implementation, they

had huge list of requirements for various reports, Forms and Custom modules.

Responsibilities

As a SAP CRM Lead I was responsible for all the delivery of Support tickets, new business requirements and developments related to both functional and technical areas in SAP CRM. As SAP CRM was new to business, I was also responsible for providing the end user trainings and trainings to the management team.

Key Deliverables

- Monitoring of support tickets as per the SLA
- Discussion with the Business users and understand the requirements
- Preparation and Review of Functional and Technical Specifications
- Transformation of Business requirements into SAP CRM
- Co-ordination with SAP OSS Team in product bug fixing

Company	HCL Infosystems Limited
Project/ Client	Project UDHAI / Implementation Project at HCL Infosystems Limited, Noida.
Duration	January' 2009 – June' 2010
Position	SAP CRM Techno-Functional Consultant

Background

HCL Infosystems is India's premier hardware, services and ICT systems integration company offering a wide spectrum of ICT products. This includes services to Desktops, Laptops, Printers, Copiers, Projectors EPABX, Video Conferencing equipment etc.

The major objective of the Project is to upgrade the existing SAP 4.6c to SAP ECC System 6.0 and implement CRM 7.0 for Sales and Service.

Responsibilities

As a Techno-Functional consultant, I was responsible for both technical and functional areas of the Project.

Key Deliverables

Configured the below business Processes

- Installed Base Management
- Service order management
- Warranty and Service contract management
- Usage based Contract management
- In house repair and Complaint management
- Configuring Transaction Tax Engine and Integration of CRM Taxes with ECC Taxes

Designed and Developed

- Enhancements in BADI's to meet the business process requirements
- Enhancements in CRM Web-UI Screens
- Developed Custom Modules for Bulk Upload of Transactions
- Developed the Data Migration Programs for Equipment, Installed Bases, conditions
- Service Orders & Service Contracts.

Educational Qualification

- Advanced Diploma in Systems Management.

- B.Sc.

Trainings

- CRM Functional and Technical Training provided by SAP GDC
- SAP ABAP Training