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| Mayuri Baruah  SAP CRM Functional Consultant     |  | | --- | | **Contact** |     Address  Guwahati-Assam  Date Of Birth  01/01/1988  Phone  7044072441  E-mail  mayuri.rapdrp@gmail.com     |  | | --- | | **Functional Skills** |      * Base Customizing: Business Partners, Business Agreement, Maintaining Copy Controls between the Documents, Transaction Processing, Actions Profile, Organization and Partner Determination, Status Management, Date Management, Text Management * Integration of CRM and ISU: BMD and TMD replication, Contract Replication with customer-specific fields, IS-U MDT (Master Data Template) designs for CRM data replication, * Middleware: Creation of Replication Objects, Creation Of Publications, Creation Of Subscriptions, Creation Of Sites, Bdoc Monitoring, Error Handling, Monitoring of Initial Load and Delta Downloads. * CRM Pricing: Pricing Procedure, Condition Type, Access Sequence, Condition Table, Condition Maintenance, Condition Record etc * Web client UI: UI Business Role, Navigation Bar Customizing, BSP Workbench & UI Configuration Tool. * Good understanding of CRM specific Org Model and Structure used through transaction PPOMA\_CRM * Good working knowledge of new CRM 7.0 Web UI including creating Business Roles, configuring Navigation Bar Profile, Work Centre, Direct Links.  |  | | --- | | **Trainings Undergone** |   Internal training on C4C   |  | | --- | | **Notice Period** |   90 Days | SAP CRM Functional consultant with experience in two implementation projects and two support projects. Team Leader with experience overseeing daily activities and monitoring peers. Excellent quality assurance, issue resolution and interpersonal communication skills. Highly effective at troubleshooting and provide exceptional service.     |  | | --- | | **Work History** |      |  |  |  |  | | --- | --- | --- | --- | |  | 27th Jan 2016 till date |  | ***Tata Consultancy Services, Kolkata, West Bengal***   * Requirement Gathering from customer * Conducting workshops * Configuring system to show prototype of To-Be system * Writing the Functional Specification * Doing all the project documentations. * Configurations * Testing * Onsite demo to Client and getting signoff * Conducted User training(Client) * Direct Client Communication & Service * Handling the Live issues during support * Work in flexible hours; night, weekend, and holiday shifts * End to end implementation of 2 projects under RAPDRP NE Program (DPAP&DoPN) | |  | 1st April 2013–31st Dec 2015 |  | ***Amitech India Pvt.Ltd , Guwahati***   * Requirement Gathering from customer * Conducting workshops * Configuring system to show prototype of To-Be system * Writing the Functional Specification * Doing all the project documentations. * Configurations * Testing * Onsite demo to Client and getting signoff * Conducted User training(Client) * Handling the Live issues during support * Used coordination and planning skills to achieve results according to schedule. * Demonstrated respect, friendliness and willingness to help wherever needed. * Completed all paperwork, recognizing any discrepancies and addressing them in a timely fashion. * Created plans and communicated deadlines to ensure projects were completed on time. * Resolved problems, improved operations and provide exceptional service |  |  |  |  |  | | --- | --- | --- | --- | |  | 21st October 2011 - 31st March 2013 |  | ***System& Service,Guwahati***   * Used critical thinking to break down problems, evaluate solutions and make decisions. * Handled direct client calls per bi-weekly to address customer inquiries and concerns. * Identified issues, analyzed information and provided solutions to problems. * Conducted research, gathered information from multiple sources and presented results. * Used coordination and planning skills to achieve results according to schedule. * Demonstrated respect, friendliness and willingness to help wherever needed. * Completed all paperwork, recognizing any discrepancies and addressing them in a timely fashion. * Created plans and communicated deadlines to ensure projects were completed on time. * Resolved problems, improved operations and provided exceptional service. |      |  | | --- | | **Education** |      |  |  |  |  | | --- | --- | --- | --- | |  | 2009 |  | **Post Graduate in Geoinformatics**  *Cotton College-Guwahati University Assam* |  |  |  |  |  | | --- | --- | --- | --- | |  | 2007 |  | **Bachelor of Arts -Geography**  *DCB Girls’ College-Dibrugarh University Assam* | |

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