# Resume

## Mithila. M

**Phone: +91 9866278178**

**Email:** [**marojmithila@gmail.com**](mailto:marojmithila@gmail.com)

## Career Objective:

Seeking a challenging CRM consultant position in the arena of customer relationship management, where I can contribute to the success of organization which also scales me as topnotch consultant in the CRM space. Proficient in SAP CRM analysis process design troubleshooting implementation training and testing. Specialize in analyzing and mapping business processes to meet client production goals.

## Professional Summary:

* A total experience of **9+yrs** around which **7.4yrs** of experience is in SAP CRM
* Done **4 E2E Implementations** and **4 Support** projects successfully
* Participated in **Requirement Gathering** and **Blue Print Documentation**
* Hands on experience in CRM Implementation and Support projects
* Experience in Interaction Center and Investigative Case Management, Marketing, Service Request of SAP CRM
* Deep understanding and well versed in configuring and customizing the key core concepts of SAP CRM 7.3 including Web UI, CRM Master Data, Transaction Data
* Exceptional communications abilities

## Key skills

* SAP CRM Marketing, Service, Interaction Center and Investigative Case Management

## Employment summary

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| **Name of the Company** | **Last Held Designation** | **Duration** |
| **Capgemini India** | Sr. Consultant | Jan 2022 till date |
| **Rigved Technologies** | Sr. Consultant | July 2019 till Feb 2020 |
| **Gemini Consulting and Services** | SAP CRM Senior Functional  Consultant | Nov 2017 till May 2019 |
| **Techwave Consulting India Pvt.**  **Ltd.** | Sr. SAP CRM Functional Consultant | Sept 2016 till Sept 2017 |
| **Atum IT Services** | SAP CRM Functional consultant | Sept 2014 till Sept 2016 |



**SAP Project Experience:**

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| **Company** | **Capgemini India** |
| **Client** | **CCEP (Europe), CCEP (Australia)** |
| **Duration** | Jan 2022 – Till Date |
| **Role** | Sr. Consultant |
| **Type** | Support |
| **Project Details** | Coca-Cola manufactures and sells concentrates, beverage bases and syrups to bottling operations. Coca-Cola also owns the brands and is responsible for consumer brand marketing initiatives. Coca-Cola bottler partners manufacture, package, merchandise and distribute final branded beverages to the customers and vending partners, who then sell the products to consumers. |
| **Responsibilities** | * Supported customers across Germany and Iberia with increased customer satisfaction by resolving bug defects, configuration requests and user error workarounds within the SLAs of incoming tickets * Established client relationships through frequent communication and professionalism * Solved problems, finding possible causes and taking action to correct * Recommended and executed plans to improve the processes * Provided new, innovative and efficient solutions along with demonstration to the client * Supported the ongoing development as well as developed the new requirement * Prepared the Functional Scripts for the new requirements * Conducted Unit Testing and prepared the documentation for it |

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| **Company** | **Rigved Technologies** |
| **Client** | **IDBI Bank (Navi Mumbai)** |
| **Duration** | Jul 2019 – Feb 2020 |
| **Role** | SAP CRM Senior Functional Onsite Consultant |
| **Type** | Implementation |
| **Project Details** | Industrial Development Bank of India was established in 1964 by an Act to provide credit and other financial facilities for the development of the fledgling Indian  industry. The goal of the project is to provide a front-end system for all the users. |
| **Responsibilities** | * Worked on Base Customization (Status profile, Text determination procedure, Partner determination and Action profile) * Configured business activities * Worked on Marketing: Leads, Campaign Management, ELM, Segmentation Model and Mailforms * Worked on Categorization Schemas * Defined Quick Searches for various processes * Defined Navigation Bar Profile * Maintained Views and Page Configurations * Provided logic to the Technical Team about the escalation matrix for lead * Gave the logic for the Workflows and tested all * Supported the ongoing development as well as developed the new requirement * Prepared the Functional Scripts for the new requirements * Conducted Unit Testing and prepared the documentation for it * Prepared UAT Scripts & Conducted and got the UAT signed-off * Conducted End User Training |



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| **Company** | **Gemini Consulting and Services** |
| **Client** | **Maharashtra Sales Tax Department (Mumbai)** |
| **Duration** | Nov 2017 – May 2019 |
| **Role** | SAP CRM Senior Functional Onsite Consultant |
| **Type** | Implementation |
| **Project Details** | e-Payment of all Acts (Except GST) governed by Maharashtra Sales Tax Department  (MSTD) are started from SAP based system. |
| **Responsibilities** | * Configured and designed 2 modules Admin Relief and Internal Audit * Was involved in requirement gathering * Defined Business Roles for different processes * Configured Case Types and business activities * Configured Date profile, Status profile, Text determination procedure, Partner determination and Action profile. * Defined Mailforms * Created Categorization Schemas * Defined Quick Searches for various processes * Defined Navigation Bar Profile * Maintained Views and Page Configurations * Provided logic for the Adobe Team and tested Abode Forms prepared by the ABAP Adobe team * Adobe Form Integration with SAP CRM * Tested Workflows * Prepared UAT Scripts & Conducted UAT * Conducted End User Training * Responsible for functional support of CRM |



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| **Company** | **Techwave Consulting India Pvt. Ltd.** |
| **Client** | **Mira (Maldives)** |
| **Duration** | Sept 2016 – Sept 2017 |
| **Role** | Sr. SAP CRM Functional Consultant |
| **Type** | Implementation |
| **Project Details** | The **Maldives Inland Revenue Authority** (MIRA) is a fully autonomous body  responsible for tax administration in Maldives. |
| **Responsibilities** | * Work with other key architecture roles to ensure the technology is being applied to meet the business objectives (Applications Architect, Data Architect, etc.) * Build CRM forms, screens, and views as well as workflows and reports for the user interface * Mentors and coaches Dynamic CRM developers and team members * Defined Business Roles for different processes * Configured business activities transaction types for cases * Configured Service Request Management and Categorization Schema * Configured Interaction Record * Configured Date profile, Status profile, Text determination procedure, Partner determination and Action profile. * Defined Mailforms * Responsible for functional support of CRM * Maintained Views and Page Configurations * Tested Workflows * Provided logic for the Adobe Team and tested Abode Forms prepared by the ABAP team * Prepared UAT Scripts & Conducted UAT * Conducted End User Training |



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| **Company** | **Atum IT Services** |
| **Client** | **AGEAS (Belgium, Europe)** |
| **Duration** | February 2015 to Sept 2016 |
| **Role** | SAP CRM Functional Consultant (Associate) |
| **Type** | Support |
| **Project Details** | Ageas is a [Belgian](https://en.wikipedia.org/wiki/Belgium) multinational [insurance](https://en.wikipedia.org/wiki/Insurance) company co-headquartered in [Brussels](https://en.wikipedia.org/wiki/Brussels).  Ageas is Belgium's largest insurer and operates in 14 countries worldwide. |
| **Responsibilities** | * Responsible for functional support of CRM * Troubleshooting through ESP Tool & resolving them within SLA terms according to their level of priority in business processes * Maintain the SLA in ticket solving & weekly reporting * Worked on Master Data, Mailforms, etc., * Handling day to day tickets from the end users and continuously assisted them when they had the problems doing the relevant activities * Communicating with end-users to provide solution faster and make them understand about the functionality * Functional analysis of Incidents |



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| **Company** | **Atum IT Services** |
| **Client** | **WUC (Water Utilities Corporation) Botswana, South Africa** |
| **Duration** | November 2013 – December 2014 |
| **Role** | SAP CRM Functional Consultant |
| **Type** | Implementation |
| **Project Details** | The Water Utilities Corporation (WUC) is a government-owned corporation that provides water and waste water management services in Botswana. The WUC was established in 1970 to manage a water supply and distribution project in the  Shashe Development Area. . |
| **Responsibilities** | * Created number ranges and grouping and different roles for maintaining Business Partners * Customized Partner Determination procedure (PDP) using access sequence, status profile and item category determination and used in appropriate transactions. * Define the transaction types, item categories & item category determination * Defined relationship between types, objectives and tactics * Worked on creating Marketing Plan and Email Campaigns * Created target groups using customer segmentation * Configured surveys to know the customer’s response * Configured Multi Level Categorization for Service Request * Configured Web UI * Configured business roles specific to the requirements * Prepared end user training documents * Was involved in Unit Testing * Prepared test cases for User Acceptance Test |



## Education:

Bachelor of Technology from JNTU, 2008