# Ravi Sharma

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## JOB OBJECTIVE

To secure a challenging position in a reputable organization to expand my learning, knowledge, and skills. Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company. To make use of my interpersonal skills to achieve goals of a company.

Results-driven and detail-oriented professional in SAP Fieldglass implementation, configuration, and vendor management. Seeking a challenging role where I can leverage my expertise in optimizing external workforce management through SAP Fieldglass.

| AREAS OF EXPERTISE | PROFILE SUMMARY |
| --- | --- |
| **SAP Fieldglass**<br>• **Contingent Workforce**<br>• **SOW**<br>• **Profile Worker**<br>**SAP-MM**<br>• **ECC**<br>• **S/4 Hana**<br>**SAP Ariba**<br>• **Commerce Automation**<br>**Design Tools**<br>• **Auto CAD**<br>• **Solid Works**<br>• **CATIA** | **SAP Fieldglass Consultant**<br><br>• Skilled in:<br>  o Involved in the successful implementation of SAP Fieldglass, including system configuration and customization based on organizational needs.<br>  o Collaborated with cross-functional teams to define and document business requirements for the SAP Fieldglass solution.<br>  o Designed and implemented integrations between SAP Fieldglass and other enterprise systems to streamline data exchange and maintain data integrity.<br>  o Utilized SAP Fieldglass analytics tools to generate meaningful reports for management decision-making.<br>  o Actively participated in the identification of areas for improvement within the SAP Fieldglass system and implemented enhancements to optimize processes. |

## ORGANISATIONAL

| Since Nov'2022 | "Ap-Solut India Pvt. Ltd., Bengaluru, Karnataka" |
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**Project: Mercedes Benz (IT Sector)**

**Project Description:**

- The project aimed to enhance efficiency, streamline processes, and ensure compliance in managing the contingent workforce, contributing to the overall strategic goals of Mercedes Benz in the IT sector.
- This transformative project aimed automate the end-to-end process of sourcing, onboarding, managing, and offboarding contingent workers across various departments within the organization.

**Responsibilities:**

- Collaborated with cross-functional teams to understand the specific requirements and challenges related to contingent workforce management.
- Involved in the implementation of SAP Fieldglass, ensuring seamless integration with existing systems and processes.
- Identified and implemented process improvements to enhance efficiency in sourcing, procurement, and management of contingent workers.
- Created user guides and documentation to support ongoing system usage and troubleshooting.

**Technologies:**
- SAP Fieldglass
- Integrated Tool : SWIFT, HRMT, SAP-S/4 Hana, SAP Fiori
- Tool : JIRA

**Project: Daimler Truck**

**Project Description:**
- This project aimed to streamline the process of hiring technicians for the transport sector, ensuring efficient workforce management, and enhancing overall operational performance.
- The Daimler Truck project focused on leveraging SAP Fieldglass to manage and monitor contingent workforce resources efficiently, ensuring alignment with strategic business objectives.

**Responsibilities:**
- Conducted in-depth analysis of Daimler Truck's workforce needs, specifically focusing on hiring technicians.
- Involved in the implementation of SAP Fieldglass, configuring the system to align with Daimler Truck's unique requirements.
- Ensured seamless integration with existing systems and databases for a unified workforce management solution.
- Worked closely with the SAP Fieldglass support team to optimize the platform for enhanced usability and efficiency.
- Actively participated in Hypercare and UAT for the regression testing areas.
- Streamlined and automated contingent workforce processes, reducing manual interventions and minimizing potential errors.

**Technologies:**
- SAP Fieldglass
- Integrated Tool : SAP-S/4 Hana, SAP Fiori
- JIRA

**Project: Nestle (Food Industry)**

**Project Description:**

- The project aimed at optimizing contingent workforce management, enhancing procurement processes, and ensuring compliance with industry standards.
- Spearheaded the SAP Fieldglass Support initiative for Nestlé, a leading multinational food and beverage company.

**Responsibilities:**

- Support to client by troubleshooting and resolving issues related with SAP Fieldglass.
- Investigated the system error, diagnosing root cause and implementing the solutions.

- Manage the entire issue resolution process, including logging, tracking, prioritizing, and escalating support tickets, or incidents raised by clients.
- Ensure that issues are resolved within agreed-upon service level agreements (SLAs) and ensure to System will run up to date.

**Technologies:**

- SAP Fieldglass
- Integrated Tool : SAP-S/4 Hana
- Ticket tool : JIRA

**June'22 - Aug'22          "Tech Vidya Institute", Noida Sector 3**

**SAP-MM (Material Management)**

**3 Months Trained in SAP-MM (Material Management):**
- In depth knowledge of Configuration and Customizing procedures for SAP Material Management Module.
- Having good Hands in organizational structure and Material Management activities.
- Special Procurement such as subcontracting and Consignment > Split Valuation.
- Release Procedure PR and PO.
- Configuration of Stock transport orders.

| Feb'20 - March'22 | "I-Energizer, Samsung", Noida |
|---|---|

- **L-3 Desk**_Worked in **Voice Of Customer** queue(Final Escalation Desk –VOC)
- -Dealing with service center head along with ASM,BSM,RSM and seniors members of Samsung India.[SEP]
- Handling management escalation.
- De-escalation of EnR(Exchange and Refund ) Customers.
- Assisting customers over calls,mails,and other portals (CEO Desk and Service Head Desk ) and give resolution on issues of :-
   **HHP department ( Phone , accessories , Ear buds , etc.)**
   **AV/IT department (LCD, LED, QLED, Monitors, etc.)**
   **HA department ( AC, Washing Machine , Refrigerators, Microwave,etc)**
- CDBP(Customer Demand Beyond Policy) cases also handle by VOC department Team**.**
- Premium customer handle by VOC team only.

| Jun'18 - Nov'19 | "Shreya Engineers India Pvt. Ltd.", Ghaziabad |
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- Worked as a Production and Design Engineer
- Managed production floor and the employees engaged in production.
- Also managed Designer's Desk – Designed Ladders, Towers, Solar Trees, Gratings etc. Also gave proper guidance while installation of any desired product.

## IT SKILLS

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| Language: | SAP Fieldglass, SAP MM, SAP Ariba |
| Tools | JIRA, Confluence |
| Modelling Software | Auto CAD,  Solid Works, CATIA |
| Operating System: | Windows 7, Windows 10, Windows 11, MAC |
| Working App | MS Office (Word , Excel, PowerPoint, Outlook) |

## EDUCATION

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| 2017 | **B.Tech (ME)** from Trident Group of Engineering |
| 2013 | **12th** from Ghaziabad Public School |
| 2010 | **10th** from Holy Angel Public School |

## PERSONAL DETAILS

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| Date of Birth: | 18th June 1996 |
| Languages known: | English,Hindi |