Resume Title: **SAP Functional Consultant**

SAP functional consultant with **7+** years extensive experience. The industry sectors that I have worked in, is Utility and health care background encompasses a broad range of experiences in business process analysis and identifying business solutions.

Contact & Personal Information

Name: Arpon Bhattacharya

Marital Status: Married

Date of Birth:30/11/1992

Nationality: Indian

Email:arpon92@gmail.com

Mobile: 91-9547562045

Current Location: Kolkata.

Prefer Location: Kolkata or any.

Professional & Educational Details

- Have 7 **+** years of IT experience in Utilities SAP CRM solution for one of the leading Australian UtilityCompanies.
- Have 5**+** years of experience in Leading the Operations Team from Offshore and also from Onshore.
- Have worked in multiple implementation and solution assessment projects enhancing the CRM functionalities across
  the sales fulfilment processes.
- Have expertise knowledge in SAP CRM with thorough knowledge on integration with SAP PI, middleware, quotation and contract process, Campaign and Product management etc.
- Worked in CRM implementation upon S4 HANA platform project for Gas utility.
- Have Knowledge about Agile methodology and third-party tools (i.e. Whisper, Jira, KNOA etc.).
- Completed B.Tech From Bengal Institute of Technology ,Kolkata with 7.77 DGPA .

Detailed Resume

Name of the Resource	ARPON BHATTACHARYA
Role of the Resource	SAP CRM Consultant
Education Qualification	B. TECH in Information Technology
Trainings and Certifications	- SAP CRM Level1 and 2 Training in TCS - SAP S/4 Basic training in TCS - Attain training on AGILE way of working. - BASIC certification of C/4 HANA Movement from Open SAP Course .

	• Attain behavioral training on Articulation skill and Business communication .
Total Experience	7 Years 6 Months
SAP Experience	7 Years 6 Months

IT Projects Experience

Sl. No.	Customer	Role	Company	Project Description	Industry Type
01	AGL	CRM Consultant (Operation Lead)	TATA Consultancy Services Ltd.	SAP Support and implementation	Utility Industry
02	IOCL	Data Architecture Senior Analyst	Accenture	IOCL CGD Implementation	Utility Industry
03	JnJ	Advisory Consultant SAP CRM	IBM India Private Limited	SAP Support and Implementation	HealthCare industry

Project 1 AGL
Period : October 2015 to Dec 2020
Role : SAP CRM functional Consultant and Team Lead (Operations)

Customer Brief :

AGL Energy is Australia's largest integrated renewable energy company, focusing on power generation, gas production and energy retailing. The projects are in SAP CRM, IS-U and BW in retail, Digital, Corporate R3. It used to deliver projects following waterfall as well as agile methodologies.

Responsibilities:
- Providing support for the daily business activities, analyzing and fixing the issues found in production environment.
- Performing root cause analysis and taking necessary action to fix it.
- Actioning on business request and monitoring the batch jobs and RFC queues.
- Leading the team and coordinating with offshore members to work towards achieving a common goal.
- Participating requirement workshops; requirement inspection meetings.
- Analyzing current business process, architecture and provide Functional and Technical solution.
- Working closely with business stakeholders for design discussion and solution walkthrough.
- Performing thorough feasibility checks validating the solution fitment with the business requirement.
- Performing POC to meet business requirement.
- Attending workshops with the business stakeholders and finalizing the design documents with the solution architect and other business stakeholders.
- Writing the functional design document and configuration design documents.
- Performing system configuration in SAP IS-Utilities; SAP CRM applications.
- Performing unit testing; functional testing; system integration testing.
- Co-ordinating with various stakeholders including 3rd Party vendors and overseeing delivery.
- Coordination with different stakeholders; including multiple vendors.
- Proper development and hassle free delivery to meet project timeline always.
- Ensuring proper security requirements, development and testing related to respective RFS

- Involved in various sprint activities and managing conflicts and constraints.
- Stakeholder management; risk and issues management.
- Working closely with Release management, environment management, following the guidelines so that project's delivery requirements are met .
- Managing deployments, cut-over, post-deployment verifications .
- Working with TCS center of excellence and bring in best practices.

Achievements
- Rewarded with **Best Team Award As a Team Leader** from TCS for my work efforts and Leadership, by means of solving day to day high complexity issues, team member and Customer handling.
- Rewarded with **Multiple On the Spot Awards** as an appreciation from TCS leadership team.

Project 2 Indian Oil Corporation Ltd.
Period : Dec 2020 to Nov 2021
Role : SAP CRM functional Consultant

Customer Brief :

IndianOil, is an Indian government owned enterprise and oil and gas entity owned by Ministry of Petroleum and Natural Gas , Government of India. It is the largest commercial oil company in the country,

Responsibilities:
- Providing support for the daily business activities, analyzing and fixing the issues found in production environment.
- Performing root cause analysis and taking necessary action to fix it.
- Actioning on business request and monitoring the batch jobs and RFC queues.
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- Performing system configuration in SAP IS-Utilities; SAP CRM applications.
- Performing unit testing; functional testing; system integration testing.
- Co-ordinating with various stakeholders including 3rd Party vendors and overseeing delivery.
- Coordination with different stakeholders; including multiple vendors.
- Proper development and hassle free delivery to meet project timeline always.
- Ensuring proper security requirements, development and testing related to respective RFS
- Involved in various sprint activities and managing conflicts and constraints.
- Stakeholder management; risk and issues management.
- Working closely with Release management, environment management, following the guidelines so that project's delivery requirements are met .
- Managing deployments, cut-over, post-deployment verifications .
- Working with Accenture center of excellence and bring in best practices.

Project 3 Johnson and Johnson
Period : Nov 2021 to till date
Role : Advisory Consultant SAP CRM

Customer Brief :

Johnson & Johnson is a holding company, which engages in the research and development, manufacture and sale of products in the health care field. It operates through the following segments: Consumer Health, Pharmaceutical, and Medical Devices.

Responsibilities:
- Providing support for the daily business activities, analyzing and fixing the issues found in productionenvironment.
- Performing root cause analysis and taking necessary action to fix it.
- Actioning on business request and monitoring the batch jobs and RFC queues.
- Leading the team and coordinating with offshore members to work towards achieving a common goal.
- Participating requirement workshops; requirement inspection meetings.
- Analyzing current business process, architecture and provide Functional and Technical solution.
- Working closely with business stakeholders for design discussion and solution walkthrough.
- Performing thorough feasibility checks validating the solution fitment with the business requirement.
- Performing POC to meet business requirement.
- Attending workshops with the business stakeholders and finalizing the design documents with thesolution architect and other business stakeholders.
- Writing the functional design document and configuration design documents.
- Performing system configuration in SAP ECC; SAP CRM applications.
- Performing unit testing; functional testing; system integration testing.
- Co-ordinating with various stakeholders including 3rd Party vendors and overseeing delivery.
- Coordination with different stakeholders; including multiple vendors.
- Proper development and hassle free delivery to meet project timeline always.
- Ensuring proper security requirements, development and testing related to respective RFS
- Involved in various sprint activities and managing conflicts and constraints.
- Stakeholder management; risk and issues management.
- Working closely with Release management, environment management, following the guidelines so that project's delivery requirements are met .
- Managing deployments, cut-over, post-deployment verifications .
- Working with Accenture center of excellence and bring in best practices.

Declaration

I hereby declare that the above-furnished details are true to the best of my knowledge and belief.

Arpon Bhattacharya.