

CURRICULUM VITAE

PERSONAL PROFILE:

Name : Jaspal Singh
Date of Birth : 09-03-1992
Email ID : singhjaspal13@gmail.com
Mobile No : +91 8519093234
Current Location : Bengaluru (India)
Open for PAN INDIA Location : Yes (Ready for Relocation in PAN India)
Total Years of Experience : 10 years & 2 months
Passport Number : K1372607
Languages : English, Hindi, and Punjabi
SAP Certification : Yes, SAP Sales Cloud Certified Associate
Agile Certification : Yes, Scaled Agile Certified Associate
Primary Skill : SAP CRM, SAP S/4 HANA
Secondary Skills : Middleware, Sales Contracts & CRM Service
Additional Skills : SAP Pricing & SAP SD
Primary Roles Played : OTC Functional Consultant & Business Analyst
Secondary Roles Played : Team Lead & Integration Testing Manager
Additional Roles Played : Support Manager & Change Manager
Current Employer : Cardinal Health India International
Previous Employers : IBM, HCL Technologies & TCS
Official Notice Period : 60 days (Negotiable)
Current Domain Working On : HealthCare
Current Domains Worked On : Consumer Products, Utilities & Manufacturing

EXECUTIVE SUMMARY:

SAP Functional Consultant with more than 10 years of experience in SAP Implementation, Support & Roll-out projects along with a good understanding & Hands On experience in SAP CRM, SAP S/4 HANA, & SAP SD.

EXPERTISE:

- Good Understanding of all the sub-processes involved in a Lead to Cash cycle.
- Good Understanding of all the sub-processes involved in Project Life Cycle.
- Good understanding of both Agile & Waterfall methodology with a wide working experience on both. (SAFe Agile Certified Consultant)
- Good Understanding of all sub-processes involved in a Meter to Cash cycle.
- Good Configurational understanding of Base Customization for SAP S/4 HANA.
- Good Configurational understanding of Base Customization for SAP CRM.
- Good Understanding of Base Customization for SAP SD Order Management.
- Good Understanding of Base Customization for SAP PRICING.
- Capability & Experience to perform the role of a Business Analyst.
- Good Functional knowledge & understanding of SAP CRM Web UI.

- Understanding of SAP modules like APO, TM & Interface Integration via EDI, IDOC, AL11, Web & O-Data Services etc. using PI/CPI, BODS & Basis modules.
- Good Understanding of TVARVC, Constant tables & BRF plus – their Use, Maintenance & Rule Assignations.
- Basic Understanding of SAP Customer Service.
- Integration with other SAP & Non-SAP systems (ECC R/3, Solman, APO, TM, PI, PO, MBA, SMARTR, Pepsi-Direct, XCLR8, Bottler, SEN, CPI, BODS, Market, Market Help, Apigee & Open-Text)
- In addition to working as an SAP Functional consultant, I have also executed the responsibilities for Business Analyst, Support Manager, Integration Testing Manager, Change Manager, Interface Integration Manager & Agile Consultant as additional roles for short durations on different projects.
- Ability to handle a Team and manage the tasks & resources efficiently.
- **Documents Worked On** – Inquiry, Quotation, Contracts, Orders (Standard, Rush, Emergency, Cash Sales, Consignment, Return, Import, Export & Third Party & Service Orders), Service Agreement, Service Confirmation, Service Failures & Complaints, Case, Credit Memo & Debit Memo Requests, Purchase Requisition, Purchase Order, Production Order, Equipment, Delivery, Shipment, Shipment Cost Document, Billing document, Credit & Debit Memo.
- **Documents with no Hands-on experience but have understanding about** – Campaign, Lead, Opportunity, Invoice, Asset & Goods Receipt.

ACTIVITIES:

- AS-IS Requirement Gathering & TO-BE Design Development
- Effort Estimation & Solution Design for Development
- Writing Functional Specifications & Creating prototype for Demo
- Configuration, Development, User Training & Integration Testing
- Cut Over, Go-live activity, Hyper-Care & Support Management
- SAP Upgrades & Integration Testing Management
- System Data Clean-up Activities
- Team Management & Change Control Management
- SNP Data Migration & Interface Integration management

Process Understanding:

- Sales Cycle or Lead to Cash Cycle or Order to Cash Cycle.
- Different Sales Processes
- Different Manufacturing Processes
- Special Document Types
- Service Cycle
- Metre to Cash Cycle
- Agile & Waterfall Methodology

FUNCTIONAL SKILLS:

1. SAP CRM –

- **Base Customizing:** BP, BP Category, Number Range & Groupings, BP Roles, BP Role Category, BP Relationship, BP Relationship Category, Account Classification, Contact Person, BP Type, Identification Types & Identification Categories.
- **Transaction Processing:** Transaction Type, Text Management, Partner Determination Procedure, Status Profile, Organization Determination, Actions Profile, Date Profile, Activity Management, Item Category Determination & Maintaining Copy Controls between the Sales Documents.
- **Middleware:** Setting up RFC Connection, Configuration of Publication, Site & Subscription, Define Middleware Parameters, Registration of Destinations & Inbound Queues, Maintain Org. Unit & Object Number Ranges, Set Up Object Exchanges, Creation of Replication Objects, Performing & Monitoring Initial & Delta loads, Replication of Customer Master data, Transactional data, Customizing data & Conditional data between CRM & ECC, Bdoc Monitoring, Queue Monitoring, Error Contract Monitoring & Error handling.
- **Pricing & Taxes:** Condition Technique, Pricing Procedure, Condition Type, Access Sequence, Condition Table & Condition Record.
- **Web UI:** Worked on the Customization of the new WEB UI, Business Roles, Component Workbench, Configuration tool, Navigation Bar Profiles, Work Centres, Business Roles, and Authorization Profiles.
- **Transaction Launcher set up in CRM System**
- **Lean Order Processing & Understanding and ERMS Configuration.**
- **CRM & ERP integration:** CRM-SD & CRM-PP.
- **Integration with other modules:** CRM-GATP, CRM-TM & CRM-Open Text.
- Good understanding of CRM Tables, Transaction Codes, APIs & Adapter Objects.
- Experience of handling changes relevant to Report, Interface, Forms, Events & Enhancements in CRM.
- Understanding of handling changes Involving AET, API's, Event's, BADI's, Conversions, Cross referencing, AL11 server & Synchronous/Asynchronous Webservices etc.

2. SAP S/4 HANA:

- Basic Functions, Master data Management, Sales Document Processing, Output Management, Availability Check, IDOC Processing, Batch Job Processing, Working on FS & WRICEF Processing using API's, CSD Views and S/4 HANA Tables & Structures via middleware such as RFC, PI, PO, CPI, BODS, AL11, EDI, Web Services, OData Services & APIGEE etc.
- **Master Data Configuration:** Client, Company Code, Sales Organization, Distribution Channel, Division, Sales District, Sales Office, Sales Group, Customer Master, Material Master, Condition Master (Pricing).
- **Base Customizing & Document Processing:** Transaction Type, Item Category, Item Category Determination, Copying Control for Business Transaction, Lead Management, Opportunity Management, Quotation Management, Sales Contracts,

Order Management, Activity Management, Pricing, Service Transactions Management (Service Request, Service Quotation, Service Contract, Service Order, Service Quotation, Billing & In House Repair), Text Management, Partner Determination Procedure, Status Profile, Organization Determination, Actions Profile & Date Management.

- Good understanding of Process, Transactions, Tables, API's, Transaction Codes & Configuration Nodes involved in S/4 HANA.
- Understanding of handling changes Involving API's, User Exits, Conversions, Cross Referencing, AL11 server, Synchronous/Asynchronous Webservices & ODATA services etc.
- Experience with Web-based/Portal based Ordering systems, SAP Based APIs, Web Services, BAPI, RFC Calls, EDI & IDOC based integrations.
- Experience in building IDOC (Intermediate Document), EDI (Electronic Data Interchange) and Integration with other applications
- Experience on S/4 Hana Extendibility with ABAP, CDS views, WRICEF & In-App extensibility developments.
- Good Understanding of Order to Cash & Project Life Cycle processes.
- **IDOC Processing:** Configure a logical system, Configure a distribution model, Define an inbound partner profile, IDOC Basic Type, IDOC Extension, IDOC Segments, Parent & Child Segments, Inbound/Outbound IDOCs, IDOC Direction, Partner, Partner Type, Message Type, Process Code, Port, Partner profile, IDOC Structure, Control Record (EDIDC), Data Record (EDID4), Status Records (EDIDS), Sending & Receiving IDOC, IDOC Processing (Automatic/Immediate, Manual, Via Background Job & Reprocessing IDOC).
- **ERMS Configuration/Integration:** Automated Features, ERMS Rule Policies, Email Work bench, ERMS Responses, Email Threading, Email Escalation etc.
- Ability to write functional specifications, test scripts & other relevant documents in an Implementation, Optimization & Support landscapes.

3. SAP SD –

- Basic Functions, Master data Management, Sales Order Management, Special Processes, Pricing, Credit Management, Outputs, IDOCs, Batch Jobs, WRICEF creation & Processing using API's, RFC, PI/PO/CPI, BODS, AL11, EDI, Web Service, ODATA Services, & APIGEE etc, PR & PO Release strategy, Availability Check, Material Listing/Exclusion, Delivery & Shipment Processing, Billing, User Exits, SD Tables & Structures.
- **Master data Configuration:** Company Code, Sales Organization, Distribution Channel, Division, Sales District, Sales Office, Sales Group, Customer Master, Material Master, UOM, Quantity Specifications, Customer Material Info Records, Common Division & Distribution Channel & Customer Group.
- **Document Processing:** Sales Document Type, Item Categories, Schedule line Categories, Schedule Line Category determination, Copy Control Settings, Partner Determination, Text Management, Status Management, Output Type, Quantity & Value Contracts, Contract Cancellations, Master Contracts, Scheduling Agreements, Consignment fill-up, Consignment issue, Consignment returns, Consignment pick up and Material Determination.

- **Pricing & Taxes:** Condition Technique, Pricing Procedure, Condition Type, Access Sequence, Condition Table, Condition Record & Routines,
- **IDOC Processing:** IDOC set up & Analysis for Order Processing.
- Credit management, Delivery & Shipment Creation process understanding in both ECC & TM systems.
- Good understanding of SAP SD Tables, API's, Transaction Codes, Function Modules & Programs.
- Experience of handling changes relevant to SAP Script, Smart Form, Report, Routines, User Exits and Enhancements in SD.
- Basic Understanding of TVARVC, Constant tables & BRF plus – their Use, Maintenance & Rule assignments.
- Understanding of handling changes Involving API's, RFC, User Exits, PI/PO/CPI, BODS, AL11, EDI, Web Service, ODATA Services, & APIGEE etc.
- Experience with web-based/Portal based Ordering systems, SAP Based APIs, Web Services, BAPI, RFC Calls & IDOC based integrations.
- Experience in building IDOC (Intermediate Document), EDI (Electronic Data Interchange) and Integration with other applications.

4. Business Analyst Role:

- Good business process understanding & working experience on custom Enhancements.
- Requirement gathering, FS creation, Testing & Hypercare process experience.
- Experience in implementing automations in project so that manual involvement can be minimise & Continuous improvement can be achieved.
- Good Understanding of Software Engineering Processes & Project Life Cycle
- Good Understandings of Concepts & techniques to prepare test scenarios.
- Good Process understanding of software development & quality management.
- Good understanding of Requirement management process
- Working knowledge of MS Office suite
- Excellent written and verbal communication skills
- Ability to identify and assess risks, problems, and issues.
- Good understanding of Scrum and its application in projects
- Comfortable in dealing with all the stakeholders involved (both external and internal)
- Good logical reasoning, mathematical & deductive, adaptability to new situations
- Ability to mediate meetings & participate in the decision-making process.

Other Tools worked in:

- Remedy & Service-Now
- Solman & Charm
- HP ALM
- MS Office, U-Perform & Master Craft
- SNP (Data Migration processing tool)
- MBA, Pepsi-Direct, XCLR8, Bottler & SEN
- AIMS for External Warehouse

- Apigee for system integration
- Market & Market Help (Portal)
- JIRA & AWS
- Postman API platform (For Testing purpose)

Projects worked on:

1. Cardinal Health

Duration: 6th Sept 2021 to till date (Location - Bengaluru)

Payroll Company: Cardinal Health India International

Roles Involved: SAP OTC Consultant (Implementation team) & Business Analyst

Go-Live Involved In: 16 (Internal projects & Enhancements, Including One End to End Implementation)

Modules Working on: SAP CRM, SAP SD & S/4 HANA

Project Domain: Health Care

2. PepsiCo

Duration: 27th Apr 2020 to 24th August 2021 (Location - Hyderabad)

Payroll Company: IBM

Role Involved: Advisory Consultant (S/4 HANA Implementation team)

Go-Live Involved In: PBNA (US & Canada) (End to End Implementation – S/4 HANA)

Modules Working on: S4 HANA Sales & Services – RTS team & Order Management team.

Project Domain: Consumer Products (FMCG)

3. Juniper United States

Duration: 13th Nov 2019 to 20th Mar 2020 (Location - Hyderabad)

Payroll Company: IBM

Role Involved: Advisory Consultant (Support team)

Modules Working on: SAP CRM Sales in RTS Team

Project Domain: Manufacturing

Activities Involved: Support Management Activities relevant to Quotation Management

4. ABB (ASEA Brown Boveri)

Duration: 3rd June 2019 to 6th Nov 2019 (Location - Bengaluru)

Payroll Company: HCL

Role Involved: Senior SAP Consultant (Implementation team)

Modules Working on: SAP CRM Sales & Services, CRM Billing & SAP SD

Project Domain: Manufacturing

Roll Outs Involved In: 2 (In multiple countries for both CRM & ECC)

5. WGL (Washington Gas and Light)

Duration: 4th June 2018 to 2nd June 2019 (Location - Noida)

Payroll Company: HCL

Role Involved: Senior SAP Consultant (S/4 HANA) /Team Lead/Change Control Manager

Module Worked On: S/4 HANA

Project Domain: Utilities

6. Direct Energy

Duration: 12th Mar to 3rd June 2018 (Location - Noida)

Payroll Company: HCL

Role Involved: Senior SAP Consultant/Team Lead/Change Control Manager

Module Worked: S/4 HANA

Project Domain: Utilities

Activity: Monitoring & Support Management

7. Owens Corning

Duration: 3rd April 2014 to 12th Feb 2018 (Location - Noida)

Payroll Company: TCS

Roles: Consultant/ Team Lead /Support Manager/Integration Testing manager

Roll Outs performed: 3 (Including One End to End Implementation)

Module Worked On: SAP CRM & SAP SD

Project Domain: Manufacturing

Trainings & Certifications:

- SAP Sales Cloud Certified Consultant (SAP Certified)
- SAFe Scaled Agile Certified Consultant (Scaled Agile Certification)
- Digital College SAP ERP Certified Consultant (Internal CHII)
- SAP HANA OVERVIEW Certified Consultant (Internal IBM)
- IBM AGILE EXPLORER (Badge Earned In IBM)
- CONSUMER PRODUCT INDUSTRY JUMPSTART (Badge Earned In IBM)
- SAFE for Teams Training Completed in IBM (Internal IBM)
- CR100 SAP CRM Functional Training at TCS (Internal IBM)
- Certified in Customer Relation Management (TCS Internal)
- Certified in Manufacturing Concepts (TCS Internal)
- Certified in Business Skills (TCS Internal)
- Certified in Business Analysis (TCS Internal)
- Certified in Program Management (TCS Internal)
- Certified in Project Management (TCS Internal)
- Certified in CPG Industry (TCS Internal)
- Certified in Advanced Retail Management and Store Operations (TCS Internal)
- Certified in Strategic Retail Management (TCS Internal)

EDUCATIONAL DETAILS:

Education	Year	Institution	Course
Bachelor of Engineering	2013	SSCET Bhilai	Mechanical Engineering with 73.4%
12th	2009	Kendriya Vidyalaya Bhilai	12th with 72.2%
10th	2007	Kendriya Vidyalaya Bhilai	10th with 80.2%