**MANORANJAN SAHU**

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**SAP Certified Associate offering over 9 years of experience in SAP C4C , CRM Techno-functional & SAP ABAP,; targeting senior level opportunities as Technical Lead with an organization of high repute**

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| --- | --- | --- |
| **CORE COMPETENCIES****SAP C4C Techno-functional** **SAP ECC & CRM Implementation & Support Operations** **SAP HANA Develoments and ehnahancements****OData, SAP UI5, CSS3, JQuery, JavaScript****SAP ABAP Operations** **Design & Development** **Customer Relationship Management** **Technical Leadership** **Requirement Gathering & Analysis** **Incident Management** **SDLC Agile and ASAP Methodology****Team Building & Leadership**  |  | **PROFILE SUMMARY*** Lastly associated with **GeekSoft Consulting BV, Amsterdam as Senior Consultant,** thereby working with clients: “**Vorwerk”** using document archiving features of **SAP CRM** system to implement **GDPR** regulations;  **“Telia”** using SAP Hybris Billing components like **SAP CRM, Convergent Charging, Convergent Invoicing, FI-CA, and integrating an Hybris e-commerce Portal to back-office systems**
* Played an active role in working on **8 Implementation, 1 Rollout, and 4 Support Project**
* Expertise in **implementation, roll-out, enhancement, production support, upgrade** of SAP from the stage of business process analysis till **implementation & go-live, post go live support, defining business processes, configuring, training and supporting end-user**
* End to end cycle of **SAP C4C Sales** implementation and post go-live support
* Handon experience in **ABSL and BODL for C4C development**
* Handson experience in development and enhancement of SAP FIORI Apps using SAP UI5 faremework, JavaScript, JQuery, CSS3.
* Design, development and enhancement of OData services in SAP Gateway.
* Exposure to **HANA CDS, ABAP CDS, HANA SDA, HANA Artefacts**
* New Development tools like **SAP HANA Studio, SAP WebIDE and SAP Cloud Studio SDK**.
* Capbility of technical design and development and documentation of all **RICEFW** objects in **SD, FI, MM, PM & PP**
* Endowed with **CRM** functional knowledge in **Sales, Marketing and Services.**
* **Pricing, Billing, Late Payments, Taxation and Agreements in Leasing**
* Hands-on experience in **CRM (IS-Utilities, Rex), Contract Management, Device Management, Work Management, Middleware Setup (Sales and BUPA), CRM Web UI and CRM Middleware**
* Completed trainings on **SAP UI5, SAP ABAP on HANA & xMII;** worked on **onsite/offshore methodologies** and worked at client locations like Chevron, Telia, Vizag Steel and Jain Irrigations.
* Proven communication skills, verbal as well as written coupled with exceptional presentation skills with the capability to perform above expectation in challenging situations
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**KNOWLEDGE PURVIEW**

* Vast experience in SAP ECC & ECC Implementation & Support and experience in SAP S/4 HANA, ECC 6.0, ECC 5.0; SAP CRM 4.0 and 7.0 EHP 3
* Led the creation of:
* ISU CRM business and technical master data which includes business partner, business agreement, connection object, premise, installed base and contract
* Hierarchy ID, category ID and assignment of category to product, hierarchy to application and assignment per product type for application product
* Performed IBase configuration which includes defining IBase category and installation rule, defining object families, maintaining set types & attributes, assigning object families and partner determination procedure to installed base category
* Worked on Utility Industry Specific Configurations like Defining Divisions, POD Types, premises Types, Grid Level Types and Voltage Types
* Conducted CTI integration of Integrated Communication Interface with AVAYA contact center server

**ORGANIZATIONAL EXPERIENCE**

**Since February’18 with** **Saga Technology BV, Amsterdam as Senior Consultant**

**Sep’15-Feb’18 with** **Deloitte Consulting, Bangalore as Consultant**

**Key Result Areas:**

* Interacting with the client’s Business and IT Teams to gather, define, clarify and refine requirements; guiding the architecture and design of applications; administering requirements gathering, collation of project functional and technical requirements
* Offering an appropriate solution to client to meet business needs; working with the ABAP language for making necessary changes in SAP modules
* Leading the team and setting up of communication channels across the various horizons of the organization structure; writing the functional and technical specification for one module; creating the base project structure for all the applications/modules
* Monitoring multiple projects from conceptualization and visualization to technology mapping and final execution of projects; conducting need assessment and preparing IT blueprint for the organization
* Managing implementation of SAP projects, entailing review of business process flow, mapping of business requirements (As-Is & To-Be Analysis), identifying gaps, converting business requirements into functional design documents & technical specifications, custom developments, data migration, master data management & delivery
* Contributing to the design, development, testing, troubleshooting and debugging of the solutions; performing impact analysis and proposing technical solutions for enhancement requests
* Analysing user requirements in order to understand the problem domain and to suggest the alternatives available for a solution to them; reviewing various alternatives available, and choosing the best solution available

**Highlights:**

* Executed 8 implementation projects, one roll-out projects and other support and enhancement projects
* Managed solution and technology architecture with the enterprise for using leading-edge technologies; mentored and managed the team members on developing & implementing technical & business architecture for product, which requires extensible integration in a heterogeneous environment
* Led the end-to-end delivery (analysis, design, development and testing) of ABAP objects in a customized environment
* Successfully led and supported number of cross-functional ABAP and CRM teams and all tasks related to modules like MM,PP, PM, SD & FI

**PREVIOUS EXPERIENCE**

**May’13-Sep’15 with** **Accenture Global Services, Bangalore as Senior Software Engineer**

**Jun’12-May’13 with** **Computer Sciences Corporation India Pvt. Ltd., Chennai as Consultant**

**Feb’10-Jun’12 with** **Wipro Infotech Limited, Mumbai as Analyst Programmer**

**IT SKILLS**

* **ERP:** **SAP R/3 Enterprise ECC 4.7, 5.0 & ECC 6.0 EHP 8 S/4 HANA** modules exposed to SD, FI MM, PP, PM, PS and QM
* **CRM:** **SAP CRM 4.0 , CRM 7 EHP 3; C4C 1705, 1708, 1711, 1802, 1811**;
	+ - * **Add-ons Retail Execution CRM, IS-Utilities**
			* Sales, Services, Marketing
			* Device Management, IS-U Technical Objects, Contract Management
* **Hybris:** Convergent Charging, Convergent Invoicing
* **HANA:** HANA CDS, SDA
* **New Dimension:** SAP xMII
* **Operating System:** Windows 2008 Server, XP, VISTA and 7
* **Database:**  SAP HANA, Oracle 9i and SQL Server 2005

**TRAININGS ATTENDED**

* Completed SAP NetWeaver (ABAP) from Siemens Hyderabad, SAP AG Germany
* Attended:
* Training on SAP UI5, SAP C4C, SAP ABAP, ABAP on HANA 2.0 & xMII
* CPQ on Callidus Cloud
* Internal training on SAP BI

**ACADEMIC DETAILS**

* **B.Tech. (Information Technology)** from Biju Pattnaik University of Technology, Rourkela in 2009

**PERSONAL DETAILS**

**Date of Birth:** 05th August 1984|| **Languages Known:** English, Hindi, Oriya, and Deutsche (A1) || **Address:** Almere, Netherlands

**Annexure**

**Saga Technology BV**

**Project: Vorwerk**

Period: Feb’19-August’19

Role: Senior SAP CRM Techno-functional Consultant

Responsibilities:

* Leading the implementation of GDPR solution.
* SAP Archiving Administration and Monitoring
* Document archiving, related to all the customers, like Activities, Sales Orders, Service Orders, Delivery Orders and Billing Documents and primarily Business Partners.

**Project: Telia**

Period: Feb’18- Feb’19

Role: Senior SAP CRM Techno-functional Consultant / Hybris Billing

Responsibilities:

* Interfacing with Client Business and Functional Team to map the functional requirement development for the RICEFW objects; following agile methodology
* Development of Attribute views, Calculation views for better reporting for day to day business analysis of stuck orders.
* Development Hybrid reports based on analytical and transactional application design framework of SAPUI5 to build a Fiori app which had the weekly historical data of in-process Provider orders and the relevant data from a non-SAP provisioning system.
* Acted as a Provider Order/Contract process refinement
* Working on SAP Hybris Billing components like Convergent Charging, Convergent Invoicing, FI-CA, and integrating an Hybris e-commerce Portal to back-office systems
* Spearheading Subscription Management and Provisioning Systems to SAP Hybris Billing components for collecting revenue and also Document Management
* Leading the prototyping activity Subscription Billing solution in SAP Cloud for Sales
* Leading the implementation of GDPR solution, Re-saleable solution and Address Management solution

**Deloitte Consulting**

**Project: Konica Minolta**

Period: Aug’17-Feb’18

Role: SAP C4C / CRM Techno-functional Consultant

Responsibilities:

* SAP Cloud creation of Custom Development, Enhance Standard BO, Creation of Business Configuration Object and Fine-Tune Activity as per the requirements.
* Communication System, Configure Communication Arrangements Define Code List Mapping, Create ID Mapping, ALE setting for HTTP inbound.
* Organization Management/Account Management, Product/Pricing/ Incident Management
* Integration: - Communication System & Arrangement, Code List Mapping, ID
* Mapping for Integration, Monitoring, Middleware Connectivity in CRM & ECC, Ports in ECC and ALE Distribution Model
* Retail execution synchronisation in Cloud for sales and CRM Business Suite.
* UI Configuration-- Hide Field, Make Field Visible and Create New Field
* Business Roles & Authorization
* Migration Templates

**Project: Confidential -XXX**

Period: Sep’16-Dec’17

Role: SAP C4C / CRM Techno-functional Consultant

Responsibilities:

 Integration, Mappings and Custom Actions with On-premises CRM or C4C Application

• Multi-tier pricing: Solutions in multi-currency and language with multiple price books and pricing levels.

• Guided Selling; Search, Discount displays, Display Messages

• Product /Product template attribute configuration/ Naming convention/Configuration Layout/ Rules/Scripts

• Product category and Exporting and Importing Options

• Quotation document template and Quote Tab and visibility permissions

• Setup of Notifications and Workflow/Approval configurations

• Setup of Customer Specific Favorites/Custom Fields/permissions

• Creating Reports for management

• Deploy send Changes and Data migration for Go-live

• CPQ: Issues and Troubleshooting

CRM/C4C Functional Skills being used:

• RICEFs estimation and delivery of C4C Pilot demo project

• CRM-ISU Customization and Integration

• CRM Product/B2B Campaign Configuration

• Service Order Management

• Data flow from CRM<-> ISU(Switch Document/Workflow)

**Project: MITAC: The project is SAP CRM implementation project for services, sales module MRJ**

Period: Apr’17-Aug’17

Role: CRM Techno-functional Consultant

Responsibilities:

* Fine Tuning of Leasing process for MRJ Aircrafts across SAP CRM system and SAP ECC with Controlling.
* Led the:
* Preparation of FS for transaction edit control in WebUI
* Development Team for WebUI enhancements for Web IC and UI components
* Mapped requirement for OData services and engaged in status management customization for sales transactions

**Project: ISELL DHL - The project is SAP CRM implementation project for marketing module**

Period: Dec’16-Apr’17

Role: CRM Techno-functional Consultant

Responsibilities:

* Interfaced with the offshore team by helping them with their technical and functional queries; led the development of WebUI enhancements for Web UI components, for Leads, Opportunity and Appointments
* Scenario Planning, Marketing Planning and Budgeting, Couponing, Marketing Calendar, Integrated analytics with Sample content
* Engaged in status management, action profile configuration for leads; led the design and development for mailforms
* Performed Base customization for custom transaction type, date profile, status profile and action profile

**Project: CATERPILLAR SPM Global: The project is SAP ECC implementation**

Period: May’16-Dec’16

Role: Technical Consultant

**Project: TECO: The project is SAP CRM implementation project with integration of SAP IS-U system**

Period: Sep’15-May’16

Role: CRM Technical Consultant

**Accenture Global Services**

**Project: Proximus EPS: CRM support Project for Belgacom, the telecommunication company of Belgium**

Period: Mar’15-Sep’15

Role: CRM Senior Techno-functional Consultant

**Project: Altair Rollout: a project to roll out the custom technical solution provided to the client by SAP to 72 countries in a short span of time**

Period: Mar’14-Mar’15

Role: Senior Developer

**Project: BAE Detica Systems Implementation**

Period: Aug’13-Mar’14

Role: Techno- Functional Consultant with Independent Developer

**Project: Ericsson: The project is an AD project to facilitate initial & delta load of Material Master Classification view data between SAP ECC to SAP CRM and SAP MDM system**

Period: May’13-Aug’13

Role: CRM Technical Developer

**Computer Sciences Corporation Pvt. Ltd.**

**Project: Ford BTR**

Role: Technical Consultant

**Wipro Infotech Limited**

**Project: Chevron Oronite: SAP ECC implementation**

Role: Lead ABAP Developer

**Project: Vizag Steel Plant - Implementation of SAP ECC, CRM, APO, SRM Business Suites**

Role: Independent Developer

**Project: Indo Thai Spinning, Indo-Phil, Thai Acrylic Fibres & Alexandria Fiber Co., Aditya Birla Group**

Role: ABAP Developer

**Project: Indo Gulf Fertilizer, Aditya Birla Group**

Role: ABAP Developer

**Project: Jain Irrigation Systems Limited**

Role: Junior ABAP Developer

**Project: Bharat Electronics Limited**

Role: Junior ABAP Developer

**M&R Consultancy Corporation**

Role: Math Content Developer