**[Sap sales and service Cloud c4c](https://www.postjobfree.com/resume/ad1muk/sap-sales-and-service-lombard-il-60148)**

**Location:**Lombard, IL, 60148

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**Resume:**

P a g e 1

Esha Kumar

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SUMMARY

Esha Kumar is a certified Subject Matter Expert in SAP Sales Cloud, SAP Service Cloud, Qualtrics and Field Service Management (FSM). Esha has over 11.2 years of SAP experience and possess in-depth business knowledge & implementation experience for Manufacturing, Automotive, CPG, Media & Utilities Industries- both in public & private sector as a Solution Consultant in the USA, Europe, ANZ & SEA. Esha drives innovation and change in all areas of her work.

Esha has worked on many assignments in small, medium and large enterprises covering the paradigm of pre- sales and solution activities in both services & product positioning as an SAP Solution Architect. Apart from these she also has a strong understanding of the latest technologies related to SAP’s product portfolio, overall product strategy and roadmap.

In summary, Esha’s SAP experience includes seven project assignments: Three end-to-end implementations in SAP C/4HANA (Sales & Service Cloud) and four Support/AMS assignments in SAP CRM. In addition to Esha’s SAP Sales & Service Cloud experience, she has excellent deep knowledge in Data Migration, SAP Solution Manager, JIRA, Project Management, ASAP & Activate Implementation Methodology which includes working with Agile & Waterfall Implementation Methodologies. SKILLS

SAP Technology: SAP Sales Cloud, SAP Service Cloud, ABAP, SAP Field Service Management

(FSM),Qualtrics, SAP CRM, Middleware & Interfaces

Certifications: SAP Certified Application Associate - SAP Service Cloud 1811 (Feb 2020) SAP Certified Application Associate - SAP Sales Cloud 1811 (April 2020) SAP Certified Application Associate - Field Service Management (1901) Qualifications: Master of Technology (Computer Science, Jaypee University of Information Technology Bachelor of Technology (Information Technology), Kurukshetra University Visa: 1. H1B Visa with stamping

2. B1/B2 US visa

3. Canada Business visa

PROJECT EXPERIENCE

Oct 2023– Present

Employer: HCL America Client: Weyerhaeuser Role:

SAP Sales and Service Cloud and

Qualtrics SME.

Weyerhaeuser has decided to implement SAP Service Cloud solution integrated with Qualtrics for their different ESB, Lumber, OSB business to manage their service request and complaint process. To improve their customer experience WY has also implemented Qualtrics solution to enable customer satisfaction feedback survey through SAP Service Cloud after customer’s complaints get resolved. Main Responsibilities:

• Designing the architecture and blueprint of the business processes.

• Conducting solution design workshops and demonstrating various solutioning options to the client based on the business process.

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• Replicating Customer Master from MDG system to SAP Service Cloud.

• Replication of Material Master from SAP S/4Hana to SAP Service Cloud.

• End to end integration of Qualtrics with SAP Service Cloud.

• Designing of NPS survey in Qualtrics system.

• Configuring workflows,, survey flow and survey options in Qualtrics.

• Configuring embedded data, piped text in Qualtrics.

• Enhancement of Qualtrics Standard API’s to meet Customer requirement.

• Developing and designing of Qualtrics Dashboards and Reports.

• Configuration of the Communication System, Communication arrangement for Master and Transactional Inbound and Outbound Data replication.

• Initial set up the system commencing from Scoping.

• Hands on experience on Customer Management, Organization Management, Employee Master, Material Master, Sales Quotation.

• Designing custom Reports, key figures, data source and Dashboards.

• End to end designing of service ticket business process such as Service ticket, Service catalogue, Service levels etc.

• Configuration of business roles.

• Performing Code list mapping, ID Mapping & Code list restriction.

• Doing Show & Tell for each sprint.

• Webservice / oData monitoring. Analysis and detecting the root cause of the anomalies and proposing the fix.

Feb 2021 – Sep 2022

Employer:

HCL

Technologies

Client: Tenneco Role: SAP Sales & Service Cloud SME Tenneco has decided to implement SAP Sales Cloud for their Sales Managers, Administrators and Directors to manage their Request for Quotation (RFQ) Process. The project is starting in EMEA the software is being set up to enable a global rollout. Main Responsibilities:

• Designing the architecture and blueprint of the business processes.

• Conducting solution design workshops and demonstrating various solutioning options to the client based on the business process.

• Assisting Tenneco to make intelligent and fact based decisions aligned to software functionality.

• Integration of SAP Sales Cloud with SAP ECC though SAP PI.

• Configuring the Communication System, Communication arrangement for Master and Transactional Inbound and Outbound Data replication.

• Initial set up the system commencing from Scoping.

• Hands on experience on Customer Management, Organization Management, Employee Master, Material Master, Sales Quotation.

• Designing custom Reports and Dashboards.

• Setting up of approval process and the workflow rules.

• Enabling and configuring various fine tuning activities : Account, Document Type, External pricing, Item Types.

• Performing Code list mapping, ID Mapping & Code list restriction.

• Doing Show & Tell for each sprint.

• Experience on performing the export and import of data using the Data Workbench.

• Webservice / oData monitoring. Analysis and detecting the root cause of the anomalies and proposing the fix.

February 2020 – January 2021

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Employer: HCL Technologies Client: ASM Role:

Lead Architect for SAP C/4HANA

Service and FSM

ASM uses SAP FSM for Workforce management, Field services, various types of service orders for their customers. ASM uses four different types of Service calls and workforce management for Service calls & activities assignment by their Service Manager to the Field Technician. This project has two objectives: Replication of different service calls, Customer, Item, Equipment, Employee from SAP ECC to WFM and from WFM to FSM using Proaxia Cloud Connector. Integration of SAP FSM with Knowledge Base for knowledge sharing among the Field Technicians and for maintaining the escalation matrix for P1 activities.

Main Responsibilities:

• Business process re-engineering.

• Interface strategy between SAP ECC, SAP FSM, SAP JAM & WFM using Proaxia Cloud Connector.

• Continuous business process improvement.

• Setting up a account and company for the system.

• Configuring Time Journal, Business Rules.

• Designing Custom Reports and writing SQL queries for data extraction.

• Designing and configuring Checklists.

• Configuring of authorization groups and Business roles in SAP FSM.

• Writing functional documents, wiring test cases and running UAT. January 2019 – January 2020

Employer: HCL Technologies Client: MediaKind Role: SAP Sales & Service Cloud SME MediaKind uses SAP S/4HANA, SAP Sales & Service Cloud for their sales process starting from Lead Generation till Quotation management in Sales Cloud and Sales Order creation in SAP S/4HANA. Main Responsibilities:

• Designing the architecture and process flows with for the different business processes.

• Required Gathering and business process designing.

• Conducting workshops and presenting solution to the client based on the business process with respect to both sales and service scenarios.

• Assisting Client to make more intelligent and fact based decisions through advanced and updated information. Integration of C4C with CPQ, S/4HANA and SNOW using CPI.

• Leading for C4HANA team, providing guidance, instruction, direction to the team individuals to achieve the end goals qualitatively.

• Develop a data model show where SAP C4C will be placed in the existing landscape and calculate all the integration points and effort.

• Replication of Master Data from S4HANA to Cloud for Sales and Service.

• Hand-on work tickets and registered product in C4 service clouds.

• ID mapping, Code List mapping, scoping, fine tuning. Initial set up of system.

• Integration of C4 sales cloud and service cloud with SAP S4HANA using SAP CPI.

• Integration of C4 service with Service Now using SAP CPI.

• SSO for C4 sales and CPQ cloud. Integration of CPQ with S4HANA.

• Master data replication of from S4HANA to C4HANA and Service Now.

• Creating Business Roles, employee creation, user creation.

• Creating of leads using excel add-in and using Data Migration templates.

• Number range setting for the master data. Page layouts, Rule editor, adaptation mode.

• Defining SLA’s for service ticket, Service catalogues, registered products, warranty management, service contract. Configuration for Lead Management, Quotation Management, Opportunity Management, Lead to Cash cycle.

• Good knowledge and hands-on of JIRA project management tool. August 2017 – January 2019

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Employer:

Price Water House

Coopers

Client: J.K Cement Role:

SAP Sales & Service

Cloud Lead Consultant

J.K cement has implemented a SAP C4C system for both Sales and Service life cycle business requirement. J.K system manages their sales and service relationship with SAP C4C which is integrated with SAP ECC and third party non-SAP vendor system. This is a fully – fledged sales and service implementation: Lead, Qualify lead, Convert to opportunity, Quotation, Service Tickets, Contract creation. Main Responsibilities:

• Requirement Gathering and designing BPD’s. Understanding the business process and presenting the solution to the client. Analyzed and verified requirements for completeness, consistency, comprehensibility, feasibility and conformity to standards.

• Creating Functional Specifications. Helping technical consultant to understand the requirement.

• Configuring and creation of Mashups. Creation of dashboards, reports and embedded reports.

• Creation of custom objects from KUT. Page layout through adaptation, code list restrictions,

• Integration of C4C system through customer third party vendor portal.

• Configuring and creation of OData. Hands on Data migration workbench.

• Configuration and setting up of Sales & Service Org and Territory management.

• Configurations of Surveys, activity planner for visits, service tickets and lead.

• Complete configuration of sales process, starting from lead to sales order.

• Configuration of communication arrangement, communication system.

• Analyzing gaps between customer business process and helping them to formulate it in intelligent way. Configuration of Campaign management, target group, Configuration of Visits and Routes.

• Unit testing of the custom and the standard solutions.

• Leading the project team by providing the team with a vision to project objective by creating a environment oriented to open communication, creative thinking and cohesive team effort. April 2017 – July 2017

Employer: Infosys Client: Nestle Role:

SAP Sales & Service Cloud Senior

Associate Consultant

Nestle is the world’s largest food and beverage company having more than 2000 brands ranging from global icons to local favorites. Nestle is present in 191 countries in the world. Nestle is the World's Leading Food Company. Nestle was implementing mySAP.com (v4.6c), including all of the new dimension components (e.g. APO, CRM, BW) and the mySAP.com enterprise portal (Workplace) across all their markets by 2006. The project was in the Design & Construction phase of a Global Template, which was to be used to guide implementation in respective Nestle markets. Selected markets (countries) were implemented with constructed Global Templates.

Main Responsibilities:

• Performed the Fine Tuning, Scoping for the solution.

• Business roles, business users and employee creation.

• Applying rules through Rule Editor from Key User Tool.

• Company settings, setting up of Sales Org Structure.

• Configuration of workflow rules, approval processes, Email settings for sending Emails in Email Campaign.

• Configuration of Quotes, opportunities and sales order Sep 2016 – March 2017

Employer: Infosys Client: CLP Role: SAP CRM Senior Associate Consultant CLP is one of the leading electricity suppliers in Hong Kong which includes generation, distribution, transmission and retail. CRM solution implemented at CLP is tightly integrated with ECC-ISU & GIS systems. CRM acts as an entry point for users of different departments (electricity, complaint handling, billing), where users identify customer, identify property and initiate the front office process to record a transaction in ISU.

Main Responsibilities:

P a g e 5

• Requirement gathering of the business processes from the client.

• Presenting Solution to the client.

• Leading the team from Infosys SAP CRM/Customer Service team.

• Worked on SQVI queries. Configuration and creation of SQVI queries.

• Creating reports in CRM.

• Configuration of data extractors for reports

• Configuration and hands-on transaction launcher, business roles.

• Unit and Functional testing of custom objects.

September 2014 – August 2016

Employer: Infosys Client:

Costco

WholeSale

Role: SAP CRM Senior Associate Consultant

Costco Whole Corporation is one of the largest and most exclusive product category selections to be found under a single roof. Costco has implemented SAP CRM with Loyalty management integrated with SAP system and different non-SAP systems. Costco maintains customer relationship with it’s huge customer bank using different memberships cards and Loyalty management program. It is a multi-country roll-out project operates in different countries globally.

Main responsibilities:

• Working in team to meet the timelines of the deliverables.

• Documentation of processes and conducting meeting with client to gather information.

• Identifying Test scenarios, test cases from the processes.

• Performing SIT, FUT, System Acceptance testing.

• Configuration and hands-on Loyalty Management.

• Writing functional specification.

• Handling production support incident: mainly involved in testing UAT, System Acceptance testing.

• Writing queries for extracting data from CRM in report form.

• Writing Test Scripts for the test cases.

• Hands-on BW reporting: BEX Analyzer, Cognos tool.

• Worked on HP-ALM.

November 2012 – August 2014

Employer:

Wipro

Technologies

Client: Contact Energy Role: SAP CRM Associate Consultant Contact energy is one of the New Zealand’s leading energy generators and retailers, providing electricity, natural gas and LPG to about 568,000 customers nationwide. Main Responsibilities:

• Understanding and assisting team in writing functional specification.

• Analyzing test scenarios, test cases and writing test scripts.

• Reviewing of the test scripts, end to end scenarios and completeness of test results.

• Doing Base line Configuration in SAP CRM system.

• Base line configuration for Quotation and Contract in Sales are such as Status profile, Date profile, Partner function, etc.

• Hands on experience in Unit Testing, Functional Verification Testing(FVT), System Integration Testing (SIT)

• Reviewed the test cases, End to End Test Scenarios and completeness of Test Results.

• Defined Date Profile, Org Determination Profile, Partner Determination Procedure, Action Profile.

• Good understanding of Utilities Industry basic processes like: Move-in, Move-out, Switch-in, Switch- out.

• Good understanding of BMD and TMD master data for utilities industry.

• Analysis and Resolution of complex data replication issues from SAP CRM to SAP ISU system.

• Functional specification for the Quote Pack.

• Customization of sales documents for different types of customer like C&I, Direct sales. P a g e 6

February 2012 – October 2012

Employer:

Wipro

Technologies

Client: Origin Energy Role: SAP CRM Associate Consultant Australia’s Leading Gas and Electricity company procuring and providing electricity, LPG, Natural Gas and appliances to Australian homes and business. Wipro implements SAP practice for the Origin energy. This involves everything right from estimation of consumption of energy to the billing and collection of revenue from the customer.

Main Responsibilities:

• Analysis and understanding of business requirements and come up with the resolutions so as to reduce the count of issues due to inconsistent data in CRM.

• Doing Base line Configuration in SAP CRM system.

• Analyzing and resolving the middleware issues during the replication of data between SAP ISU and SAP CRM system.

• Technological forte is handling replication issues Replication.

• Analysis and understanding of business requirements so as to reduce the count of issues due to inconsistent data in CRM.

• Analysis and Resolution of complex contract Replication Issues Requiring Thorough Knowledge of business Process like Contract management Quotation management Campaign management Etc. EMPLOYMENT HISTORY

Date Company Name Designation

Jan 2019 – Present HCL Technologies Limited Lead Consultant Aug2017– Jan 2019 PwC Consulting Senior Consultant Sep 2014 – June 2017 Infosys Ltd. Senior Associate Consultant Feb 2012 – Aug 2014 Wipro Technologies Senior Software Engineer QUALIFICATIONS

Level Subject College / University

Masters (M. Tech.) Computer Science

Engineering

Jaypee University of Information Technology

University, Solan

Degree (B.Tech.) Information Technology Kurukshetra University