Jeethu

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**Career Objective:** Aspiring to pursue a challenging career in SAP CRM Consulting by utilizing my domain expertise and SAP CRM knowledge.

**EXECUTIVE SUMMARY:**

* 6 years total ITexperience with 5 years of CRM experience and 1 year experience in support of Enterprise applications using SAP ABAP.
* Cleared the entire Infosys phase training with a good CGPA of 4.9/5.
* Possess strong analytical and problem solving skills, with the ability to make well thought out decisions.
* Have excellent communication and leadership skills.
* Computer skills include Microsoft Office Excel, Word and PowerPoint.
* Resourceful in the completion of projects and effective at multi-tasking.
* STAR certified by Infosys.
* Published BOKs (Book of Knowledge) in Infosys KSHOP (Knowledge Shop).
* Keen to learn new technologies.

**SAP Technical Skills:**

* Experience in performing analysis, development, testing and support of SAP CRM and ABAP.
* Involved in requirement gathering and preparing functional and technical documents.
* Experience in WEBUI development.
* Experience in BOL programming concepts.
* Experience in ChaRM system.
* Experience in report programming.
* Experience in transaction launcher configuration.
* Good Knowledge on BDoc monitoring.
* Basic Knowledge of ACE and Workflows.
* Experience in BSP applications.
* Good understanding of CRM E-Commerce and NWDS.

**Academic Qualification:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Course** | **University** | **Percentage** | **Year** |
| B.Tech (ECE) | CUSAT | 79.9 | 2006-2010 |
| 12th | CBSE | 81.8 | 2006 |
| 10th | CBSE | 91.6 | 2004 |

**Certifications/ Professional Awards:**

* Won Infosys MFG Spot Award twice, for extensive support for project with appreciation from client.
* Cleared Infosys internal Certifications, both technical and domain level.

**Total Work Experience:**

**Company: HCL Technologies Limited Period: September 2015 to October 2016**

**Project :** Wolters Kluwer

**Technoloy :** SAP CRM (SAP CRM Technical Consultant)

**Role :** Senior Consultant

**Duration :** September 2015 to October 2016

**Description:**Wolters Kluwer is a media and publications company and offers professionals many areas of specialized business information and technology solutions.

**Roles &Responsibilities:**

* Root cause analysis and code fix of issues.
* Resolution of tickets which are Business critical.
* Monitoring BDocs and queues.
* Creation of new alerts in IC agents alert box.
* Accessing Component controller, Custom controller & Context nodes data in current view for various purposes.
* Enhanced the standard account search functionality in CRM Web UI.
* Added new fields to standard component using AET.
* Created new work center link groups, direct link groups and links to Web UI.
* Configured transaction launcher for GUI transactions in CRM.
* Enhanced the existing UI components to create Buttons, events and navigation.
* Customized CRM web UI Layouts using UI configuration tool.
* Created and populated the values of fields like Drop down list boxes, F4 helps and Check Boxes using the GETTER & SETTER methods.

**Company: Infosys Limited Period: September 2010 to September 2015**

**Project :** Building Efficiency (Johnson Controls Inc.)

**Technology :** SAP CRM (SAP CRM Consultant)

**Role :** Technology Analyst

**Duration :** September 2014 to September 2015

**Description :** Johnson Controls delivers products, services and solutions that increase

 energy efficiency and lower operating costs in buildings for more than one

million customers.

**Roles & Responsibilities:**

* Resolve remedy tickets by analyzing and providing solution for technical issues.
* Enhancements and code changes.
* Preparing Technical Specification and Unit Test documents.
* Review technical designs and program code to meet project standards.
* Experience in SAP E- Commerce, NWDS and BSP applications.
* Developed a program to automate new user creation.
* Worked on Adding Messages in WEB UI.
* Customized CRM web UI Layouts using UI configuration tool.
* Created custom views and view sets in the standard components.
* Enhanced the existing UI components to create Buttons, events and navigation.
* Added new fields to standard component using AET.
* Created and populated the values of fields like Drop down list boxes, F4 helps and Check Boxes using the GETTER & SETTER methods.

**Project** : MIELE

**Domain** : Manufacturing.

**Technology** : SAP CRM (SAP CRM Developer)

**Role** : Senior Systems Engineer

**Duration** : November 2013 to August 2014

**Description** : Miele is a German manufacturer of domestic appliances and machines for

commercial applications. Miele is now under the process of migration from CRM IC WEBCLIENT to WEBUI. Miele has decided to be more customer centric intheir approach.

**Roles & Responsibilities:**

* Analyzing the functional specification and preparing the technical specification document.
* Adding new functionalities in the standard WEB UI screen as per the client requirement.
* Creation of custom component and navigation to the custom component from the standard component.
* Created new work center link groups, direct link groups and links to Web UI.
* Integrated custom component into standard component.
* Creation of custom Views using Value & Model Nodes with Insert, Delete, Edit and save functionality.
* Enhanced CRM WEB UI by using the entire knowledge of BSP like context nodes, view, view set, component controller, windows, component usages, component interface etc.
* Enhanced the standard search functionality in CRM Web UI.
* Added new fields to standard component using AET.
* Accessing Component controller, Custom controller & Context nodes data in current view for various purposes.
* Enhanced the existing UI components to create Buttons, events and navigation.
* Customized CRM web UI Layouts using UI configuration tool.
* Created custom views and view sets in the standard components.
* Added an existing field to a search page of a different component.
* Created and populated the values of fields like Drop down list boxes, F4 helps and Check Boxes using the GETTER & SETTER methods.
* For custom view of table type created row level buttons through (One Click Action) to perform user actions.
* Develop objects and test the same prior to delivery.
* Interact with the functional team to understand and deliver high standard objects.
* Involved in development and SIT phase.

**Project:** INFYCRM

**Technology :** SAP CRM (SAP CRM Techno-Functional consultant)

**Role :** Systems Engineer

**Duration** : December 2011 to October 2013

**Description :** Web based CRM solution for sales team of Infosys.

**Roles & Responsibilities:**

* Worked on tickets, understand and provide solutions to the end users. Have dealt with WEBUI, GUI, Workflows and ACE related issues.
* Analyze complex bugs and design the fix for the same.
* Develop solutions such as ALV report programs for data fetching.
* Timely interaction with sister tracks, track leads/ managers, for reaching the solution.
* Work on PI Errors, processing and monitoring inbound and outbound queues.
* Individual contributor and great team player.
* Trainings to new joiners and sessions to sister tracks.
* Solved issues which are Business critical.

**Project :** Automotive Experience (Johnsons Control Inc.)

**Technology :** SAP ABAP (SAP ABAP Consultant)

**Role :** Systems Engineer

**Duration :** February 2011 to December 2011

**Description :** Johnsons Control Inc. is an American company globally offering products and

services to optimize energy and operational efficiencies of building,

 automotive batteries, electronics and interior systems for automobiles.

**Roles & Responsibilities:**

* Worked extensively on development ofReport Program.
* Production support and monitoring activities.