



VIPUL JAIN

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PROFILE

A competent and customer focused professional with 14 years of IT Consulting & Project Management experience in industry domains in particular - Consumer & Utilities for E2E Functional Implementation of tools such as SAP CRM, SAP CPQ, SAP ISU, FICA and emerging cloud technologies like C4C. Strong expertise in the areas of:

- ~ Project Management
- ~ Scrum Master
- ~ Scrum Ceremonies
- ~ Functional Consulting
- ~ Business Analysis
- ~ Requirement Gathering
- ~ FS Documentations
- ~ Solution Design
- ~ Order to Cash Cycle
- ~ Capacity Planning
- ~ Process Enhancement
- ~ Quality Assurance
- ~ System Integration
- ~ Team Management
- ~ Client Satisfaction
- ~ Interpersonal Relations
- ~ Agile Methodology Implementation

SUMMARY

- Working as a project management professional ensuring that all projects are delivered on-time, within scope and within budget
- Managing changes to the project scope, project schedule and project costs
- Working as a Scrum Master facilitating all the Scrum Ceremonies and using JIRA efficiently to track work-log & other matrix for leadership projections
- Upholding the Agile values & practices and coaching the PO, development team and the organization on Agile principles
- Shielding the team from external distractions & building relationships with the team concerned
- Managing cross-functional teams and removing the impediments/blockers
- Worked as a Solution Architect for SAP related technologies handling responsibilities including leading workshops, system designing, leading test strategy and test cycles and go-live support
- Analyst with a flair for adapting quickly to dynamic business environments, skilled in adopting a pragmatic approach in improvising on solutions and resolving complex business issue
- Drafted functional requirements, BRD & business proposals
- Acquire good communication skills, problem solving skills and performs as a team player and also individually as and when needed
- Have core SAP ISU product knowledge, subject matter expert in SAP ISU Billing, Device Management, Meter Reading
- Consulting in the area of ISU Billing with FICA & Convergent Invoicing with Front office Contract Management
- Expertise on Hybris Cloud for Customer (C4C) related implementations & support projects with extensive SAP CRM Sales, Service, Middleware, IC experience. Integration with SAP ECC with SD and pricing
- Worked on Rate Change for SAP IS U within SAP Utilities Industry
- Worked on CPQ and SSC related implementation including variant configuration
- Gained intensive knowledge on interfacing of SAP systems with another tools including SAP middleware configurations

WORK EXPERIENCE

Deloitte.

Senior Consultant (Jul 2013 - Present)

Projects: Multiple Projects in Consumers, Retail & IS-Utilities Space

Role: Project Management | Functional Lead | Scrum Master | Business Analyst

Technology Used: SAP CRM, C4C, JIRA, SAP-ISU, SAP DSM, Agile, Project Management

Responsibilities:

- Liaised with business and other stakeholders to determine project scope, operating and delivery model
- Responsible for creating Delivery and Resource plan
- Provide key stakeholders with regular status updates, including risks and issues
- Manage project risks, dependencies and issues ensuring timely mitigation
- Major Client facing roles gathering requirements, conducting workshops, providing solutions demo
- Working as a Scrum Master facilitating all the Scrum Ceremonies and using JIRA efficiently to track work-log & other matrix for leadership projection
- Managing cross-functional teams and removing the impediments/blockers
- Upholding the Agile values & practices and coaching the PO, development team and the organization on Agile principles

SKILLS

Software / Product	
SAP CRM	Proficiency - Project Experience
SAP ECC	Proficiency - Project Experience
SAP ISU	Proficiency - Project Experience
C4C	Proficiency - Project Experience
HP ALM	Proficiency - Project Experience
AGILE	Proficiency - Project Experience
JIRA	Proficiency - Project Experience
General Tools	
MS-Office	Proficiency - Project Experience
MS-Project	Proficiency - Project Experience

HOBBIES

Play Sports (Basketball, Volleyball, Tennis, Table Tennis, Cricket)
Cook Indian Vegetarian Recipes

REFERENCES

• Ravi Rudraraju
• +91-7022999293
• rrudraraju@deloitte.com

Manager

• Bhanu Singh
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Manager

- Creating the Statement of Work in accordance to the Project Management
- Delivered projects in agile, waterfall and hybrid (agile & waterfall) software development methodologies
- Build and designed SAP solutions majorly (SAP CRM, ISU, FICA) for different clients having utilities, customer service and consumers related industrial domains
- Writing the Functional specifications for enhancements
- Functional Designing the processes for Quotes in SAP CRM
- Functional Configuring C4C using Admin role
- Performing Business Configuration for enabling Sales process
- Utilizing administration features available through Silverlight Adaptation Mode
- Configuring SAP systems for Quotation process
- Creating Variant configuration material and downloading them to CRM
- Transforming the Business Language to Technical Users and replicating the technical into Business for the Business Team.
- Integration of C4C with various legacy Systems, Online Portals, Social Media and CTI



Consultant (Feb 2007 – Jul 2013)

Projects: Multiple Projects in Consumers, Retail & High-Tech Space

Role: Functional Lead | Functional Consultant | Business Analyst

Technology Used: SAP CRM, SAP ECC, SAP CRM Middleware, SAP Testing

Responsibilities:

- Delivered multiple assignments for multiple US clients as Functional Analyst, Quality Assurance Lead
- Writing the Functional specifications for interfaces and enhancements
- Configuration of SAP CRM system on different versions of SAP
- Middleware set up between SAP systems internally as well as externally
- Understanding the current business model and supporting different SAP products for certain business needs
- Configuring SAP CRM system for Knowledge Articles and Solution Database
- Configuring SAP CRM system for Multilevel Categorization activity
- Writing functional unit test scripts for testing
- Configured Service modules functions like IBase, Service Contracts, Service Orders, Warranty, Service Request, Complaints and Returns
- Customizing the Master data that includes Organizational structure, Business partner & Products
- Worked on auto-determinations like Organizational determination, Partner determination and involved in actions
- Helped configuration in Sales (Order to Cash) fulfillments
- Helped configuring Marketing, Segmentation and Campaign Management within SAP CRM system
- Resolve configuration issues that may result from the bug fixing
- Performed required customizing for Transaction types
- Testing the capability of interfaces
- Testing SAP CRM system for the enhancements developed

EDUCATION / CERTIFICATION

- Bachelor of Technology, Dehradun Institute of Technology, Electronics and Communication Engineering, Uttar Pradesh Technical University Lucknow, India – Year Sep 2002 – Jul 2006