## GOURI SHANKAR BEHERA

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**PROFESSIONAL SUMMARY**

* Extensive experience of working with cross-functional team’s total more than 11+years of IT including 3+ Years in Scrum Master & Agile Project Management.
* Project Management using Agile Methodologies-Scrum including planning, controlling, monitoring, and problem-solving, teamwork, client engagement and leadership with Scrum framework. **Certified Scrum Master® (CSM)** from **Scrum Alliance**, Facilitate the Review/Demo meetings and handle sign-off from the Business and Product Owner at the end of every sprint.
* Expertise in managing the complete SDLC (Agile and Waterfall) gained functional skills in analyzing the client requirements: translating new ideas into clients’ solutions including requirements development, delivery, support & analysis, and documentation.
* Excellent leadership quality.
* Ability to work in-group as well as independently with minimal Supervision.
* Having good Analytical, Problem solving, communications and interpersonal
* skills with a strong technical background and looking forward for challenges.
* Ability to learn new languages and tools quickly.
* Worked with IT services, captive as well as Product-based software organizations.
* Have excellent written and interpersonal communication skills.

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| Scrum framework | SCRUM MASTER |
| Area of SAP Expertise  | SAP ABAP/ BI/BW/SAP BANKING |
| Total Years of SAP Experience  | 11 yrs |

* **Currently woking as a Scrum Master in Tech Mahindra**

**My Roles and responsibilities:**

* As a Scrum Master (3+ year of experience) , I was responsible for:
* Involved in Project Management activities using Agile Methodologies-Scrum including planning, budgeting, estimating, controlling, monitoring and problem-solving, and display teamwork and leadership.
* Track team velocity and utilization. Implement better ways to improve productivity and processes by observing trends/metrics.
* Ensure timely delivery of software products with excellent quality through various agile techniques and practices.
* Ensure the development teams are practicing core agile principles
* Determine and remove all obstacles that may interfere with the ability of the teams’ to deliver assigned goals
* Update agile tracking systems to provide transparency on product and sprint backlogs
* Ensuring a good relationship between the team and [product owner](https://www.agilealliance.org/glossary/product-owner/) as well as others outside the team

**ABAP Skills:**

* **Report writing:** Custom development of Classical, Interactive and ALV Reports.
* **Data Dictionary objects:** Custom development of DDIC objects - tables, structures, data elements, domains, views, search help objects.
* **BADI:** Implemented BADI as per Requirement.
* **ENHANCEMENTS:**Created Implicit enhancements as per Requirement.
* **SAP SCRIPTS:** Creation and modification of layout sets.
* **SAP SMARTFORMS:** Modified Smartforms as per requirement.
* **BDC:** Development of Batch Data Programs for data migration activities, using batch input and call transaction methods.
* Experienced in **OOPS ABAP.**
* Experienced in **ALE /IDOC's/RFC's/BAPI's**
* Experienced inuse of **Webservices through SPROXY**
* Experienced in **Upgrade Projects**
* Knowledge in **Workflows.**

**SAP BANKING:**

* Handling Incident management/Problem Management/Service requests and updating the Status to the client in Weekly OPS call
* Handling changes in the existing functionality as per the requirement.
* Ensuring the deliverables are delivered within the client SLA and deadlines
* Handling issues related to Account openings(Current and Savings)
* Handling card related issues
* Handling Statement issues and day to day bank issues on customer complaints
* Handling problem tickets and mentoring the Juniors.

**SAP BI SKILLS**

* Involved in creating and maintaining Info Cubes, Data Store Objects, PSA, Info Objects, Info Areas, Multiproviders, Data Sources, and Info Packages.
* Providing daily Production Support from Offshore.
* Complete automation of all BI Daily, Weekly and monthly loads (Info Package Scheduling) using Process Chain.
* Experience of extracting data using LO Extraction and Generic Extractions , FI Extractions and CO-PA Extractions.
* Load monitoring for master data, and transactional data.
* Involved in Info Cube maintenance i.e., Compression, Roll-up for Aggregates..
* Worked on BEX Query Designer in designing queries using filters, free characteristics, Restricted Key figures, Calculated Key figures, formulas, and variables **.**
* Involved in transporting Objects .

**Educational Qualification Details**

* B.E in Computer Science and Engg from BPUT university ,Orissa.

**PROFESSIONAL EXPERIENCE**

* Currently working for **Tech Mahindra** from **Dec 2015 to Till date.**
* Previously worked for **Accenture Services Pvt Ltd from Dec 2015 to Dec 2019.**
* Previously worked for **Siemens Information Systems Pvt Ltd**( **Atos India Pvt Ltd as on July 2011)** as SAP Technical Consultant From Nov **2010 to Dec 2015.**

### Previously Worked For [Hewlett-Packard](http://www.google.co.in/url?sa=t&rct=j&q=objectwin+technology+india+pvt+ltd&source=web&cd=1&ved=0CC8QFjAA&url=http%3A%2F%2Fwww.objectwin.com%2F&ei=a-73UILjL4mQrgeZloGwAQ&usg=AFQjCNFyUBDAdJgk5TYas5PVRXrFN11XRQ&bvm=bv.41018144,d.bmk) as SAP Technical Consultant on payroll of Instance Softech Pvt Ltd from April 2010 to Oct 2010.

**Tools & Technical skills**

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| ERP | SAP BI 7.0, SAP BI 7.3,SAP-R/3 & SAP ECC 6.0. |
| Documentation Tools | MS-Office Products (MS-Powerpoint, MS-Word, MS-Excel |
| Operating Systems | Windows XP.Windows 8 & 10 |
| Managemnt Tools/Softwares | MS Project, Quality Center, MS Office, Jira,Rally |

**WORK EXPERIENCE**

**PROJECTS:**

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| Client | **Nestle** |
| Period | **Jan 20 till date** |
| Role | SCRUM MASTER |

**Client Description:**

Nestlé is a Swiss [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) food and drink processing conglomerate corporation headquartered in [Vevey](https://en.wikipedia.org/wiki/Vevey%22%20%5Co%20%22Vevey), [Vaud](https://en.wikipedia.org/wiki/Vaud), Switzerland. It is the largest food company in the world, measured by revenue and other metrics, since 2014 It ranked No. 64 on the [Fortune Global 500](https://en.wikipedia.org/wiki/Fortune_Global_500) in 2017[[8]](https://en.wikipedia.org/wiki/Nestl%C3%A9#cite_note-8) and No. 33 in the 2016 edition of the [Forbes](https://en.wikipedia.org/wiki/Forbes) Global 2000 list of largest public companies. Nestlé's products include [baby food](https://en.wikipedia.org/wiki/Baby_food), [medical food](https://en.wikipedia.org/wiki/Medical_food), bottled water, breakfast cereals, coffee and tea, confectionery, dairy products, ice cream, frozen food, pet foods, and snacks

**Roles and Responsibilities:**

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| Client | **Astella Pharma** |
| Period | **Feb 2018 – Nov 2019** |
| Role | SCRUM MASTER |

**Client Description:**

Astellas Pharma Inc is a [Japanese](https://en.wikipedia.org/wiki/Japan) [pharmaceutical company](https://en.wikipedia.org/wiki/Pharmaceutical_company), formed on 1 April 2005 from the merger of Yamanouchi Pharmaceutical Co., Ltd

The company's headquarters are in [Tokyo](https://en.wikipedia.org/wiki/Tokyo), with [research](https://en.wikipedia.org/wiki/Research) centers in [Tsukuba](https://en.wikipedia.org/wiki/Tsukuba) and [Osaka](https://en.wikipedia.org/wiki/Osaka). Clinical development is centered in [Northbrook, Illinois](https://en.wikipedia.org/wiki/Northbrook%2C_Illinois), [La Jolla](https://en.wikipedia.org/wiki/La_Jolla), [California](https://en.wikipedia.org/wiki/California), and [Leiden](https://en.wikipedia.org/wiki/Leiden), [Netherlands](https://en.wikipedia.org/wiki/Netherlands). Combined revenues of the two pre-merger companies were $7.9 billion in 2004. Worldwide the company employs about 17,000 people. The United States subsidiary of Astellas is Astellas US LLC

**Roles and Responsibilities:**

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| Client | **COKE** |
| Period | **Jan2017- Jan 2018** |
| Role | SCRUM MASTER |

**Client Description:**

The Coca-Cola Company is an American multinational corporation, and manufacturer, retailer, and marketer of nonalcoholic beverage concentrates and syrups.

The Coca-Cola **Company** is the #1 nonalcoholic beverage **company** in the world, as well as one of the world's most recognizable brands. It is home to more than 500 beverage brands, some 20 of those billion-dollar-brands, including four of the top five soft drinks: Coca-Cola, Diet Coke, Fanta, and Sprite.

* As a Scrum Master, I was responsible for:
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| Client | **NationWide Building Society(NBS)** |
| Period | **DEC 2015- DEC 2016** |
| Role | Technical Consultant/Senior ME |

**Client Description:**

**Nationwide Building Society** is a [British](https://en.wikipedia.org/wiki/United_Kingdom) [mutual](https://en.wikipedia.org/wiki/Mutual_organisation) financial institution, the seventh largest [cooperative financial institution](https://en.wikipedia.org/wiki/Co-operative_banking) and the largest [building society](https://en.wikipedia.org/wiki/Building_society) in the world with over 15 million members. Its headquarters are in [Swindon](https://en.wikipedia.org/wiki/Swindon), England. Nationwide Building Society provides financial services both directly, and through around 700 [branches](https://en.wikipedia.org/wiki/Branch_%28banking%29). Nationwide is a major provider of both [mortgage loans](https://en.wikipedia.org/wiki/Mortgage_loan) and [savings](https://en.wikipedia.org/wiki/Savings_account) in the UK, as well as personal banking such as loans, credit cards, bank accounts and insurance products.

**Responsibilities:**

* Handling Incident management/Problem Management/Service requests and updating the Status to the client in Weekly OPS call
* Handling changes in the existing functionality as per the requirement.
* Ensuring the deliverables are delivered within the client SLA and deadlines
* Handling issues related to Account openings(Current and Savings)
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* Handling Statement issues and day to day bank issues on customer complaints
* Handling problem tickets and mentoring the Juniors..

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| Client | **BULL** |
| Period | **April 2014- Nov2015** |
| Role | SAP ABAP Consultant  |
| Environment | Implementation |

**Client Description:**

Bull SAS is a French-owned computer company headquartered in Les Clayes-sous-Bois, in the western suburbs of Paris. The company has also been known at various times as Bull General Electric, Honeywell Bull, CII Honeywell Bull, and Bull HN

**Roles & Responsibilities: -**

 As part of the team, I was Involved in developing Objects and changing existing objects, interpreting client specifications given by the Team leader and meeting scheduled targets using ABAP/4 in the following areas.

Analyze Functional Specification and prepare Brief Technical Specification.

Reports:

* Developed Interactive report to display Customers, Sales Details and Delivery Priority.
* Created ALV report to list the Shipped Quantities for a given plant organization, Customer Details, order type and date range including stock transfer.
* Smartforms
* Worked on Logo uploading for various company codes and resolving tickets related to Smartforms.

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| Client | **RUKKI** |
| Period | **April 2013- March 2014** |
| Role | SAP Abap Consultant |
| Environment | Support |

 **Client Description:**

Rautaruukki Corporation is a Finnish company, headquartered in Helsinki, which manufactures and supplies metal-based components and systems to the construction and engineering industries.

**Roles & Responsibilities: -**

* Resolve tickets by providing solutions proactively within SLA time frame, handle CR’s & adhere to business guidelines in ticketing software system called REMEDY.
* 100% SLA adherence as per client standards.
* Achieve client satisfaction by building excellent working relationship and always being available on phone and Communicator .Target appreciation from End markets, SLM &Team Lead.
* Flexible for working in shifts and taking full responsibility along with on call support.
* Ticket tracker & TMS updation on regular basis.

**PROJECT** :

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| Client | Kemira |
| Period | May 2012 To Feb 2013 |
| Role | SAP BI Consultant  |
| Sap Version | SAP BI 7.0  |
| Environment | Support |

Kemira Oyj is a chemical industry group that consists of three main segments. Kemira is headquartered in Helsinki, Finland. Kemira’s main shareholder is Oras Invest Oy and its owners, members of the Paasikivi family

* Process chains monitoring.
* Master data loads, transactional data loads monitoring
* Work on performance improvement activities like deletion and creation of index, Roll-up and compression.
* Daily data loads, weekly data loads and monthly data monitoring
* Handling the tickets using SDM12 tool.
* Accepting the tickets and based on SLA resolving the issue
* Resolving the issue and testing the reports.
* Resolving various load issues in the process chain.

Interacting with the functional teams for functional issues

**Project (Siemens Industry Upgrade)**

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| Client | Siemens |
| Period | Nov 2010 To May2011 |
| Role | SAP ABAP Consultant  |
| Sap Version | ECC 4.7 to 6.0 |
| Environment | Upgrade |

The Siemens Group in India has emerged as a leading inventor, innovator and implementer of leading-edge technology enabled solutions operating in the core business segments of Industry, Energy and Healthcare. The Group’s business is represented by various companies that span across these various segments.

Siemens brings to India state-of-the-art technology that adds value to customers through a combination of multiple high-end technologies for complete solutions. The Group has the competence and capability to integrate all products, systems and services. It caters to Industry needs across market segments by undertaking complete projects such as Hospitals, Airports and Industrial units.

**Roles & Responsibilities: -**

* Making Sure that all programs are Unicode Check Activated.
* Resolving any type of Syntax errors in the program.
* Resolving EPC errors.
* Replacing Obsolete statements and Function Modules.
* Adding Headers and Inline comments in main program and also in the respective function modules/ Includes in which the changes are carried out.
* Comparing the Old system with the new ones and if the same error exists in both the system it has to be ignored.

**Project (Mado Procurve)**

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| Client | Hewlett-packard |
| Period | April 2010 To Oct 2010 |
| Role | SAP BI Consultant  |
| Sap Version | SAP BI 3.5 |
| Environment | Implementation |

**Hewlett-Packard Company** commonly referred to as **HP**, is an American multinational information technology corporation headquartered in Palo Alto, California, USA. HP is one of the world's largest information technology companies and operates in nearly every country. HP specializes in developing and manufacturing computing, data storage, and networking hardware, designing software and delivering services. Major product lines include personal computing devices, enterprise servers, related storage devices, as well as a diverse range of printers and other imaging products. HP markets its products to households, small to medium size businesses and enterprises both directly, via online distribution, consumer-electronics and office-supply retailers, software partners and major technology vendors.

**Responsibilities:**

* Gathering and identifying different source systems
* Performed data extraction from modules like SD , MM and FI .
* Extensively worked on setting up of procedures for extracting data from SAP R/3 by using Generic Extraction and Customizing LO Cockpit as per requirements.
* Involved in Business Content installation of DataSources and InfoCubes and all related objects.
* requirement Maintenance and creation of SAP BI objects as per client requirements..
* Involving in PSA maintenance for effectively loads and error handling.
* Importing transports from the development systems to the Quality system.
* **Worked on BEX Query Designer in designing queries using filters, free characteristics, Restricted Key figures, Calculated Key figures, formulas, and variables**

**Personal Details:**

Father’s Name : Shri B.C.Behera

Language Proficiency : English,Hindi,Oriya

Martial Status : Single.

Passport Number : Valid.

PAN Card Number : Valid.