



SHASHANK SHARMA

SAP SD CERTIFIED CONSULTANT

CONTACT

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B-73, Gangadham Society
Ganganagar, Meerut.

S6592001

EDUCATION AND TRAINING:

- Certified Mountaineer from Nehru Institute of Mountaineering (NIM) 2023
- MBA in Marketing and HR, Amity University Noida, 2009-2011
- BBA, CCS University, 2005-2008
- SAP SD & S4HANA Sales Certified

SKILLS

- Expert in SAP SD and S4HANA modules.
- Skilled in sales processes, customer service, and complaint handling.
- Strong in condition technique concepts and module integration.
- Proven track record in driving sales growth and leading teams.
- Proficient in MS Office tools and CRM software.

PROFILE

Experienced SAP SD Consultant with a proven track record in implementing SAP solutions and optimizing sales processes. Certified in SAP SD and S/4HANA Sales, adept at driving operational efficiency and enhancing customer satisfaction. Passionate about leveraging technology to drive business success.

WORK EXPERIENCE

Advait Business solutions PVT LTD

2023 - PRESENT

SAP SD Certified Consultant

- System Analysis and Configuration
- End-to-End Implementation
- Master Data Management
- Sales Order Processing
- Integration Management
- Troubleshooting and Issue Resolution
- User Training and Documentation
- Continuous Improvement
- Project Management

Barclays

MARCH 2020 -MARCH 2023

BCUS Process advisor

- Providing advisory support in BCUS (Barclays Customer Underwriting Services) processes.
- Analyzing and assessing customer underwriting requests.
- Ensuring compliance with regulatory standards and internal policies.
- Collaborating with cross-functional teams to optimize underwriting processes.
- Developing and implementing process improvements to enhance efficiency and quality.
- Providing guidance and training to team members on underwriting procedures.
- Monitoring underwriting performance metrics and providing insights for continuous improvement.
- Contributing to the development and implementation of underwriting strategies to mitigate risk and maximize profitability.

KNOWLEDGE SUMMARY

- Customer risk handling, after-sales services, and complaints handling expertise.
- SAP Certified Consultant in SD and S4HANA modules.
- Proficient in SAP-SD topics and integration points with MM/FI/QM modules.
- Strong analytical, communication, and interpersonal skills.
- Proficient in MS Office tools and Ticketing Systems.

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Spanish (Fluent)

DHP AUTO PARTS

DEC 2015 - MARCH 2020

Inside Sales Manager

- Managed inside sales operations for B2B Australian clients.
- Developed and executed sales strategies to meet revenue targets.
- Nurtured client relationships and ensured customer satisfaction.
- Conducted sales meetings and provided product demonstrations.
- Collaborated with the marketing team to generate leads and drive sales.
- Monitored sales metrics and performance to optimize results.

Qafie Group

(JANUARY 2011 - DECEMBER 2015)

- Managed a Sales and Marketing team covering regions such as the US, Middle East, UK, AU, NZ, and APAC.
- Oversaw team tasks to achieve targets and goals effectively.
- Designed targeting campaigns and scripts to optimize leads and calls.
- Monitored team performance to ensure goal attainment.
- Conducted hiring, training, and development of staff members to enhance efficiency.
- Evaluated daily team performance against monthly targets.
- Provided coaching and motivation to team members to achieve department goals.
- Measured group and individual productivity related to customer outcomes.
- Developed and tracked new sales strategies to drive revenue growth.
- Conducted performance evaluations and monitored subordinate performance.
- Managed client coordination and account management.
- Prepared composite reports from individual team reports.
- Provided training on various tools and technologies to the team.
- Ensured smooth team operations, achieving a revenue of \$2.5m during the tenure.
- Created proposals for business development.