

# Anurag Tyagi

Analyst II ERP Package Applications | DXC Technology

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## Objective

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To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge in an organization which recognizes the value of hard work and trust me with responsibilities and challenges

## Professional Summary

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- Having 2 years of experience in ERP as an SAP SD Analyst with more than 2.5 years of overall experience
- I am adept at coordinating cross-functional teams, managing project timelines, and ensuring the successful delivery and support of SAP projects
- Hands-on experience in integration with SAP SD modules and Service Now ticketing tool
- Ability to understand business scenarios and map them into SAP system as per requirement
- Having 8 months of experience in Indifi Technologies Private Limited, Gurugram, as Credit Officer
- Presently working in DXC Technology, as SAP SD Analyst Since March 2023 till date

## Experience

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### SAP SD Analyst

Analyst II ERP Package Applications | DXC Technology

Hyderabad (Remote) (March 2023-Till date)

- SAP ECC 6.0 Skill Set
- Worked on support project for client - Vaillant Group - Manufacturing company
- Handled over 500+ Incidents on error handling & config issues
- Worked on the Change request related to the customization and workbench
- Worked on Service requests, Incident tasks, Problem records as per the descriptions of the ticket
- Defining and setting up organizational structure of client in SAP system
- Having knowledge about creation of Customer Master, Material Master
- Configuration of Item Categories, Schedule Line Categories, Delivery Documents, Billing Documents.

- Configurations of different types of Sales Documents, Screen and Transaction Variant.
- Worked on Basic Functions like Partner Determination, Output Determination
- Having Knowledge about IDOC related issues and IDOC monitoring
- Having basic knowledge about job monitoring, month end jobs and RAR monitoring
- Providing day-to-day operational and process support
- Worked closely with technical and functional analyst of other modules FI, MM
- Worked on issues occurring between SAP - Salesforce Interface
- Testing for every configuration change as per the business requirements
- Changes to configuration settings as required by the client, analyzing the impact of changes to be taken place
- Resolved user issues on a timely basis and avoided SLA breach
- Mentored new joiners in the project and provided them with the KT sessions

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### **Credit Officer**

Indifi Technologies Private Limited  
Gurugram (July 2022- March 2023)

- Assessment of borrower's profile, income stability and repayment capacity
- Understanding financials statements, banking analysis and bureau reports
- Personal discussion with applicants to understand business profile, risk areas and loan requirement
- Checking compliances and ensuring adherence to the internal credit policies of the company
- Coordinating with sales, operations, legal, technical and customer service team effectively
- Reviewing Field investigation reports and making decisions

### **Project description**

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Period:	May 2023 to Till Date
Client:	Vaillant Group
Project:	ECC Support Project

## **Client overview:**

Vaillant is the leading manufacturer of heating, ventilation and air-conditioning technology and has been convincing for more than 150 years with technological innovations. The Group's activities focus on the development of green products, and energy-saving and environmentally friendly products in particular, with the aim of achieving sustainable and profitable growth.

## **Roles and Responsibilities:**

- Used Service Now Ticket tool to update ticket status.
- Solved issues related to Master data, Order to Cash cycle
- Identifying medium priority issues and maintaining documents on root cause analysis
- Coordinating with other module Functional analyst in order to resolve the issue
- Attend weekly status meetings with client track leaders to update on ongoing issues and enhancements

## **Internship**

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### **Marketing Manager at iSchoolConnect Technologies Pvt Ltd || July 2021 - October 2021**

- Social Media Marketing
  - Overall Community Growth
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## **Education**

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### **Master of Business Administration**

Krishna Institute of Engineering and Technology (KIET)  
Ghaziabad, Uttar Pradesh  
2020-2022

### **Bachelor of Commerce**

University Of Delhi  
Delhi  
2017-2020

## Certifications

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- SAP Certified Application Associate - SAP S/4HANA Sales 2022  
(Issued by SAP)
- SAP S/4HANA for Sales DELTA ASSESSMENT  
(Issued by SAP)
- Google Analytics Certificate  
(Issued by Google)
- Certification in AI Conversant  
(Issued by Udemy)

## Skills

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- SAP ECC 6.0 Skill Set
- Risk Management Skills
- Analytical Skills
- Project Management Skills
- Time Management
- Leadership

## Strength

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- Quick Learner
- Optimist
- Self-confidence