

SWAPNIL BHATNAGAR

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SAP CERTIFIED TECHNO-FUNCTIONAL IS-RETAIL CONSULTANT

Enthusiastic, creative and technology-savvy SAP Retail Consultant with more than 3 years of progressive experience across a broad range of dependent roles in varied industry segments. Proven ability to combine capability, vision, ingenuity, and business acumen with a well-developed knowledge base and qualities to support project, testing and go-lives. Professional summary includes:

- More than 3 years of diverse IT experience
- Currently working as an SAP IS-Retail functional Consultant
- Dual-Certified in SAP technical and functional modules (SAP Retail, SAP ABAP)
- Extensive and efficient skill set
- Providing best in competence embracing skills towards growth of the organization

CAREER OBJECTIVE

Looking for a functional consultant position that helps maximize proficiency and level of expertise, maximizes on-site opportunities and enhance my knowledge, experience, and leadership skills for self & organization's growth and increasing the service value.

HIGHLIGHTS OF PROFESSIONAL EXPERIENCE

- **SAP Retail Consultant, Capgemini India Pvt. Ltd.**
April, 2014 – present
 - Handled functional SAP support and testing for Burberry's Retail operations
 - Proficient with POS Data Workbench (Normal & E-commerce orders)
 - Creation of Retail-specific test scripts during testing phase
 - Worked during requirements gathering phase and creation of test data
 - Experienced with periodic Regression testing
 - Worked as a functional tester in Burberry's major implementation projects such as HEC (HANA Enterprise Cloud) implementation and FMS implementation
 - Decent understanding about end-to-end Burberry specific World Store and Harrods scenarios
 - Involved in Scarf bar and Trench monogramming IST
 - Shared Retail support roles including analysis in the area of store operations and e-com orders
 - Reconciliation of WPUUMS/WPUTAB price discrepancies
 - Involved in maintenance of customer master and site master Business-specific configurations
 - Maintained client-specific 3rd party tool settings related to store printers, RF scanners, Burberry web portal

- Decent grasp of ABAP specific issues and incidents and provide optimum level of understanding from functional perspective
 - Proficient with Burberry-specific Zetes reports and transactions
 - Decent grasp of 3rd party tools like RemedyForce, HP ALM (for testing) used by Burberry
- **Technical Specialist, VSupport LLC**
September, 2012 – March, 2013
- Handled complex technical support for Windows and Macintosh OS
 - Handled TimeMachine backups, Disk utility and System error analysis in Macintosh
 - Registry fixtures, handling group policies for clients in Windows
 - Remote troubleshooting for 3rd party and proprietary Windows software
 - Troubleshooting system conflicts, malware and virus support, password and windows recovery
 - Provide fixtures and assistance for 3rd party tools
 - Benefitted the organization by introducing multiple user activity handler and new tool/utility for technical support team
 - Trained the team about Windows 8, common errors and bugs encountered (including documentation on working in Safe Mode with Networking remotely)
 - Trained specific trainees about Mac OS and the configuration settings, with solution to common hardware/software problems encountered

**CERTIFICATIONS AND TRAININGS
SUMMARY**

- SAP Certified Application Associate (November, 2015) – SAP for **Retail** with SAP ERP 6.0
 - S-user ID: S0015423915
- SAP Certified Development Associate (October, 2013) – **ABAP** with SAP NetWeaver 7.31
 - S-user ID: S0011057438
- Three months training on SAP ABAP and its applications from Attribute IT Solutions
 - Basic ABAP report programming
 - Debugging
 - Basic understanding of RICEF concepts
 - Introductory Idocs and LSMW
- Online training on Ethical Hacking and Security from Innobuzz Solutions, Noida, India
 - Introduction to Computer networks
 - Types of computer threats and vulnerabilities in a network
 - Understanding the scripts, types of cracking codes with UNIX (Debian Distros)
 - Packet tracing and routing
 - Basic understanding of DDOS
 - Beginners' training in penetration testing
- Summer training with IBM Career Education Program
 - Academic training and project program on JAVA
 - Developed a code for 'Online Cab Hiring system'
- Brief training on introduction to Computer Hardware and Networks with Econnect Solutions.
 - Introduction to Computer Hardware on HP laptops and desktops
 - Introduction to Local Area Networks (LAN) in small and mid-size organizations
- ASP.Net classroom training with NIIT Ltd
 - Introduction to Microsoft Visual Studio
 - Programming desktop applications with C#

- Programming web applications with ASP.net with C#
- Training specific project about Online Book Store

ACADEMICS

- **Bachelor of Technology (B.Tech) - 2012**
Information Technology
Sir Padampat Singhania University, Udaipur
- **Senior Secondary Education – 2008**
Central Board of Secondary Education
The Study Sr. Sec. School, Udaipur
- **Secondary Education – 2006**
Central Board of Secondary Education
Maharana Mewar Public School, Udaipur

ACADEMIC HIGHLIGHTS

- Participated in Microsoft DreamSpark Yatra, 2012
 - Involved with the Microsoft's DreamSpark program that focuses on providing free development tools and software for students and developers
 - Responsible for license distribution among fellow students
- Active volunteer in University's annual fest, Panache
 - Responsible for funds management and managing the in-house meetings during fest
- Profound with presentations and academic projects such as Cluster Computing, MD5 encryption technique, etc
 - Been active with forming a team and accomplishing the projects academically
 - Proficient in presenting keynotes, presentations
- Campus Representative for FirstNaukri.com
 - Represent university during any job fests
 - Responsible for discover relevant internships, jobs & placement opportunities
 - Participated in personality development workshops, interview tips seminars
- Student Ambassador for LeapEd Knowledge Solutions
 - Active participant in workshops conducted

KEY SKILLS AND STRENGTHS

- Wide skilled techno-functional consultant
- Excellent communication and interpersonal skills
- Proactive practices, trainings to consistently enhance knowledge and skill set
- Proficient with planning strategies and implementation
- Fast learner and decent grasp on the subject matters
- Curious, calm, confident, abstract thinker, and concise plan maker

PERSONAL DETAILS

- Date of Birth: February 16, 1991
- Languages Known: English (read, write, speak), Hindi (read, write, speak)
- Passport Details: (available on request)
- Citizenship: Indian
- Marital status: unmarried
- Permanent Address: 41, New Modern Complex, Bhuwana Road, Udaipur, Rajasthan - 313001