

SENIOR MANAGER

Expertise in Manufacturing, Telecom, Utilities, Public Sector, Food & Distribution Industries

Technical visionary and hands-on **IT Leader** with over 15 years experience in global and domestic design, implementation, architecture, and support of software systems providing Enterprise Resource Planning (ERP) for mid-sized to large corporations. Proven track record successfully spearheading 4 SAP implementations, 1 SAP Upgrade and 3 SAP AMS Support projects. Excel in infrastructure architecture and design, SAP implementation, applications development, software solutions, troubleshooting and systems management. Expert at cultivating winning teams and harnessing collective energies to identify resources, build technically sound applications and deliver products on time and in budget. Demonstrated acumen communicating to project teams, vendor/suppliers, cross functional departments and executives to deliver products and services that help accelerate business innovation and profits. Areas of expertise include:

- ✓ Software/Systems Design & Implementation
- ✓ Project & Budget Management
- ✓ SAP Technical Architecture Expertise
- ✓ Business Process Mapping
- ✓ Interfacing / Integration / Application Support
- ✓ Problem Identification & Resolution
- ✓ Client/Vendor Relationship Management
- ✓ Leadership/Team Building & Development

PROFESSIONAL EXPERIENCE

CONSULTANT *for Accenture Retail Business Services*, Vancouver, Canada

2010 Feb to Present

Technical Solution Architect

Scope: Lead the technology portion of RFP Process for SAP IS-Utilities solution.

Highlights & Achievements:

- ▶ Provide Solutions for SAP IS-Utilities RFP requirements.
- ▶ Provide Technical Writing for RFP requirements.
- ▶ Provide bottom up estimates based on RFP requirements for Technical Architecture, Custom Development and Security Requirements.
- ▶ Provide staffing model based on bottom up estimates of the RFP.
- ▶ Prepare presentations for orals.
- ▶ Participate in the oral presentations of RFP representing SAP technology team.

CONSULTANT *for Enbridge Gas Distribution*, Toronto, Canada

2007 Nov to 2009 Dec

Technical Manager

Scope: Develop and implement the core business process software solutions for customer care and service (IS-U CCS) delivering cost effective and customer responsive global support.

Highlights & Achievements:

- ▶ Lead globally dispersed SAP technical team in Romania, Austria, India and onsite staff of 100+ in critical design activities and daily task building a productive and efficient technical team comprised of Infrastructure, Security and Custom Development team. Reduced cost through global delivery with 70+ staff members in remote locations.
- ▶ Achieved 350+ batch jobs including mass activities, interfaces and reports execution in less than 12 hours. Bill and print 100 thousand invoices daily in less than one hour.
- ▶ Manage custom development of 1,000 objects in less than 7 months, establishing unified QA review process for all custom development and set up technical architecture and templates used for FRICEW objects.
- ▶ Partner with the functional team in IS-U, CRM 2007 to utilize standard out of the box SAP solutions with minimal customization. Leverage SAP best practice adaptations as needed.
- ▶ Successfully deliver infrastructure architectural landscape for 1000+ online users and a 12 hour batch processing.

RAMESH SWARNA

407-421-2327 | srbabu@hotmail.com

PILGRIMS PRIDE, Dallas, TX

2006 Sep to 2007 Oct

IT Applications Manager

Scope: Managed SAP development team of 20+ for all SAP modules which include MM, SD, FI/CO, PP, PM, HR, CRM, SRM and Solution Manager. Orchestrated daily operations, technical design and new project development through sound engineering, construction, documentation and testing principles.

Highlights & Achievements:

- ▶ Developed and deployed IT strategy that introduced new technologies to SAP ABAP such as Web Dynpro and Enterprise Services automating the paper based purchase requisition process.
- ▶ Led the implementation of new Solution Manager Module and customized testing framework with workflow process to meet corporate methodology.
- ▶ Spearheaded the ECC 6.0 upgrade utilizing all internal IT resources delivering project on time and under budget.
- ▶ Introduced new CRM module implementing customization which includes material transfer process to bring fields from R/3 to CRM, BTE in R/3 to extract data and BADI in CRM to read and populate data, CRM interaction center, business partner transfer, workflow to update custom tables for territory hierarchy changes and specialized attributes in territory management that hold additional values for territory hierarchy.

IBM, Dallas, TX

2001 Jan to 2006 Aug

SAP Development Manager

Scope: Took on the consulting role to develop and support projects for Stanley Security Solutions, Panasonic, Delta Airlines, Cadbury Schweppes, Entergy Power Corporation, Nokia, Raytheon, Avaya Communications and Tetrapak

Successfully and consistently led technical teams for each assignment with IBM. Supervised daily activities, training, coaching, performance, resource planning and hiring for direct and contract staffs.

Highlights & Achievements:

- ▶ Established the global resource team that delivered SAP application information documents, SAP knowledge transfer management and planning. Served as liaison with IBM Senior Management to negotiate and resolve critical issues and meet client's requirements.
- ▶ Realized a \$20 million long term outsourcing contract through the development and deployment of SAP standards, performance tuning of ABAP programs, implementation of SAP SRM, and maintenance of SAP Organizational Structure Data and development of new SAP Business Objects for Panasonic.
- ▶ Led the implementation of SAP 4.7, SRM and Enterprise Portals. Developed custom business server page application utilizing Model View Controller (MVC) for SAP HR Manager Self Service and designed new pages in the Portal Content Administration at Stanley Security Solutions.
- ▶ Achieved deregulation requirements through the design and development of custom IDOCs and function modules to transfer/receive data from Entergy Distribution/Retail Company to Veritran System Web Methods Enterprise Application Integration (EAI). Also, provided post-implementation support of the ABAP for the ISU CCS application.
- ▶ Engineered, managed and designed functional and technical specifications for interfaces between SAP and Cadbury Schweppes new I-MANY rebate calculation engine.
- ▶ Spearheaded the technical design for SAP TaxWare integration at Nokia. Prepared analysis, development, unit, sting and integration testing.
- ▶ Designed and delivered a vendor rating process and custom BAPI to generate graphs using SAP Business Graphics for Avaya Communications. Provided a vendor rating process automation for evaluation of vendor with a quality and delivery performance metrics which maintained required inventory against scheduled agreements.

Universal Systems Technologies, Orlando, FL

1999 Apr to 2000 Dec

BROWARD COUNTY PUBLIC SCHOOLS, Fort Lauderdale, FL (2000)

Team Leader, SAP ABAP

Led a team of 3 in the new implementation of SAP 4.5

- ▶ Designed and developed the conversion programs for employee master data from non-positioned based legacy system to a position based SAP R/3 system, built hierarchy and enhanced HR master data utilizing SAP enhancements.

ORANGE COUNTY PUBLIC SCHOOLS, Orlando, FL (1999 to 2000)

Senior Developer, SAP ABAP

- ▶ Created interfaces to upload Benefits Open Enrollment Process for Interactive Voice Response System (IVR), the Medicare interface from payroll results to produce total employee costs of the program and the KRONOS interface with SAP Time Management info types.

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BEECHWOOD CONSULTING, Santa Clara, CA

1998 Apr to 1999 Mar

ABAP Developer

Developed conversion programs to move legacy data to SAP System.

- Designed material shortage report, material reports by storage bins, purchasing activities, fixed assets reports, duplicate invoice data and developed vendor master data extract which downloads all information with the company code and purchasing organization.

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DATA SOFTWARE RESEARCH COMPANY, Chennai, India

1995 Jun to 1998 Mar

Team Member, Data Collection

EDUCATION

BE, Electrical & Electronics, BIRLA INSTITUTE OF TECHNOLOGY & SCIENCE, Pilani, India

TECHNICAL EXPERTISE

Software / Tools & Language:	ABAP Workbench, Net Weaver Developer Studio, Composition Environment, Guided Procedures, ES Workplace, SAP Portals
Databases:	DB2, Oracle, SQL Server
Hardware & Operating Systems:	SUN (Solaris), UNIX (HP, AIX), Windows NT 4.0, MS Windows v3.1 XP/2000/98/95, MS DOS
SAP Custom Development:	ALV Control Framework, Flat File/IDOC Interfaces, ALE, RFC, BAPI, Web Services, BDC, Dialog Programming, WebDynpro for ABAP, User Exits, BADI, Enhancement Framework, SAP workflow, Smart forms, SAP Script, Adobe Interactive/Print Forms, Data Dictionary, HR ABAP, ITS, Business Objects, Classes, Business Server Pages, LSMW, EMIGALL
SAP Modules:	Materials Management (MM), Sale & Distribution (SD), Financials (FI), Project Systems (PS), Plant Maintenance (PM), Customer Service (CS), Human Resources (HR), Supplier Relationship Management (SRM), Customer Relationship Management (CRM), Production Planning (PP), Solution Manager (SM), Warehouse Management (WM), SAP Utilities