**PERSONAL**

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Immigration Status: Green Card

**HIGHLIGHTS OF RELEVANT EXPERIENCE**

* More than 21 years of SAP SD Consulting experience in R/3 across multiple versions, platforms and Industries and for the latter years in ECC 6.0

**RECENT Experiences (2008 – 2017)**

* Joined an S4 HANA project implementation for a Manufacturing Company with a number of different Sites throughout the USA. Currently based on site in Indiana – supporting the Business Partner Data Load and OTC requirements within SD such as Dealer Rebates using Settlement Management and Sales Commissions.
* Rejoined Wholesale NACS client in Naperville working on their Order-to-Cash processes such as Product Allocation, Retails and various end-to-end pricing and billing scenarios which included the gathering requirements, design, configure and development for a newly acquired business unit covering many complex pricing issues within Cigarettes, OTP (Other Tobacco Products) and General Merchandising including Catchweight for all processes including Sales, Returns, debits and credits, price notification and order guides.
* Implemented Global Scheduling Agreement Template EDI process across 3 USA Plants, and two in Germany and another in Mexico. Consisted of designing, configuration, developing, testing and training users, troubleshooting across all aspects of the solution from Production set-up thru Sales to Invoicing including Materials Management and Purchasing, integration to MRP/Planning, Inventory Management with WM integration, Product Cost Estimates and SD Pricing – logistics execution through Shipments and Handling Units, billing both ( F1 and F2) with variants through VF04, G/L Accounting and COPA. In addition some custom reports were developed to facilitate management of Scheduling Agreements. This was a ‘manual’ EDI precursor to implementing full EDI capabilities across all Plants to enable EDI message types 850, 830, 856 and sometimes 810 to communicate critical business data between the two entities. The manual EDI was supported by a web-based tool – Athena.
* Implemented Support Renewal Contract solution using Time-phased billing plan philosophy for periodic billing across multiple geographies (regions) and multiple currencies for multi-term contracts including prorated annual periods
* Implemented GSA pricing at Government Vendor in Electronics Industry selling high range Video editing and Audio equipment to accrue IFF calculations for Quarterly remittance to GSA interfacing with Salesforce.com .
* Created additional custom program to produce pricing idocs (COND\_A) sent down to Salesforce.com when price changes occurred to specific list price conditions across all geographies, channels and currencies.
* Worked on a new SAP IS-Retail implementation for the Sports Apparel Industry as an SD Lead for the Pricing interface with Websphere as well as the Custom ATP interface to integrate with both Websphere and CRM
* Worked for over 4 years on an ECC Greenfield Client migrating Legacy to SAP in the area of SD CORE Pricing for their NACS Customer base across 7 Distribution Centers covering Sales, Quotes, Contracts, Returns, Credits and Debits from Order-to-Cash. Strong integration with MM-PUR, WM, Shipment, FI/CO and IP/Vistex. Did all Pricing design, configuration and development, unit testing, QA follow-up, troubleshooting and Production Support. Also mentored Client personnel in SAP Pricing. Many of their products are subject to Local Pricing Rules by Tax Jurisdiction and involve many complex algorithms. Products include Cigarettes, OTP (Other Tobacco Products) and General Merchandising – pretty much anything you would find in a convenience store.

**OTHER experiences**

* Worked on SAP upgrade Project from 4.7 to ECC 5.0 at Jabil Circuit for about 1 year
* Excellent knowledge in Order Management including Sales, Contracts, Pricing, Rebates, Deliveries, Billing, Resource-related Billing and Output Configuration
* Excellent knowledge Sales Order Enhancements including use of Customer Master , Material Master, Pricing Communication Structures, User Exits, VOFM Routines, BAPI, BADI and Function Modules
* Excellent Integration knowledge with MM-PUR, IM-WM, PS and FICO including enhancements in MM-PUR
* Excellent knowledge in ABAP/4 , defining custom Z-tables, designing custom transactions, designing custom enhancements, custom reports, and custom function modules with respect to SD OTC processes. In many cases I also provided development support and critical de-bugging and troubleshooting skills
* Excellent knowledge in EDI idoc processing aspects of SD using WEDI suite of transactions specifically Create, Change and Cancel Orders, Order Confirmation, ASNs , Shipments and Invoice processes
* Good knowledge in LE and Transportation processes including Freight and Shipment Costing.
* Experienced in leading and mentoring Teams in SD OTC processes
* Developing material and training Consultants in SD OTC processes
* Developing material and training Client IT Support and End Users in SD OTC processes
* Conducting Blueprint Workshops in SD OTC Processes
* Authoring comprehensive Detailed Designed documents in Pricing including Configuration, Customer Master changes, Material Master Changes, Pricing Upload strategies (using LSMW or ECATT), Pricing maintenance strategy, Enhancements, Reports, Conversions and Interface Strategies
* Authoring Functional & technical specifications, creation of test scenarios and test data and User test scripts and documentation in SD OTC processes
* Fully trained in CRM 4.0 in the area of Customer Interaction Center specifically Winclient and Webclient
* Supported an in-house Project to configure a CRM Server dealing with Customer demos and prototyping of Account Management, Lead and Opportunity Management, CIC, and some Analytics
* Worked in many Industries in both Private and Public Sector

**EMPLOYMENT SUMMARY**

**ThoughtFocus – Jan 2017 – March 2017**

**Role: SD Senior Techno-Functional Consultant**

Contracted in by Thoughtfocus to serve one of their main clients – a speciality vehicle manufacturer going from legacy to S4 Hana. Main role being supporting Business Partner data loads from 2 legacy systems as well as supporting the OTC initiatives with Open Sales Order loads and the integration points with MM-WM, PP-VC and VMS. Also tasked to roll out new Settlement Management functionality for Dealer Rebates and Sales Commissions.

**Eby-Brown, Naperville IL Nov 2015 – Jan 2017 (Fulltime)**

**Jan 2017 – present (Parttime)**

**Role: SD Senior Techno-Functional Consultant**

Contracted in by Eby-Brown to clear a backlog of projects that have built up over the last two years. Working on two in particular – Enhancements to Product Allocations functionality to control supply and demand and Eby product groups across ALL their Customer base in the areas of Cigarettes, OTP and General Merchandising for NACS business. SIS structure S590 being used to store all allocations at Customer/Material and weekly level. The other project is to enhance a Web Portal Retail processing system to iron out deficiencies existing today between the WebDynpro Application and SAP ECC pricing solution. Also tasked to complete the Pricing initiatives for a new business acquisition roll-out involving some key specific requirements related to Cigarettes, OTC and Gen Merchandising products at the local level – taxes, catchweight pricing and others.

**Caterpillar Global Mining, Oak Creek, WI Aug 2014 – Oct 2015**

**Role: SD Senior Functional Lead Consultant**

Tasked to implement Sales Scheduling agreement process and Shipment processing with Billing across 6 Plants – 3 in USA, 1 in Mexico and 2 in Germany – to enable ordering of MTS parts on an open-ended basis between Caterpillar Global Mining facilities and Corporate HQ Customers within their Global Network. Involved design, configuration, development, educating and training users through workshops, unit testing and integration testing as well as UAT prior to go-live and post go-live troubleshooting. The process touched on many aspects of SAP from Production Planning to Billing addressing many local peculiarities along the way depending on the region. For example a two plant strategy in Mexico to build in one plant(Mexico) and then Ship and Bill in the USA Plant

**AVID Technologies, Burlington, MA Oct 2013 – July 2014**

**Role: SD Pricing Lead Consultant with Billing Plans**

Joined Avid to implement automated pricing between Salesforce and SAP for the Federal Govt Customers who purchase from the GSA Schedule. Involved various flavors of GSA pricing and calculation of IFF as well as specific rounding rules for GSA. Also designed and developed specific ALV GSA reports for calculation of Quarterly GSA Sales and the remitted IFF amount to Fed Govt.

Second Project was to implement a global time-based pricing solution for Avid’s support contract renewal business using periodic billing. This involved 3 geographies and multiple currencies to apply a generic solution which would address contract proration and any specific rounding issues arising from that for multi-term contracts billed annually, quarterly or a one-time billing plan. The solution had to interface with Salesforce.com which raised the customer quotes but all pricing was called from SAP except ‘additional manual discounts’.

Third project was to enhance the pricing extract changes when list prices was updated in SAP and passed down to salesforce.com using ‘change pointers’. This involved both configuration and custom programming to generate idocs (COND\_A) to send down to the Quoting System which needed upto date ‘active’ prices.

A fourth project was to identify areas of improving pricing performance when a price call when salesforce.com called SAP for real-time prices when creating a customer quote.

**SEI, Raleigh, NC Jan 2013 – Sep 2013**

**Role: SD Team Lead Consultant**

Joined an ECC 6.0 IS-Retail project as the SAP SD Functional Configurator and Technical Architect. Key areas of responsibility – designing a global ATP solution across three separate platforms – WSC, CRM and CFP to work within a single Configure-to-Order and procured sales stock process. Recently assumed the SD Lead role and took up responsibilities in all aspects of the SD solution.

Became SD Team Lead in Feb 2013.

**EBY-Brown, Naperville, IL Nov 2008 – Dec 2012**

**Role: SD Senior Pricing Lead Consultant**

Joined green field ECC 6.0 project as the SAP Sales Pricing Lead Designer, Configurator and Technical Architect. Key areas of responsibility – defining Regional Pricing requirements across multiple DCs(7 in all) throughout the mid-west and designing, configuring and enhancing the SAP Solution from a Legacy system. Also involves all reverse logistics processed through Returns and Credits with Special rules for certain Customers. To-date we have rolled out 6 Distribution centers consisting of roughly 85% of all sales volume including the South east region comprising of Alabama with 39 Tax jurisdictions to configure and program in SD Pricing across the spectrum of Cigarettes, OTP(Other Tobacco Products) and Miscellaneous products as well as providing the backbone for the Tax liabilities, accruals and Tax reporting by Jurisdiction. All Dcs were successfully deployed at the end of October 2011. I am currently supporting all live DCs with Change Requests and Production defects aswellas transferring knowledge and mentoring Client resources when the need arises.

Client references: Kevin Reilly CIO

Barb Gordon – COE SD Executive

Randy Gerber – SAP Logistics Director

**ADC, Minneapolis, Mn**

**Role: SD Senior Pricing Lead Consultant**

**June 2008 – Oct 2008**

Joined a Global SAP Pricing re-design Project as the SAP Pricing Lead designer, Configurator and Technical Architect. Key areas of responsibility – defining Global/.Regional Pricing requirements across ADC Regions for the Americas, EMEA and ASIAPAC, re-configuring and enhancing SAP Solution, Conversions and on-going Pricing maintenance Loads using LSMW and Management Reporting (SAP and BW/BI).

**Smithfield Foods, Smithfield, Va**

**Role: SD Senior Functional/Technical Business Analyst**

**Dec 2007 – May 2008**

Contracted in to enhance Smithfield’s North American Pricing issues to produce Price Lists which can be distributed both internally and externally. Also Pricing solution needed to use more automation – currently designed as a pure manual solution – and reduce pricing errors at Invoice time by comparing CEP with the List price. Smithfield had multiple Price Basis at the item level in a single order and the system had to deal with that. Designed a Custom solution to allow this with some Enhancements to the main order entry screen to offer key users flexibility to switch from one pricing basis to another one as seamless as possible. Performed all design, Configuration, development and testing of Transactional solution as well as design and development of a Price List Order Simulation Tool which performed Order item price simulations and downloaded to Excel and/or E-mailed to a USER. Helped a little with some Rebate issues too. Designed and presented comprehensive SAP Pricing Training material via Power-point with on-line demos to key Pricing Business Analyst. Finally – enhanced standard VA14L to allow custom selection criteria by Broker and add more details e.g. Planned PGI date, Broker etc

**International Paper, Memphis, Tn**

**Role: SD Senior Functional Business Analyst**

**Sep 2006 – Sep 2007**

Involved in the following functional areas: Order Management (MTO and MTS) for both domestic and Export business. Specific attention to Automatic Sales Order Close Process, Pricing for Customer Stratification (apply minimum order item and Minimum Order ship charges at Billing only, and Automatic Lead-Time up-charge/incentives based on specific Sale order item lead-time policy) – and Freight Costing for Truck and Rail mode of transport...Also, some exposure to APO/TPVS through end-to-end testing of Order Management scenarios.. Completed at least 2+ Business/IT Design Documents for the above requirements consisting of both Configuration and Custom Development solutions within SAP Order to Cash and Logistics Execution Functionality. Each solution consisting of specific SAP objects to be enhanced (user-exits, pricing requirements, CBV Formulae and CV Formulae) with full Technical database and coding requirements where applicable..

**Jabil Circuit, St Petersburg, Fl**

**Role: SD Senior Functional Business Analyst**

**Oct 2005 – Sep 2006**

Joined Jabil as a Senior Functional SD Logistics Consultant in the area of B2B Make to Order with Production Order integration and Interface with legacy Shop Floor System and back to SAP for Shipping using LE and Transportation. Heavy troubleshooting of Inbound Idoc processing with Custom tools.

Designed and implemented a Product Eligibility Warehouse solution to pass Warranty data to End Customer through XML extract files using SAP Shipment data. Designed, configured and implemented a Reverse Logistics solution for RMA processing of Shipped Configurable Products.

From Jan ’06 investigated, Designed, configured and developed Functional specs for Custom development of an Integrated Supply Chain Process for POS equipment to large Retail Customers throughout the USA and Canada. Project involved upgrading from 4.7 to ECC 5.0 landscape and meant we had to ensure the solution was managed on both systems until such time the upgrade was complete. Also, the landscape contained a Custom B2B Architecture for processing Inbound EDI Sales Orders which we linked systemically to a manual SAP Master Integration Sales Order. Upto 150 Orders were linked to a single Master Order. The Process was managed from inbound Receipt of Customer Consigned parts on MM side through Sales and Production and handed over to SAP for Shipping which involved multi-level packing in Shipments using Handling Unit Management and also involved Serial management in SAP. Many Customer facing documents were generated including BOL, Dispatch Advice and a comprehensive Packing List via e-mail. Went live in May 2006. Post production support for three months at the Memphis Plant.

**Department of Interiors, Herndon, Va**

**Role: SD Lead Functional Business Analyst**

**Apr 2005 – Sep 2005**

Joined a Bearing Point Project Team to assist in deploying four major bureaus in the DOI onto SAP PublicSector Solution. Involved in total integration of the solution from Inception of Funds Management through Project Systems, SD Order Management, Procurement through MM, Cost collection through various other means e.g Labor Postings and Overhead Calculations and eventually Billing the Costs back to the Customer through SD Resource-related Billing functionality. Also responsible for managing Customer Master Maintenance and Interfaces including Customer Hierarchy, Billing Enhancements to the RRB solution and numerous Billing schedules. In addition helped develop training materials such as BPPs and Test Scripts for Integration Testing.

**Systech Integrators, San Jose, Ca**

**Role: SD CRM Consultant**

**Dec 2004 – Mar 2005**

Joined Systech and undertook extensive training at SAP Academy in CRM 4.0 in CRM

Sales, CIC and Trade/Promotion Management. In Jan 2005 worked on internal Project to configure CRM Server for the following functionality; Marketing and Account Management, Lead and Opportunity Management, CIC Winclient and Webclient.

Also, worked as Lead SD Consultant on a 4.7C Best Business Practices for Hi-Tech Solution Workshop(1 month) in Portland, Oregon for a Government

Defense Contractor

**Lubrizol, Cleveland, OH**

**Role: SD Func/Tech CRM Consultant**

**Nov 2004 – Nov 2005**

Assigned to assess current Global Pricing design and produce Executive Report detailing the steps to convert old style to new 4.6 version and address impact on internal and external SAP business processes

**Moen Corp, Cleveland, OH**

**Role: SD Func/TechCRM Consultant**

**Jul 2004 – Oct 2005**

Assigned to configure, design, develop and implement huge backlog of SD Order-to-Cash Logistics issues e.g. Custom Pricing Audit Report for Sarbanes-Oxley needs, Credit Cards, Change Log issues, Order Tracking, EDI Inbound/Outbound, Mass Order Change, Customer Net WebPortal Processing – SAP process, Business Data Issues

**Mead Westvaco, Dayton, OH**

**Role: SD Func/Tech Consultant**

**Jul 2004 – Jul 2004**

Assigned to assist in developing a new Rebate strategy regarding implementing the new SAP Rebate procedure.

**Zeon Chemicals, Louisville,Ky**

**Role: SD/MM Func/Tech Consultant**

**Jun 2004 – Jul 2004**

Assigned to configure, design and implement a Shipment Costing process using SAP standard functionality together with Custom solution using PA and Profitability Analysis

* SD Transportation Shipment Costing Process
* SD Interface with MM Purchasing and FI/CO-PA

**IDEXX Labs, Portland, Maine**

**Role: SD/MM Func/Tech Consultant**

**Jul 2004 – Jul 2004**

Assigned to configure, design and implement a Third Party Dropship process using SAP standard functionality.

* + SD Order creation – Material and Freight Pricing
  + SD Third Party Item configuration
  + Third Party Material Master Creation
  + Purchase Requisition/Purchase Order Configuration
  + Release Strategy with Classification
  + Invoice Receipt Verification Configuration
  + SD Billing Configuration
  + SD/MM General Ledger postings
  + Lot Tracking solution
  + SD/MM Credit/Returns process
  + Report Lists
  + Batch Job scheduling

**Rockwell Collins, Cedar Rapids, Iowa**

**Role: SD/MM Func/Tech Consultant**

**Apr 2004 – Jun 2004**

Assigned to troubleshoot a backlog of Production Support Remedy Tickets in following Order-to-Cash areas – cleared backlog in 5 weeks

* + SAP-EDI order creation using SPEC2000(Airline Industry std)
  + Manual Backorder re-scheduling and ATP problems -
  + Pricing Issues – re-pricing
  + Invoicing Issues – splitting, Tax exemptions, Printing exceptions
  + Purchase Order Print
  + OSS Note Application – additional Shipping Points
  + OSS Note Application – additional Shipping Output fields
  + Deferred Revenue Solution
  + Credit Management Issues

**Lucent Technologies, Murray Hill, NJ**

**Role: SD/MM Func/Tech Consultant**

**Dec 2002 – Jan 2004**

Re-joined the Lucent SAP 4.6C Quote-To-Cash Project as part of a Team engaged to estimate hours and assign resources to the Wave 2 Roll-out. Became a member of the Blueprint and Realization Teams to handle the areas of :

* Credit Card Process Management
* Import/Export
* Resource-Related Billing for Client India
* Integration with MM-Purchasing solution for both Sales Order based and Project System based business scenarios
* Interface with WM Third Party Distribution solution
* Interface with Foreign Trade Import/Export Compliance Solution
* Shipment Processing of Export Deliveries solution
* Global Export Pricing both Customer and Inter-Company Scenarios
* For Multiple shipments from Sales and Projects
* Pro-forma billing pricing and output processing
* Tax Determination for Plants Abroad
* Service Maintenance Contracts Pricing Solution
* Sales Pricing of Complex Maintenance Products involving Parent/Child Item Relationships using Billing plans with milestone/periodic billing
* Sales Pricing Formulae for Parent and Child Item Pricing with Billing Plans
* Rounding Formula for Recurring Contract Item and Child items with Billing Plans
* Master Data requirements from Global Transfer Pricing, SD outputs and MM-PUR EDI outputs
* Resource-Related Billing from Project WBS

Provided Functional Spec and Technical Design, Development, Documentation and knowledge transfer support for all of these areas.

**Siemens, Lake Mary, Fl**

**Role: SD Func/Tech Consultant**

**Nov 2002 – Dec 2002**

Joined this Client on a short term basis to help out with their SD Pricing issues in their 4.6C implementation. Worked alone in designing and developing solutions for the Services Division with respect to:

* Labor and Freight Charges on Service Orders using SAP Resource-Related Billing Functionality
* SD Pricing Procedure simplification and troubleshooting

**Lucent Technologies, Murray Hill, NJ**

**Role: SD/MM Func/Tech Consultant**

**Oct 2001 – Nov 2002**

Joined Lucent SAP OMS95 Quote-To-Cash Project as SD Team Lead engaged to integrate this piece of the Lucent Business onto an SAP 3.1I platform within 6 months. Led a Team of 4 Consultants and also worked primarily in these areas:

* Contract Pricing using Configuration, Requirements, Formulae and user-exits.
* Worked on Pricing Master Data and identifying Customer and Material Master Data requirements to support key processes
* Designed and developed many solutions in areas including Global Transfer Pricing using the Profit Center Hierarchy to store uplift factors
* Third Party Vendor Order Processing integration with MM-Purchasing
* Sales Order Management
* Credits/Debits and Returns process
* Billing and Integration with FI/GL Accounting using Validation and Substitution Rules.

After the Lucent SAP OMS95 Quote-To-Cash Project Go-live joined the EF&I Wave I Quote-To-Cash initiative as part of the SD Team engaged to integrate the Lucent Complex products Business onto an SAP 4.6C platform within 6 months. Worked primarily as a cross-functional liason with the MM-Purchasing, PS and FI Teams designing, configuring and developing solutions in SD across all those areas to enhance the business process design in SAP such as:

* MM-Purchasing EDI message control
* Tax Determination for Plants Abroad
* Global Transfer Pricing in Sales and Project Deliveries
* Automatic Ship Complete to trigger billing block removal in Sales Order and Projects from SD Delivery
* Additional Enhancements to Make-to-Order and Engineer-to-Order business scenarios
* Complex Make-to-order sales to delivery copy rules using delivery group
* Automatic Copy of Contract Data from Original Sales to Returns/debits/credits with reference to Invoice

**Cosine Communications Redwood City, Ca**

**Role: SD Func Consultant**

**Jun 2001 – Aug 2001**

Joined Cosine as a post go-live troubleshooter in their Customer Service and Accounts Divisions and solved issues in the following:

* Designed and developed Configuration solutions for their Try and Buy Process with specifically their Serial number management using SAP’s Consignment Functionality.
* Assisted Accounting Department with Credits/ Debits and Returns Order Management Processes with Disposition and Repairs
* Fixed issues in some Custom built Finance Revenue reports

**Compaq Houston, Tx**

**Role: SD Func Consultant**

**Oct 2000 – Jun 2001**

Joined the Compaq World-Wide Sales Logistics Supply Chain Team as a member of KPMG in a Blueprint phase of converting their existing 3.1I Complex Enterprise Organization Structure to a simplified version using less Sales Areas.

Key areas were ability to better utilize Customer and Material Master data fields for Sales Order processes such as Pricing, Transfer Pricing and Profitability Accounting needs.

In March 2001 Joined the Compaq GSO Service Division Project Team as a member of the SD Team engaged in Prototyping their key Business processes in 4.6C. My personal involvement was in the Design, Configuration, Testing, Presentation in Demo form to key business leaders for the following processes;

* Stock Transport Orders
* Inter-Company Stock Transfers
* Inter-Company Sales Transfer Pricing
* Foreign Trade Processing
  + ECCN Configuration
  + Export License Management
  + Embargo Controls
  + Sanctions/Denied Parties
* Pro-active Monitoring of Logistics Supply Chain processing using Workflow

**Commonwealth PA Harrisberg, Pa**

**Role: SD Func Consultant**

**Sep 2000 – Oct 2000**

Part of a combined KPMG/IBM joint venture to put together a full blown 4.6C Demo to the Client. My involvement as the sole SD Consultant was to configure the SD Module to successfully process Billing from Projects using SAP’s new Resource-Related Billing Functionality. Set up all Customer, Material and SD Pricing Master Data needs.

**Eastman Kodak Rochester, Ny**

**Role: SD Func/Tech Consultant**

**June 1997 – June 2000**

Joined the Kodak Project as part of the SAP America Team engaged in implementing a 3.1 Quote-to-Cash solution. Primarily involved in decommissioning a legacy Rebate System to SAP using the Standard SAP Rebate Functionality. This design involved a number of non-standard processes which were handled in SAP using both creative Configuration and Development solutions. In addition, was engaged in support of Configuration of SD Customer Contract Pricing using all the Development tools available e.g. Requirements, Formulae and user-exits. Also Transfer Pricing, Order Management, Billing and Reporting. Heavily involved in mapping Customer Master and Material Master data fields to support key logistics processes such as Customer Pricing, Inter-company Pricing, Rebates, Material Determination and Substitution and Output.

**Schwan Sales Enterprises Marshall, Mn*.***

### SD Functional Consultant

**Feb 97 – May ‘97**

Handled the Roll-out of a new Food Product Offering in 3.1I involving Configurable Bills of Material and all the associated SD work around Sales support through to Billing. Set up Customer Master and Material Master Requirements to support this new process.

**Claris Works Santa Clara, CA*.***

**SD Functional Consultant**

**Jan ‘97 – Feb ‘97**

Helped on a pre- go-live troubleshooting Roll out of a new 3.1I Release in the Areas of Text determination, Account Assignment and deferred revenue.

# SAP TRAINING

July 1995 – SD Core Module (SAP Johannesburg, South Africa)

March 1997 – ASAP Methodology (SAP Chicago)

Dec 1997 – ABAP/4 Workbench (SAP Toronto)

July 2000 – SAP SD 4.6 Delta Training (SAP Parsippany)

Nov/Dec 2004 – CRM 4.0 Bootcamp (SAP Philadelphia)