RAVIDU
HERATH

PROFILE

Results-driven SAP B1 ERP Support Consultant with 3 years of experience specializing in the design, implementation, and optimization of SAP Business One solutions. Proven track record of successfully managing end-to-end ERP projects for diverse clients across Manufacturing, Retail, Healthcare and Food and Beverage industries. Adept at translating business requirements into effective SAP B1 configurations, customizations, and integrations, driving operational efficiency and strategic business

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PROFESSIONAL EXPERIENCE

ASSOCIATE SUPPORT CONSULTANT
Pristine Solutions Pvt Ltd

08/2023 – 11/2023 (Colombo, Sri Lanka)

- Provide frontline support to SAP B1 users, addressing and resolving technical issues, inquiries, and user concerns promptly.
- Collaborate with senior consultants to troubleshoot and analyze system errors, ensuring timely and accurate resolution for clients.
- Assist in the implementation of SAP B1 solutions, including system configurations, customizations, and integrations.
- Conduct regular system audits, identifying potential issues and implementing preventive measures to enhance system stability.
- Work closely with clients to understand their business processes and requirements, offering guidance on SAP B1 best practices.
- Collaborate with cross-functional teams to deliver high-quality support services, meeting SLA commitments and ensuring client satisfaction.
- Contribute to the development and delivery of user training programs, empowering clients to effectively utilize SAP B1 features.
- Participate in the documentation of support processes, issue resolutions, and knowledge-sharing initiatives within the team.

BUSINESS SOLUTION SPECIALIST
Pristine Solutions Pvt Ltd

08/2022 - 07/2023 (Colombo, Sri Lanka)

- Spearheaded SAP B1 implementation projects for clients, ensuring seamless integration and alignment with business objectives.
- Collaborated with clients to understand and analyze business processes, providing expert guidance on SAP B1 best practices.
- Led customization and configuration efforts, tailoring SAP B1 solutions to meet specific client requirements.

EDUCATION

BSC. IN BUSINESS INFORMATION SYSTEMS (SPECIAL) DEGREE
University of Sri Jayewardenepura
01/2017 - 10/2022 (Colombo, Sri Lanka)

FOLLOWING THE CHARTERED ACCOUNTANCY QUALIFICATION
Institute of Chartered Accountants of Sri Lanka (ICASL)
01/2016 - present (Colombo, Sri Lanka)

FOLLOWING ODOO ERP CERTIFICATIONS
www.odoo.com

HTML & JAVASCRIPT CERTIFICATION COURSES
www.sololearn.com

SQL, POWER BI, SAP S/4 HANA MODULES, PROJECT MANAGEMENT AND BUSINESS ANALYSIS COURSES
www.linkedin.com/learning/

LANGUAGES

- English: Fluent

- Contributed to the development of comprehensive user training programs, empowering clients to maximize SAP B1 functionality.
- Played a vital role in data migration processes, ensuring accurate and efficient transfer of data to SAP B1.

BUSINESS SOLUTION EXECUTIVE
Pristine Solutions Pvt Ltd

08/2021 - 07/2022 (Colombo, Sri Lanka)

- Managed end-to-end SAP B1 implementations, overseeing project timelines, resource allocation, and client communication.
- Conducted business process analyses, identifying opportunities for optimization and efficiency enhancement.
- Collaborated with sales teams to understand client needs, preparing and delivering effective SAP B1 product demonstrations.
- Led a team of consultants in system configuration, customization, and integration efforts to meet client specifications.
- Established and maintained strong client relationships, ensuring customer satisfaction and successful project outcomes.

TRAINEE BUSINESS SOLUTION EXECUTIVE
Pristine Solutions Pvt Ltd

08/2020 - 07/2021 (Colombo, Sri Lanka)

- Gained foundational knowledge in SAP B1 through comprehensive training programs and on-the-job experience.
- Assisted senior consultants in SAP B1 implementation projects, contributing to system configurations and user training.
- Supported data migration activities, learning the intricacies of transferring data from legacy systems to SAP B1.
- Participated in client meetings, gaining exposure to client engagement and solution presentation.

SKILLS

TECHNICAL SKILLS:

- ERP System Expertise
- Business Process Analysis
- Data Migration and Integration
- Report Development
- User Training
- System Audits
- Troubleshooting and Issue Resolution

PROJECT MANAGEMENT SKILLS:

- Project Planning
- Team Collaboration
- Client Interaction
- Quality Assurance

SOFT SKILLS:

- Communication Skills
- Problem-Solving
- Adaptability
- Time Management

SOFTWARE

- Microsoft Office Suite
- SAP B1
- SQL Server Management Studio (SSMS)
- Crystal Reports
- SAP HANA
- Project Management Tools (Jira)
- DTW (Data Transfer Workbench)
- Remote Desktop Tools
- Business Intelligence Tools (Power BI)