

## Neeraj Nulu PMI.ACP

### PROFILE

SAP ERP solutions oriented professional with 10+ years of customer service experience, including 6+ year of professional consulting in Canadian Government, Oil & Gas and Automotive Industries. Technically savvy and passionate about agile project management tools & techniques to empower teams and improve collaboration. Executed successfully in multiple progressive roles by leveraging industry best practices & frameworks for on-premise and cloud deployments.

### SKILLS

- Project Management – Agile values and principles (inc ceremonies), IBM Planning Software (scope and financial management), MS Office 365, MS Project (intermediate level), IBM Mural (visual collaboration tool), Trello, Jira & Confluence
- Business Process Modelling – Microsoft Visio, SAP BPM, HANA, IBM Blue Works Live
- Application, Process & Data Integration – SAP PI/PO AIF, SAP Cloud Platform, SAP API Management, IBM Connect v5, SAP Data Services, and SAP BW (ETL)
- Data Analytics & Visualizations – SAP BOBJ platform (report & security), SAP Business Warehouse, SAP BW4HANA, SAP BEx Query and SAP Analytics Cloud platform
- Life Cycle Management & Test automation – HP ALM, SAP Solution Manager, ServiceNow (incident management), Worksoft Certify, SOAPui, and Postman
- Training Platform – SAP EnableNow, SAP JAM Collaboration

### EXPERIENCE

SR SAP CONSULTANT, IBM GBS – 2014 - 2020

As a consultant, I was actively involved in **requirement gathering, implementation and deployment of SAP ERP Solutions** that provides an enterprise with seamless software to run their E2E business. Enabled customers to **transform their business in this digital era**, with the help of **SAP's next-generation software (Intelligent Enterprise software such as; S/4HANA & SAP Cloud Platform)**. Applied Agile project management practices and industry set frameworks (project management, technical integration, test and user-acceptance) to develop solutions with minimal defects and increased adoption.

#### Projects:

Agile Coach, Public Sector (Quebec City, QC), 4 months

Technical Integration Management, Toyota Canada Inc (Scarborough, ON), 13 months

PMO Support & Test Lead, Husky Energy (Calgary, AB), 4 months

Sr SAP BI Consultant, Public Sector (Barrie, ON), 14 months

Sr SAP BI Consultant, Lockheed Martin (Halifax, NS), 5 months

SAP BI Consultant, Province of Manitoba (Halifax, NS), 24 months

SAP BI Consultant, Province of Nova Scotia (Halifax, NS), 6 months

#### SYSTEM SUPPORT REPRESENTATIVE (SSR), IBM GTS – 2013-2014

Provided the best customer experience with hardware upgrades, fixes and support for IBM GTS clients across GTA. Hardwares included; point of sale systems, Lenovo machines, mainframes, enterprise printers (Xerox, Lexmark, Ricoh).

#### CUSTOMER SERVICE MANAGER (CSM), WALMART CANADA – 2010-2011

In collaboration with Front End manager, I was engaged in plan, direct, monitor and evaluation activities for over 20+ front-end staff. Greeted customers, processed front end activities, attended customer inquiries (in person and over phone) and resolved customer complaints.

#### EDUCATION

IBM Academy – Business Analytics, Fundamentals of **Project Management**, Agile at Enterprises, Business Information Systems Management, and Peer to Peer Coaching

SAP Academy – **SAP Business Warehouse and Data Visualization**

Yorkville University – Electronics Engineering Degree B.Tech, 2012

RCC Institute of Technology – Technology Diploma, 2011

#### CERTIFICATIONS & DIGITAL BADGES

**PMP Agile Certified Practitioner** – PMI, expires 2023

Blue Core **Coaching** (P2P) – IBM

Canadian Government **Insights & Solutions** (Silver) – IBM

Agile Explorer & Advocate – IBM

Enterprise **Design Thinking** Practitioner – IBM

IBM **Blockchain** Essentials – IBM

Ken Blanchard on **Servant Leadership** – LinkedIn

#### VOLUNTEER ENGAGEMENTS

Acclaim Health - senior care services (virtual)\*

Project Management Institute, Toronto Chapter - analytics specialist, mentor (virtual)\*

United Way - social services (Halifax, NS)

Elections Canada - observer and data collector (Halifax, NS)

#### RECOGNITION

IBM Managers Choice Award - unite to get it done - 2019

IBM Managers Choice Award - continuous reinvention - 2016

IBM Managers Choice Award - continuous reinvention - 2015

#### REFERENCES

HANA Interfaces Integration Management - Sameer Nayyar (IBM)

SAP Analytics Consulting - Shailendra Baru (IBM)