JAY WARUNKAR

SAP - CRB/ERP Solution Architect & Delivery Lead with Multiple Roles (Config and development Lead, Integration Test and Cutover Lead, Project QA Lead)

Testimonials

Recommendations by CXOs & Projects

Contact

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Education:

M.S. (Mech. Engg. / Comp. Science Technical University Berlin Germany)
B.E. (Mech. Shivaji University India)

Personal:

US Citizen; married, 3 sons

Languages:

Language	Level
English	●●●●●
German	●●●●●
Marathi	●●●●●
Hindi	●●●●●
Russian	●●●●○

Professional Summary

- Trusted resource for senior management in Business Transformation projects, upgrades and systems maintenance, business operations and production support

- 30 years of broad and deep work in SAP solution architecture, program and project management, QA at various milestones in implementation and operations, delivery of strong results through onsite & offshore teams

- Go-to person for client project teams, middle management and user community in cross-functional issues, simplification and optimization of business processes

- Resolved numerous challenges and crisis situations, managed successfully scope and timeline problems, budget and resources issues; established continuous improvements in business operations and gain in quality resulting into higher customer satisfaction

- Calm and cordial work style, very good listening skills, harmonious teamwork

Skills in SAP for Utilities and Delivery Leadership

- Business Transformation projects
- Digital transformation/innovation
- Project planning and execution
- Risks and issues management
- Leading onsite & offshore teams
- SAP Solution Architect (CRB/ERP)
- Quality Assurance of delivery
- Integration and stress testing
- Cross-functional & edge integration
- Customization & design

Roles and Highlights of Experience

Role	Company	Dates
QA Lead for Solution Architecture	AQUA (Essential Utilities) PA	07/20 - Today
S/4 CRB Lead and Solution Architect	HCL America	03/20 - 06/20
CRB Lead and Solution Architect	MDC Hartford CT	12/18 - 02/20
S/4 CRB Solution Architect / BO Lead	Southern California Edison CA	08/17 - 11/18
Consultant to Director of Rates	American Water Voorhees NJ	12/14 - 06/17
Customization Lead in Billing/DM/CS	Hydro One Toronto Canada	01/13 - 11/14
PMO Delivery Lead/Solution Architect	Enerjisa/Baskent Turkey	03/10 - 12/12
Deregulation Implementation Lead	6 mid/large utilities in Germany	01/07 - 02/10
SAP ERP/ISU AMS-Operations Lead	American Water	01/04 - 12/06
SAP Upgrade Lead and Consultant	Entergy New Orleans LA	12/01 - 11/03
Solution Architect, CS Lead, PMO	Citipower Melbourne Australia	01/98 - 12/00
SAP HR Architect	Unisource Wayne PA	03/95 - 12/97
SAP Development Lead	British Rail London UK	05/94 - 02/95
ISU Senior Consultant	Multiple Utilities in Germany	03/92 - 04/94

Alpha Sapience Consulting, Inc. **Apr 1995 - Present (27 years 9 months +)**	**SAP S/4 HANA, CRB/ISU/ERP Solution Architect, Project and Delivery Lead,** **Trusted Resource for Client Leadership in multiple roles such as Integration Test Lead,** **Cutover Lead; Liasion among Client Leadership, Process Owners, Users and Consultants** Instrumental roles on multiple SAP for Utilities projects in USA, Germany, Australia, Turkey, Cananda as well as leadership of delivery through offshore teams in India. Established partnerships with SAP America and SAP Germany, trained and cultivated multiple teams of consultants as well as client resources, assisted several utilities' leadership in SAP implementations, ugrades, AMS and business operations.
Essential Utilities, Bryn Mawr PA **Jul 2020 – Mar 2022 (1 yr 9 mos)**	**Functional Solution Architect, Project QA Lead, Liasion (Client, PMO, Consultants)** **Project/Scope/Objectives:** Business Transformation (Water Utility AQUA and Gas Utility PNG) using S/4 HANA with 2 million customers in 8 states. Integrate AQUA in PNG S/4 system. Harmonization of processes in EAM, FIN, SCM, HCM while maintaining separate business practices of AQUA and PNG. Integration with peripheral systems (PowerPlan, GIS, Workday, ServiceLink, Hyperion, etc.); 100% remote work with management of scattered resources in USA/India. **Responsibilities and Deliverables:** ● Lead, support and verify functional solution architecture; liaison among client workstream teams, PMO and consultants; verify/monitor testing and cutover plans ● Requirements gathering, monitor workshops, ensure feedback from senior leadership ● Accompany solutioning of end-to-end business processes, verify validity against requirements; advise and support process owners and consultants; optimize efficiency of implementation effort ● Monitor and drive delivery by onsite and offshore consultants; prepare weekly PMO reports for senior leadership; ensure seamless cross-functional integration among S/4 and edge systems; support process owners to synchronize with consulting effort ● QA of integration test plan, cutover plan, daily monitoring of testing and cutover effort ● Support in data conversion and correction; monitor overall Reporting effort for efficient delivery with BW; ensure milestones are met; identify risks/mitigation, resollve issues
HCL Enterprise **Apr 2020 - Jun 2020 (3 months)**	**Functional Solution Architect, Project Delivery and QA Lead, Consulting Lead** **Project/Scope/Objectives:** S/4 HANA 1909 Template System Build for Utilities. Set up model company for a mid-level utility as a baseline for BT projects. Create an Agile Methodology, implement business processes with documentation for import into future implementations for optimum delivery and cost efficiency. Expandable scope AMI and deregulation functionality. Implement utilities functionality(MD, DM, BI, FICA, etc. and CRM) with end-to-end business processes. Integration with Finance, SCM, EAM aswell as MDMS, Banks, etc. **Responsibilities and Deliverables:** ● Project planning and execution; holistic delivery, methodology, life cycle and docu ● Manage team of 28 remote consultants; manage scope; establish project standards ● Manage productivity, efficiency and communication / Agile methodology and tool (JIRA) ● Assess embedded S4/CRM; organize/implement end-to-end processes, ITC and interfaces

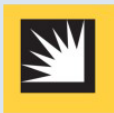|	
	● Demonstrate fully functioning system including 70+ CRB business processes
Metropolitan District Commission **Jan 2019 - Mar 2020 (1 year 3 months)**	**SAP ERP/CRB Solution Architect, CRB and Cross-Functional Lead including Integration Test and Cutover, PMO Support** **Project/Scope/Objectives:** Business Transformation and replacement of SAP ECC system by the latest ECC/HANA version. Overhaul and optimize master data, reorganize and optimize business processes in all workstreams (CRB, EAM, SCM, FIN, HCM); assess and upgrade long overdue functionality impacting call center, GIS, field services, credit and collections, payroll, etc. **Responsibilities and Deliverables:** ● Lead SAP functional solution architecture and CRB delivery including integration ● Support PMO in daily project management and key decisions ● Simplify business processes arising from complexities in the previous implementation, mitigate challenging tasks, streamline processes, optimize process owners' support ● Delivery of 12 project milestones in row on time and under budget within the project life cycle including crucial Integrated Business Processes, UAT, 3 conversions and cutover ● Monitored daily execution on team and project level with SCRUMs twice a day ● Synchronize onsite and offshore resources for efficient delivery, trusting relationship with MDC on all levels including users, process owners and CXOs
Southern California Edison (SCE) **Jun 2017 - Dec 2018 (1 year 7 months)**	**SAP/CRB Solution Architect for Back Office (ISU) and Integration with C4C** **Project/Scope/Objectives:** Business Transformation (CSRP – Customer Service Re-PlatformProgram) using S/4 HANA, 86 business processes, nearly 120 interfaces with a large number edge systems. Overhaul, optimize and implement CRB business processes, eliminate obsolete edge systems, integrate with upgraded edge systems, e.g. ITRON. Simplify and improve important processes such as outage management and new service; simplify bill print. **Responsibilities and Deliverables:** ● Lead CRB solution architecture, streamline business processes in all functions (DM, BI/IN, FICA,Field Service, Customer Service, BPEM and IDEX) ● Reorganize processes while deciding on continuation/elimination of vital legacy systems such asDesign Manager; decide on use of SAP QM or customization in metering data ● Work closely with client leadership and business analysts, manage delivery through large onsite and offshore teams; harmonize effort (Infosys, Deloitte, EY, TCS and SCE) ● Lead billing team in time line planning and daily execution of complex tasks and delivery ● Optimize cross-functional processes including new connection, planned/unplanned outage; complexinterface for streetlight billing, BO (ISU) and FO (C4C) integration ● Weekly status report on the BO and FO progress, assess and mitigate risks, resolved issues; weeklyintegration and architecture council meetings; work with SAP America audit team; foundation for ITC1 ● Prepare and assemble input into the Cutover Plan, verity for accuracy and align resources for execution of the plan ● Lay groundwork for integration testing ● Work with multiple legacy system teams for accurate data conversion

Summary and Project Highlights with Roles and Responsibilities

American Water **Jan 2015 - May 2016 (1 year 5 months)**	**Senior ISU Consultant in Billing Analysis and Rate Case Support** **Project/Scope/Objectives:** Analysis of historical billing data to substantiate rate case at PUC; Reporting **Responsibilities and Deliverables:** ● Consulting support to Director for Billing Rates in rate case for submission to PUC, design anddevelopment of complex reports, testing and demonstration of report with variants ● Configuration advice in CRB implementation covering all states at American Water ● Preparation of proposals for various internal AW projects
Hydro One **Jul 2013 - Dec 2014 (1 year 6 months)**	**SAP CRB Billing and Cross-Functional Customization Lead** **Project/Scope/Objectives:** Define and complete several major and complex billing tasks arising out of application management support following the Business Transformation initiative. **Responsibilities and Deliverables:** ● Lead Billing Team in assessing challenging tasks, discuss with several process owners ● Lead, design and deliver comprehensive no-bill-automation tool, manage delivery by functional consultants and 100% remote developers ● Design and delivery of extensive management dashboard to reconcile billing stats to monito the entire meter to cash cycle; resolve cross- functional issues in Billing/FICA/CS ● Support to regulatory team in handling queries by Ombudsman; eliminate BPEM cases ● AMI support with MDM
Enerjisa Başkent Elektrik **Mar 2009 - Jun 2013 (4 years 4 months)**	**Project Delivery Lead and SAP Solution Architect in implementation of ISU, CRM & BW** **Project/Scope/Objectives:** Business Transformation of electric utility with 3.2M customers, replace legacy CIS within legally binding time frame; enable business operations of the new entity after privatization using SAP ISU,CRM and BW. Overhaul, optimize and implement all CRB business processes, integrate edge systems with extreme demands on efficiency, e.g. onsite end-to-end billing with invoice print within 7 seconds. **Responsibilities and Deliverables:** ● Perform both Project Manager and Solution Architect roles simultaneously; substitute leadership of systems integrator as the project was run 100% in-house in trusted team work with CIO, CFO and CEO ● End-to-end project delivery with leadership of major techno-functional tasks in SAP ISU/CRM/PI/BWand IVR implementation with then 3.2 M customers (today 10.1M) ● Lead consulting effort, integration test, migration and cutover effort ● Management of team (90 resources) for efficient and streamlined delivery in 14 months ● On time and within budget delivery with no systems integrator involved; savings worth tens of millions of dollars in consulting fees and expenses ● Systems landscape design in team work with Basis team, ownership of QA and PRD ● Serve as techno-functional bridge and leader for all work streams, manage HW vendor ● Resolve all architectural and process issues as part of on-going project QA ● Resolve major go-live-threatening issues and gaps by timely and authentic intervention, e.g. design modifications in hand-held device based billing

SAP **Jan 2007 - Feb 2009 (2 years 2 months)**	● Train client resources on the job enhancing substantial growth of in-house knowledge and skills **Delivery Lead for Deregulation Upgrade Functionality in Multiple Utilities in Germany** **Project/Scope/Objectives:** Upgrade of significant deregulation functionality in 6 German utilities, contract with SAP Germany to support the largest utility in Germany **Responsibilities and Deliverables:** ● Delivery of complex deregulation functionality with the core consulting team in Walldorf Germany and an offshore team in India ● Establish partnership with SAP Germany, install SAP ECC, ISU, CRM and XI on premise ● Monitor basis tasks, defect management, root cause analysis, EHP upgrade ● Set up model company with extensive details, support to multiple German utilities in various initiatives; prepare project proposals, SOW, acquire projects, execute deregulation upgrades at 6 utilities ● Analysis of SAP AMI details; process design in XI, JAVA development in EDM interface
American Water **Sep 2004 - Dec 2006 (2 years 4 months)**	**Lead Application Management and Production Support for SAP ERP and ISU** **Project/Scope/Objectives:** AMS (Application Management Services) with additional projects **Responsibilities and Deliverables:** ● Lead application management and production support for ERP/CRB business operations ● Weekly assessment and reporting with IT Director and other leadership ● Implementation of new initiatives, e.g. custom functionality for water line program ● Value generation/optimization using available resources ● Solution architecture and migration support in ISU to CIS conversion ● Management of consulting team staffed by SAP, Accenture and independent contractors
Entergy **Jan 2003 - Jun 2004 (1 year 6 months)**	**SAP ISU Upgrade and QA Lead** **Project/Scope/Objectives:** Planning, execution and QA of the ISU upgrade project and deliverable **Responsibilities and Deliverables:** ● Leadership in planning, budgeting and execution of the SAP upgrade lead ● QA lead for ISU upgrade to 4.72 ● Manage team of 12 analysts and 6 key users with techno- functional delivery ● Support to IT Director and CIO ● Team work with the basis team regarding patches and handling custom functionality ● Supported technical team in using SAP connector to access BAPIs in VB applications
Entergy	**Management Consultant, QA Support to SAP ISU Project Sponsor andExecutives** ● Management consultant in vendor evaluation for implementation of SAP ISU ● Assessment and prioritization of business cases for actual delivery

Jan 2000 - Dec 2000 (1 year)	● Evaluation of Blueprint products
	● QA of the deliverables, identification of gaps, proposal of resolutions
Alpha Sapience Consulting, Inc. Jan 2000 - Dec 2002 (3 years)	**Business Development and SAP Partnership, SAP/ISU Lead and Coach forConsultants** ● Establish partnership with SAP America ● Select and procure HW, determine system specifications, install in-house system with basis experts ● Train several consultants in ISU, prepared proposals for ISU implementation (e.g. Entergy)
CitiPower and Powercor Jun 1998 - Dec 1999 (1 year 7 months)	**SAP/ISU Solution Architect, Customer Service Team Lead, PMO Support** **Project/Scope/Objectives:** Business Transformation initiative as the first ever ISU implementation in Australia. Replace legacy system within 14 months to comply with law. **Responsibilities and Deliverables:** ● Lead solution architecture and CS team, Go-to person for client executives & consultants ● Trusted resource for the project leadership in major decisions (milestones, go-live date, customization and resources) ● Design and resolution of 2 large gaps worth over 800 days development effort making go-live possible, obtain approval on design of complex gaps from SAP ISU product developers in Walldorf Germany ● Address and rectify cross-team issues in configuration and ABAP development ● Establish blueprint documentation standards and delivery methodology ● Successful go-live with hyper care support
	SAP HR Solution Architect, HR Implementation Lead **Project/Scope/Objectives:** HR implementation at a large distribution company **Responsibilities and Deliverables:** ● Solution architecture for HR, leadership in HR implementation (11000 employees, 46 divisions and operations in Canada, USA, Mexico) ● Close team work with SVP/HR, regional VPs and CIO ● Lead HR implementation centrally serving as the go-to person for all HR issues ● Point of contact for all other functional teams including SD, FI, CO, MM, etc. for HR related questions, support and integration
Accenture Jan 1992 - Mar 1995 (3 years 3 months)	**Senior Functional Consultant and Developer** ● Development Team Lead in SAP R/3 for ERP implementation at British Rail, London UK ● FICA consultant within SAP upgrade at WFG (RWE), Dortmund Germany ● Integration Test Lead for ISU at SAP HQ, Walldorf Germany; close team work with ISU developersfrom the IBU for Utilities at SAP HQ at Walldorf Germany ● FICA Consultant within SAP ISU implementation at EMB (RWE), Potsdam Germany; support to CFOand CIO in ISU - FIN integration and reporting