



Meena R.

SAP Program Manager



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Professional summary

A S/4HANA SAP Program Manager, highly experienced in pre-sales activities, RFP creation, gap analysis, project forecasting and budgeting. Having over 16 years of experience in IT Project Management (Waterfall and Agile methodologies), Meena has strong ability to manage the blueprint, implementation and roll-outs for various international projects. A dedicated program manager who is passionate about bringing value to the business partners and teams through designing solutions, communicating the value, and delivering cost-effective solutions to overcome business challenges and support business growth.

Education	Bachelor's degree in Business Management Finance specialization
Languages	English, German, Hindi, Spanish
Skills	SAP R3, SAP S/4HANA Concur Camunda BCS ARIBA REMEDY ticketing system VISIO CMS GTES, DCIW, MAXIMO tools CAMTASIA

Delivered projects:

- S/4HANA – Finance stream project manager for Panasonic Industry division;
- Replacing legacy Travel & Expense system with SAP Concur for Panasonic EU employees
- Brexit regulation execution for Panasonic EU with SAP R3;
- Procuring & Implementation of Contract management system for Panasonic EU legal staff;
- Migration of ~3000+ Lotus notes workflows to Camunda web application;

Key achievements:

- Was awarded IBM Top Talent in 2010 and 2011;
- Was awarded the Excellence & Outstanding award for successfully migrating complex Accounts Payable process from client site, completing Knowledge Transfer, Cascade and stabilizing the process;
- Six Sigma Green Belt project Identification & Completion – Process training cycle time - Resulted to cost saving of USD \$60,000 per annum;
- Yellow Belt project identification & completion – Paperless approach for training, saving of USD \$24,000 per annum;
- Implementation of “On the Job” training Project– Resulted to cost saving of USD \$960 per week and 35% reduction of SME dependency for the client.

Project	Panasonik Europe
Domain	Electronic Manufacturing
Period	Jan 2022 – now
Role	SAP S/4HANA Implementation Program Manager
Tools	SAP S/4HANA, SAP Implementation, Stakeholder Management, International Project Management, Change Management, Project Management

Responsibilities

- Managed S4 Implementation of SAP modules: FI, SD, CRM, QM, BW and others;
- Managed team of 100+ external consultants and 50+ Panasonic internal staff with the support & reporting of 5 project managers, 3 PMOs & 2 PSOs;
- Delivered project KPIs such as Cost, Quality, Business Impact, CSAT impact;
- Managed projects risks, created risk mitigation plans and set up governance to keep projects on track;
- Took part in Pre-sales, RFP/RFI/proposal building, client presentations & workshops;
- Prepared & kept track on budget based on the scope of work, change requests and resource requirements;
- Delivered S4 project as per Panasonic HOP methodology (Conception and initiation, planning, execution, performance, monitoring, and project closure)
- Developed and managed a detailed project schedule and work plan;
- Built and maintained trust long-term relationship with clients, assisted to identify needs and managed clients' expectations;
- Managed contracts with vendors and suppliers by assigning tasks and defining expected deliverables;
- Maintained an awareness of potential interdependencies with other projects and their impact.

Company	Panasonik Europe
Domain	Electronic Manufacturing
Period	Apr 2016 – Dec 2021
Role	Senior SAP Project Manager
Tools	SAP S/4HANA, SAP Implementation, Project Management, Stakeholder Management, Change Management

Responsibilities

- Was responsible for building, managing, and leading cross-functional distributed IT teams on multiple projects with different contexts;
- Delivered IT projects as per PMI methodology (Conception and initiation, planning, execution, performance monitoring and project closure);
- Was responsible for leading multiple large & medium sized IT SAP applications projects in parallel for Panasonic EU;
- Performed the role of the communication bridge between project sponsor / CxO level and the project team;
- Was responsible for understanding and delivering complex technical, logical and organizational challenges in a timely & objective manner;
- Managed relationship with project stakeholders, service providers, business partners, internal & external departments;
- Acted as a single point of contact in case of escalations, application maintenance and changes for the local regions;
- Discussed, aligned and reported on the project status to the top management, tech- & product leads and the involved tech teams on a regular basis;
- Worked closely with the customers to ensure that the training & change management processes are smoothly transitioned.

Company	IBM
Project	Global Training and Change Management
Period	Dec 2012 – Apr 2016
Role	Senior Project Manager
Tools	SAP, Project Management, ARIBA, GTES, DCIW, Remedy, Change Management

Responsibilities

- Was responsible for planning, organization and implementation of day to day activities in QA, Training & Change Management;
- Facilitated process & technical training requirements for the Client;
- Led Procure to Pay (P2P) Global training & Change management across 4 IBM delivery centers in (Bangalore, Krakow, Costa Rica and Dalian) - 1800 employees in total for one of the biggest business process transformation client in IBM;
- Inspected, reviewed and reported on project status against cost and delivery targets;
- Was responsible for deploy of learning roadmaps (for Client and IBM Employees);
- Conducted educational presentations geared towards increased productivity;
- Drove and managed quality control, process documentation and compliance as per agreement;
- Developed training manuals, process maps, work instructions and videos on numerous topics;
- Aligned new learning development plans and solutions with the overall team strategic goals;
- Acted as a core member in Stakeholder management, Job role design, Change impact analysis and Change management;
- Managed a team of 5 employees spread across different countries.

Company	IBM
Project	Sales & Industry Learning
Period	Aug 2011 – Dec 2012
Role	Learning Program Manager
Tools	SAP, Project Management, ARIBA, GTES, DCIW, Remedy

Responsibilities

- Led deployment and engagement of IBM Sales & Industry learning programs for all Growth Market units and countries;
- Coordinated work of the whole department;
- Organized and managed C-Suite programs for senior sales leaders in IBM;
- Was responsible for Quality controls and measures as well as MIS reporting for Latin Americas & Growth Market countries.

Company	IBM
Project	Business Transformation Outsourcing
Period	Dec 2009 – Aug 2011
Role	Assistant Manager
Tools	SAP, MIS, Project Management, Agile

Responsibilities

- Developed, managed and evaluated training and organizational effectiveness strategies;
- Conducted Training Need identification & Analysis for clients;
- Developed a knowledge management framework that can be used to create, store and disseminate knowledge;
- Led implementation of knowledge management projects across F&A clients;
- Conducted “Train The Trainer” workshops;
- Certified new trainers on facilitation skills;
- Developed work instructions on Procure To Pay domain (Theory and Practice) for various clients (Manpower, British Petroleum, The Home Depot, Telstra, Unilever, Google);
- Created and maintained CAPA (corrective action preventive action) report;
- Supported Transition managers in effective knowledge capture, cascade & retention;
- Aid management with MIS reporting and formulation of dashboards.

Company	IBM
Project	Business Transformation Outsourcing
Period	Sep 2007 – Dec 2009
Role	Lead Trainer
Tools	SAP, MIS, Project Management, Agile

Responsibilities

- Aligned to various IBM clients to implement Gurukul II projects (Knowledge Management) across F&A;
- Created and updated all work instructions;
- Trained different groups on Procure to pay processes;
- Evaluated call center performance & cooperation between organizational performance, staff & call center;
- Formulated business orientation and product training modules;
- Created effective e-learning modules using CAMTASIA;
- Deployed new hire training & cross functional training plan;
- Provided effective knowledge management through periodic version control, maintenance of updates tracker;
- Designed HTML based web page for a centralized access of training manuals;
- Delivered process and technical trainings to IBM Employees and New hires.

Company	Hewlett-Packard
Project	Business Transformation Outsourcing
Period	Jun 2006 – Sep 2007
Role	Lead Trainer
Tools	SAP, MIS, Project Management, Agile
Responsibilities	
<ul style="list-style-type: none">• Processed invoices in SAP R3;• Conducted audits on invoices processed by team members;• Resolved issues circling invoices in dispute and facilitating payments of the same (Error Log);• Monitored and ensured smooth functioning of Processing, Error Log & Helpdesk activities;• Formulated the SOP (Standard Operating Procedures) & Process Maps for the process;• Prepared training schedule & conducted training delivery to newcomers & existing staff.	