*Michael D. Piehl*

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(803) 619-9765

Results oriented problem solver. I am a techno-functional business analyst skilled in ERP & CRM SM/CS, SD, Variant configuration, IPC, SSC, ABAP programming, object oriented design and integration w/MM, PP & FICO. Excellent knowledge of configuration & internal table structures and behaviors, debuggingand proficient in ABAP programming. Experienced in SAP R/3 3.0F - ECC 6.0 EHP4

ABAP, LSMW, BDC, ALE, BAPI, Web AS 6.40, ABAP Web Dynpro

Full Implementations: Variant Configuration = 6 (ADC, Houghton Mifflin, Vital Images, Columbus McKinnon,

Kyser-Warren, EMC, Tennant).

SD = 3 (ADC, Houghton Mifflin, NBC)

CS/SM = 5 (TSI, Rimage, DBT, Bucyrus, Columbus McKinnon, Pentair)

Upgrades/Rollouts: Variant Configuration = 2 (ADC, St. Jude Medical).

SD = 3 (ADC, West, Lockheed)

CS/SM = 5 (Honeywell, Rimage, NEC, Bucyrus, Siemens)

Total Years of SAP: 19

# EMPLOYMENT

**Pentair**

**SAP R/3 Business Analyst – Service Management June 15, 2014 to Present**

Team Member for rollout of ECC 6.0 Service Management.

* Design Service Process from start to finish.
* Responsible for all blueprinting, configuration, testing, training and data conversion.

**Tennant Co**

**SAP R/3 Business Analyst – Variant Configuration June 15, 2013 to Present**

Team Member for rollout of ECC 6.0 Variant Configuration.

* Integration between modeling and IPC in ERP
* Modeler working to convert 40+ models to a new streamlined design.

**EMC**

**SAP R/3 Business Analyst – Variant Configuration April 1, 2013 to June 1, 2013**

Team Member for rollout of ECC 6.0 Variant Configuration and Solution Sales Configurator.

* Design of Solution Sales Configurator models (SSC) based on existing configuration rules.
* Design of integration between Variant Configuration and backend manufacturing systems.

**Kyser-Warren**

**SAP R/3 Business Analyst – Variant Configuration Sept 7, 2012 to April 1, 2013**

Team Lead for rollout of ECC 6.0 Variant Configuration.

* Design of Nested KMAT structure to provide integration with a third party front end.
* Responsible for Model clean-up, including streamlining of characteristics and values, removal of obsolete model components, and conversion of Class type nodes.
* Creation of Pricing dependencies and conditions
* Responsible for all work direction of 4 person modeling team.

**Siemens Energy**

**SAP R/3 Business Analyst – SM/CS Jan 9, 2012 to Sept 7, 2012**

Responsible for global rollout of ECC 6.0 upgrade - Service implementation.

* Responsible for data migration rules and verification for SM objects.
* Responsible for Mass Testing of Service Process and RMA creation using SAP GUI Script.

**Columbus McKinnon**

**SAP R/3 Business Analyst – VC & SM/CS March 7, 2011 to Jan 6, 2012**

Responsible for global rollout of ECC 6.0 Service and Variant Configuration including blueprinting, realization and implementation.

* Responsible for all VC configuration including complete modeling of several products and definition of global standards.
* Implementation of VC using Order BOM functionality, nested KMATS, variant pricing, configurable weight, and configurable sales descriptions.
* Design of ATO process using Variant configuration. Including collective production orders spawned directly from a sales order.
* Design of custom transaction to allow engineers to monitor and update when a sales order requires engineering (order BOM/Order Routing).
* Implementation and testing of add-on transaction /OEWB/MAIN for order BOM/order Routing maintenance.
* Responsible for all Service configuration including notifications, classification, equipment records, order types, pricing, serialization, warranty claims and service orders.
* Design of multiple DIP profiles for resource related billing.

**Bucyrus**

**SAP R/3 Business Analyst – SD & SM/CS February 8, 2010 to March 4, 2011**

Responsible for global rollout of ECC 6.0 Sales and Service including blueprinting, realization and implementation.

* Responsible for all SD & SM/CS configuration including creation of new sales orgs, pricing procedures, order types, etc.
* Configured Rebate processing.
* Configured Warranty Claims functionality for internal and external customers within Bucyrus.
* Setup service management subcontracting using A&D functionality to transfer stock to vendor stock while the subcontract operation is happening.
* Requirements gathering between multiple international facilities.
* Generation of training documents using Datango.
* Development of technical specs and testing related to SM & SD.

**Lockheed Martin**

**SAP R/3 Business Analyst – SD & Resource Related Billing June 1 2009 to February 6, 2010**

Responsible for implementation of ECC 6.0 Billing. Modules include SD.

* Responsible for design and integration of the billing solution, including pricing, resource related billing, integration with PS, FI as well as many interfaces.
* Responsible for communication between the technical and functional teams for all issues regarding pricing and billing, including requirements, alternate calculation routines and user exits.
* Responsible for testing and troubleshooting of highly customized pricing conditions, billing blocks, DIP profiles.
* Responsible for Production Support Issue resolution involving Order Management and Billing in a highly customized A&D solution.
* Currently working on an Advanced Order and Billing Prototype, using the SAP solution for handling inception to date pricing/billing, CLIN/ACRN etc.

**Charles Machine Works**

**SAP R/3 + CRM Business Analyst – IPC & Variant Configuration Mar 1 2009 to Mar 31 2009**

Responsible for troubleshooting ECC 6.0 Variant Configuration KB’s. Modules include VC & IPC.

* Trouble shooting of Knowledge base creation in ERP
* Extensive use of middleware and OSS.

**TSI Inc**

**SAP R/3 Business Analyst – SM Mar 1 2009 to Mar 31 2009**

Responsible for prototyping ECC 6.0 Service Contract Management. Modules include SD & SM.

* Complete Prototype of Service Contracts utilizing quantity contracts and service contracts.
* Set up of all item categories, contract document types & copy controls.
* Demonstrations for Maintenance Plans, revenue recognition and Billing plans.

**Vital Images**

**SAP R/3 & CRM Business Analyst – Variant Config/Order to Cash July 7 2008 to Dec 10 2008**

Responsible for implementation ECC 6.0 + CRM 5.2 system. Modules include SD, Variant Configuration and IPC.

* Complete redesign of all models including variant tables, constraint nets, ECM and multiple level nested KMATS.
* Heavy use of Variant Pricing in ABAP and Java.
* Set up of revenue recognition and associated configuration for subscription and warranty information.
* Complete Configuration of XCM for variant models in the IPC.
* Integration with the Web UI for all variant models.
* Design of consignment process for Variant configuration models.
* Updates of BADI’s to populate additional reference characteristics in CRM.
* Configuration of Item Categories, item category determination, transaction types, copy control and replication in CRM and ERP.
* Configuration of Installed Base, Objects (equipment), set types, attributes and replication from ERP.

**St. Jude Medical**

**SAP R/3 Business Analyst – Variant Configuration Jan 10 2008 to Aug 15 2008**

Responsible for implementation ECC 5.0 + CRM 4.0 system. Modules include Variant Configuration.

* Complete redesign of all models including variant tables, constraint nets, ECM and large multiple value characteristics.
* Responsible for all training of super users and end users for VC.
* Integration with CRM/IPC for order entry, including pricing, consignment and serialization of components.
* Design and configuration of a Dynamic Sales BOM – in order to allow kits to be configured without the stringent checks and high master data overhead of a Variant Configuration Model.

**NEC America**

**SAP R/3 Business Analyst/Lead – Customer Service Dec 10 2007 to Feb 15 2008**

Responsible for blueprinting of upgrade from 4.6 to ECC 5.0 system. Modules include CS.

* Responsible for redesign of return and repair, advanced exchange, refurbishment etc.
* Design of master data including equipment master, material masters.
* Design of contract management for field service and in house repairs.

**United Switch & Signal**

**SAP R/3 Business Analyst/Lead – Customer Service July 1 2007 to Oct 28 2007**

Responsible for production support and clean up of 4.7 system. Modules include CS.

* Streamlining Return and repair processing, including advanced exchange.
* Defining process for inter-company returns.
* Implementation of Inventory management for service area.
* Set up of Equipment Hierarchy and serialization for as built and as maintained assemblies.

**Vital Images**

**SAP R/3 Business Analyst/Lead – Customer Service June 1 2007 to July 1 2007**

Responsible for all blueprinting of ECC 6.0 for a software company. Modules include CS.

* Return and repair in the ERP 6.0, including advanced exchange.
* Contract management in CRM 5.0 including Service level agreements and cancellation procedures.
* Complete Install base management in CRM 5.0 including equipment masters, functional locations and install base.
* Complaint management and Interaction center in CRM 5.0.
* Field service scheduling and management in CRM 5.0.
* Service order management in ERP 6.0

**DBT America**

**SAP R/3 Business Analyst/Lead – Customer Service April 2 2007 to July 1 2007**

Responsible for all configuration and process design for US implementation of ECC 6.0 for an industrial manufacturing company. Modules include CS.

* CS Team lead responsible for all configuration including Repair procedures, Order types, item category, schedule line determination, transfer requirements, output determination, DIP profiles, Resource related billing.
* Designed Advanced exchange processing including contract update logic for swapped serial numbers.
* Implemented field service process including new order types, item categories, service order type, and RRB/DIP profiles.
* Creation of LSMW loads for all CS master and transactional data, including equipment masters, notifications, repair sales orders & return deliveries.
* Creation of custom pricing procedures, conditions, requirements and calculation types, including resource related configuration.
* Creation of warranty and claims prototype.

**Rimage**

**SAP R/3 Business Analyst/Lead – Customer Service Sept 1 2006 to March 2 2007**

Responsible for all configuration and process design for global implementation of ECC 5.0 for a high tech company. Modules include CS.

* CS Team lead responsible for all configuration including Repair procedures, Order types, item category, schedule line determination, transfer requirements, output determination, DIP profiles, Resource related billing.
* Designed Advanced exchange processing including contract update logic for swapped serial numbers.
* Implemented field service process including new order types, item categories, service order type, and RRB/DIP profiles.
* Setup HR Organizational structure to allow reporting on productivity of individual employees in the service and production areas.
* Designed all processes for US and for Germany plant (phase 2 of the project) including in-house repairs, on-site repairs, advanced exchanges and return to stock scenarios.
* Set up SD user exits for the CS order types, including automatic storage location determination and delivery group creation.
* Responsible for service contracts including billing plans and integration to repair order types. In addition, the design of a report to analyze profitability of contracts without using PA.
* Created prototype using variant configuration for contracts to eliminate the need of multiple material masters just for descriptions and pricing purposes.
* Responsible for all output determination involving service including order confirmation, labels, delivery notes and invoices utilizing preprinted letterhead on the smartforms. Configured condition tables/records, and email setup for US and Germany.
* Set up training and training materials, including end user documentation for US and German go-live.

**Honeywell**

**SAP R/3 Business Analyst – Customer Service June 5 2006 to Sept 1 2006**

Member of 8 person project team responsible for the global implementation of SAP 4.7 for an aerospace customer. Modules include CS.

* Responsible for CS Process design of advanced exchange including integration between PS and FICO using WBS elements.
* Designed notification enhancement for additional customer data and screens to later be passed to service order/sales order/billing documents.
* Worked on repair procedures, order types, Resource Related Billing, service order configuration and DIP profiles.
* Specification gathering for Customer programs and reports.

**SAP America – NBC Universal**

**SAP R/3 Business Analyst/Lead – Order to Settlement Sept 15 2005 to May 31 2006**

Team lead of 3 person project team responsible for the global implementation of SAP 4.6C for a media company. Modules include SD and Technical.

* SD team lead responsible for SD configuration for Order types, item categories, copy controls, listing/exclusion functionality and other various SD tasks.
* Designed IDOC tools for mass maintenance and monitoring of incoming SD related IDOCS.
* Coded several user exits/requirements for integration between orders, deliveries and billing.
* Configured all Output determination for order confirmations, deliveries and invoices for US and Canada.
* Design of multiple smartforms for order confirmation and billing, including automatic email integration.
* Responsible for technical specifications for various custom reports, user exits, output requirements and interfaces to legacy systems.

**Deloitte Consulting LLP – Houghton Mifflin**

**SAP R/3 Business Analyst – Order to Settlement April 4th 2005 to Sept 15 2005**

Member of 4 person project team responsible for the implementation of SAP 4.7 for a publishing company. Modules include IS-Media - SD, Variant Configuration and Technical.

* Responsible for complete variant configuration design for bookmaking processes. Including variant tables, constraints, and class hierarchy setup and all SD integration points.
* Responsible for all Variant pricing rules, requirements and calculations.
* Designed Listing/Exclusion process and configuration.
* Configured order types, item categories, IDOC mapping, billing documents, copy control, pricing & smartforms.
* Configured all Output determination for order confirmations, deliveries and invoices including all condition tables and logic.
* Liaison between OTS and Technical team.
* Lead SD side of revenue recognition prototype for subscriptions process.
* Responsible for all reporting requirements and specifications.

**TSI Inc**

**SAP R/3 Business Analyst – SM, ABAP, MM & PP February 2004 to April 1st 2005**

Member of 4 person project team responsible for the global implementation of SAP 4.6C for a small manufacturing company. Modules included: SD, SM, MM, PP, FI, CO, CRM.

* IT lead for SM process design and implementation including order types, item categories, output determination, pricing, resource related billing, material determination, service order creation, service order completion using CATS and HR org structure..
* Co-Lead the SD Pricing and partner determination project. This includes dynamically determining partners for commissions and incentives, and all customer specific discounts and commission amounts.
* Participated in the design of the production planning redesign, including planning methods, availability checking strategies and configuration.
* Participated in the design of the inter-company stock transfer process.
* Responsible for all ABAP reporting, including SD reports tying orders, deliveries and invoice dollars, commissions & incentive reports tying order dollars with a specific representative to determine proper payouts for each month, PP dispatch report to show exactly what operation and area each open production order was currently at for an MRP controller.
* All Smartform & SAPScript development for SD, SM, MM & PP output documents. In addition created a customer program and smartform to output the price lists using the product catalog.
* User exit development for SD, MM, PP & SM modules.
* Custom transaction development for automating the return goods check in process, customer master creation utility, BOM upload utility from Orcad. Including custom table dev.
* Creation of customer help tabs and programs for existing transactions.
* Led initial analysis of Web AS and created several sample applications.
* Created Service Contract prototype for fixed price calibration services.
* Designed variant configuration prototype including BOM, routing, pricing, variant tables, and all rule types including constraints.

**West Group**

**SAP Functional Analyst – Pricing/Billing September 2003 to February 2004**

Member of the team responsible for current release – pricing and bill functionality 4.6B & 4.7.

* Responsible for new pricing requirement creation.
* Worked on the integration of Taxware for specialty tax rules on the R/3 side.
* Created custom programs and utilities for subscription reporting.

**ADC**

**SAP R/3 Variant Configuration Business Analyst/Team Leader Mar 1998 to Aug 2002**

Leader of project team responsible for the global design and rollout of the SAP R/3 variant configurator. Responsible for all development, integration, implementation, training and documentation related to the variant configurator.

* Complete modeling and implementation of 21 product lines in the variant configurator, resulting in a cost savings of over $4 million per year. All product lines utilize ECM, bills of materials, routings, variant tables and functions.
* Implemented Variant Pricing for all models to determine list prices based on options.
* Coded ABAP function to automate material variant creation, saving over 150,000 hours per year in engineering time.
* Coded ABAP functions to parse strings into characteristic values and to improve response time in variant configuration models.
* Coded an ABAP program to transfer variant configuration master data to and from any system/client. This increased modeling productivity by 25%.
* Led the R/3 variant configuration & SCE portion of the implementation of the Internet Pricing and Configurator to the web. The project was disbanded due to budget cutbacks.

**SAP Implementation Team: Engineering Team Member** **June 1995 – Mar 1998**

Responsible for all initial development for variant configuration including integration with all functional modules.

* Led team to design SD process for sales orders with variant materials.
* Led team to design MM/PP process for MRP runs, manufacturing and forecasting with variant materials.

# EDUCATION

**University of Minnesota Aug, 1998**

**Minneapolis, MN**

B.S., Mechanical Engineering, Minor, Computer Science

**SAP Education Nov, 2008**

**CR700 – CRM Service**

Learned to configure Service in CRM including service orders, return and repair, field service and ERP Billing.