

**Kaushal Parekh**

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## PROFILE

Results-driven SAP Project Manager with 12+ years of experience in the SAP PM/CS domain, including 3+ years leading project management activities across global SAP landscapes. Demonstrates strong leadership capabilities and effective communication skills, with the ability to engage confidently with stakeholders at all levels of the organization.

Extensive experience delivering SAP implementations, rollouts, upgrades, and AMS engagements, managing projects end-to-end from scope definition and planning through execution, governance, and closure. Proven track record of delivering projects on time and within budget, while ensuring alignment with business objectives, compliance with project standards, and consistent value delivery.

Brings strong people and vendor management expertise, leading cross-functional and geographically distributed teams across multiple industries and global delivery models. Well-positioned to drive high-impact SAP transformation initiatives within consulting and technology-driven organizations.

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## SKILLS SUMMARY

**Project Management:** End-to-end project delivery, Project planning and execution, Scope and change management, Risk and issue management (RAID), Budget and cost control, Governance and compliance, Stakeholder and steering committee management, Multi-vendor and global delivery models, Pre-sales support, Effort estimation and project scoping

**Service Delivery & AMS:** SLA and KPI management, Incident, problem and change management, Service improvement plans, MTTR reduction, Service requests and enhancements

**SAP Functional Expertise:** SAP PM and SAP CS (core functional expertise), SAP SD (functional expertise), Integration knowledge with SAP MM, SAP FI/CO, SAP PP and SAP QM,

**Tools & Methodologies:** MS Project, Jira, ServiceNow, Agile, Waterfall and Hybrid delivery models, ITIL-aligned service delivery, Documentation, metrics and status reporting

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## WORK EXPERIENCE

### Associate Project Manager | T-Systems ICT India Pvt. Ltd.

April 24 - Present

- Led end-to-end delivery of SAP S/4HANA implementations, rollouts, upgrades, and AMS engagements, supporting global customers across multi-vendor and cross-functional delivery models.
- Owned project planning, execution, governance, and stakeholder communication, ensuring on-time, on-budget delivery while managing risks, dependencies, and change requests.
- Drove service and delivery improvements through KPI tracking, SLA management, and structured reporting, including coordination with senior stakeholders and steering committees.

### Senior Consultant | T-systems ICT India Pvt. Ltd.

July 2021 - March 2024

- Delivered SAP PM/CS solutions across implementations, rollouts, upgrades, and AMS engagements, working closely with business stakeholders to translate requirements into scalable SAP solutions.
- Provided functional leadership and integration support across SAP modules, contributing to solution design, testing, cutover, and post-go-live stabilization in global SAP landscapes.
- Supported production systems through incident resolution, enhancements, and continuous process improvements, ensuring system stability and alignment with business operations.

**Consultant | Capgemini Technology Services India Ltd.****November 2018 - July 2021**

- Worked as an SAP PM/CS Consultant delivering functional support across SAP implementations and AMS engagements, contributing to solution design, configuration, and testing activities.
- Collaborated with cross-functional teams to support end-to-end business processes, ensuring integration with related SAP modules and alignment with client requirements.
- Provided production support and enhancements, resolving incidents, supporting user queries, and contributing to continuous improvement of SAP systems.

**Senior Project Engineer | Wipro Technologies****April 2018 - October 2018**

- Led an SAP Plant Maintenance implementation project, managing end-to-end delivery activities and coordinating a 6-member onsite/offshore team to ensure successful solution rollout.
- Worked closely with business stakeholders to gather requirements, support system design, configuration, testing, and go-live activities for SAP PM processes.
- Provided post-go-live support and stabilization, ensuring system adoption, issue resolution, and alignment with plant maintenance operations.

**Student Computer Applications | Wipro Technologies****December 2013 - April 2018**

- Provided application support as part of the Student Computer Applications program, gaining hands-on exposure to enterprise IT environments and SAP application landscapes.
- Delivered SAP AMS support for the same customer, progressing to a Team Lead role within two years and coordinating daily support activities across cross-functional teams.
- Supported key transformation initiatives, including an SAP HANA Enterprise Cloud migration and an SAP implementation project, contributing to testing, issue resolution, and delivery support.

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**PROJECTS****S/4HANA Bluefield Implementation for Chip Mong Group (Cambodia)****May 2024 - June 2025**

- Executed end-to-end project management for a multi-entity SAP S/4HANA Bluefield implementation, owning scope, planning, governance, milestones, and delivery outcomes.
- Defined and managed the integrated project plan, including dependencies, resource allocation, and Big Bang cutover strategy across 11 company codes.
- Led stakeholder management across business, IT, external partners, and internal delivery stakeholders (T-Systems Singapore as contracting entity and T-Systems India as delivery partner).
- Governed selective data migration activities in collaboration with SNP, ensuring alignment with project timelines, validation cycles, and cutover readiness.
- Owned financial, contractual, and operational commitments, including budget control, vendor governance, and internal delivery alignment.
- Ensured delivery performance and quality through KPI-based tracking, structured status reporting, and steering committee communication.
- Proactively managed risks, issues, dependencies, and change requests, preventing scope creep and mitigating Big Bang deployment risks through successful go-live and closure.

**S/4HANA Rollout for the UK plant for MatikonTrim****July 2025 - September 2025**

- Defined project scope, objectives, governance, and success criteria, and owned the end-to-end project plan including schedule, milestones, dependencies, and resource allocation.
- Led cross-functional and vendor teams through execution, testing, cutover, and go-live, ensuring delivery within approved scope, timeline, budget, and quality standards.
- Managed data migration, system integration, testing (SIT/UAT), and deployment readiness, ensuring minimal business disruption during transition from Microsoft Dynamics 365 to SAP S/4HANA.

- Owned risk, issue, dependency, and change management (RAID/Change Control), with proactive mitigation, structured governance, and regular stakeholder communication.
- Directed go-live, hypercare, handover, and project closure, including operational readiness, knowledge transfer, and documentation of lessons learned.

#### **S/4HANA AMS engagement for Sprinter**

**April 2024 - Present**

- Took over a highly escalated SAP S/4HANA AMS engagement, driving a 3-month Customer Service Improvement Plan to stabilize service delivery and achieve zero customer escalations.
- Drove continuous service improvement and commercial growth, increasing AMS revenue by 20% through structured change intake, service request management, and value-driven enhancements.
- Strengthened incident, problem, and change management processes, managing ~200 incidents per month and reducing MTTR by 40% across SAP FI/CO, SD, MM, PP, QM, ABAP, and SAP Authorizations.
- Owned end-to-end AMS governance, consistently maintaining 95% SLA adherence through effective prioritization, performance tracking, and vendor management.
- Led stakeholder communication and service governance, including KPI-based reporting, service reviews, and transition to a stable, predictable AMS operating model.

#### **ECC EHP5 to EHP8 Upgrade Project for Vitro (Mexico)**

**September 2025 - December 2025**

- Governed project delivery and escalation management for the SAP ECC EHP5 to EHP8 upgrade within a multi-vendor support model involving a third-party implementation partner, T-Systems Mexico (L2), and T-Systems India (L3).
- Coordinated Level 3 issue resolution, overseeing complex upgrade defects, regression issues, and ensuring system stability and SLA adherence.
- Managed testing, defect tracking, and validation cycles, ensuring quality standards were met prior to and post-upgrade.
- Led stakeholder communication, risk management, and status reporting, supporting upgrade stabilization, knowledge transfer, and transition to steady-state AMS.

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### **EDUCATION**

#### **Vellore Institute of Technology(VIT)**

Masters Of Science (IT) ; CGPA: 8.36

Vellore,India

**April 2014 - April 2018**

#### **Vidyalankar School Of Information Technology**

Bachelor Of Science (IT) , Mumbai University

Mumbai,India

**May 2010 - June 2013**

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### **CERTIFICATIONS**

- Foundations of Project Management
- Generative AI at SAP
- Efficient DevOps with SAP (Open SAP)
- Agile Software Development