ABHISHEK PRASAD

Kathmandu / Bhaktapur, Nepal | +977-9841611063 | avi.abhishekprasad@gmail.com
LinkedIn: linkedin.com/in/abhishek-prasad-26a96a45/

PROFESSIONAL SUMMARY

ERP/SAP process-focused IT leader with 14+ years of experience in enterprise IT operations, business systems enablement, infrastructure, and cross-functional transformation. Strong experience in requirement gathering, business process analysis, workflow mapping, UAT coordination, SOP/documentation, user training, go-live readiness, and post-implementation support across finance, operations, maintenance, and supply chain-linked processes. Proven ability to bridge business users, functional consultants, and technical teams to deliver practical, governance-aligned ERP solutions. Brings a combination of ERP process enablement and enterprise IT execution leadership across multi-site operations (2 plants + corporate office) supporting 350+ users and 200+ devices.

CORE COMPETENCIES

ERP Functional & Business Process Support

- Requirement Gathering & Stakeholder Workshops
- Business Process Analysis & Workflow Mapping
- Functional Requirement Documentation (BRD/FRD support)
- UAT Planning, Coordination & Validation
- Go-Live Readiness & Hypercare Support
- Post-Implementation Support & Enhancements
- User Training, SOPs & Knowledge Documentation
- Change Management & User Adoption Support

SAP / Business Systems Enablement

- SAP Process Improvement Coordination (FI/MM/SD/PP exposure)
- Cross-functional Process Alignment (Finance / Ops / Supply Chain)
- Process Notes, User Manuals & Rollout Communication
- Issue Resolution Coordination with Internal / External Teams
- Controlled Change Execution under SLA / SOP Frameworks
- HRIS / SFA / Distribution System Support
- **IT Leadership & Delivery**
- Multi-site IT Ops, Vendor / Consultant Coordination, Governance & Controls

EXECUTIVE HIGHLIGHTS

- Drove 10+ SAP process enhancements / workflows through requirement analysis, validation, documentation, and implementation support.
- Led business-process-focused IT improvements by working closely with finance and operations stakeholders.
- Built and standardized SOPs, process notes, user manuals, and rollout communication to improve ERP adoption and implementation readiness.
- Supported enterprise-scale operations across 2 plants + corporate office, ensuring continuity of systems and user support for 350+ users.
- Strengthened endpoint governance and operational support visibility across 200+ devices, improving reliability for business applications and ERP usage.

PROFESSIONAL EXPERIENCE

Varun Beverages (Nepal) Pvt. Ltd. (PepsiCo Bottler) - Kathmandu, Nepal

Sr. Manager - Corporate IT | Jan 2025 - Present | Manager - Corporate IT | Jan 2022 - Dec 2024 | Assistant Manager - Corporate IT | Jan 2017 - Dec 2021

Role Scope (ERP / Business Systems Focus): Lead and coordinate business systems and IT operations across Nepal locations, with strong involvement in ERP/SAP process support, business requirement alignment, user coordination, documentation, validation, and implementation readiness.

- Conduct requirement gathering with business users and stakeholders to identify process gaps and improvement opportunities.
- Analyze current workflows and support mapping of business processes to ERP/SAP-supported operations.
- Prepare and maintain process documentation, SOPs, user manuals, and implementation notes for business process changes.
- Coordinate with consultants and internal teams for functional changes, issue resolution, testing support, and rollout execution.
- Support UAT preparation/validation and user-side confirmation for process improvements before implementation.
- Facilitate user communication, change management support, and post-implementation stabilization for business systems.
- Track SAP-related workflow issues and ensure follow-up within SLA/SOP frameworks.

Key Achievements

- Drove 10+ SAP process enhancements / workflows through requirement gathering, process validation, documentation, and implementation support across finance and operations-linked use cases.
- Led/supported SAP process improvements including DR/CR commercial adjustment, PM material issue alignment, RGP/subcontracting improvements, and VISI movement process design and rollout readiness.
- Developed structured process notes, SOPs, and user manuals that improved user clarity, implementation discipline, and control-oriented execution.
- Supported UAT-style validation and business confirmation before rollout of process changes and operational improvements.
- Improved implementation coordination between users, consultants, and internal teams, reducing ambiguity during rollout and support phases.

- Strengthened change communication through formal implementation emails, rollout messages, and closure documentation.
- Enabled ERP continuity and user support in a multi-site environment supporting 350+ users across 2 plants + corporate office.
- Improved endpoint readiness and support visibility through endpoint management initiatives across 200+ devices.

Leadership Value Add

ERP functional process understanding backed by operational execution across manufacturing/distribution environments. Strong in stakeholder handling, documentation quality, adoption support, and implementation discipline at the intersection of business process, ERP support, and IT operations.

ADDITIONAL EXPERIENCE

The British College - Thapathali, Kathmandu, Nepal

IT Services Manager | Apr 2015 - Dec 2016

- Coordinated with departments and users to understand service/process needs and support system improvements.
- Managed documentation, system administration, and operational support across multiple business functions.
- Supported ERP-related ecosystem operations, email/collaboration systems, and user enablement.
- Administered Office 365 / Google Workspace, user groups, SharePoint support, and migration activities.

Leadership Value Add: Built a broad operational foundation in user coordination, change support, documentation, and service delivery execution across diverse stakeholders.

Air Transport Capacity Enhancement Project (Tribhuvan International Airport, ADB-funded)

IOW - CNS/ATM Officer | Apr 2013 - Mar 2015

- Assisted in review of plans, method statements, drawings, and implementation documentation.
- Supported technical surveys, installation supervision, testing, and acceptance activities.
- Performed inspection, validation, and compliance-focused monitoring in a structured project environment.

Leadership Value Add: Developed strong discipline in implementation governance, technical validation, and documentation accuracy.

e-Zone International Pvt. Ltd. - Kathmandu, Nepal

System Engineer / Network Administrator | Nov 2011 - Mar 2013

- Supported systems/network administration, backup, troubleshooting, and user issue resolution.
- Built foundational experience in technical support execution, operational troubleshooting, and service reliability.

ERP / SAP FUNCTIONAL DELIVERY EXPERIENCE

- Requirement gathering and business user coordination for process improvement initiatives
- Process workflow analysis and ERP/SAP alignment support
- Functional documentation support (process notes, SOPs, user manuals, implementation notes)
- Testing/UAT support and user-side validation coordination
- Go-live communication, post-implementation support, and enhancement tracking under SOP/SLA practices

KEY PROJECTS & IMPLEMENTATIONS

- SAP sub-projects aligned to business requirements
- HRIS Implementation
- Distribution Management System Implementation
- Sales Force Automation (SFA) Implementation
- Industrial ICT Infrastructure Design & Setup - Varun Beverages Nepal
- Educational ERP Implementation - The British College

EDUCATION, CERTIFICATIONS & ADDITIONAL INFORMATION

- **Education:** M.E. in Computer Engineering - NCIT (Thesis in progress); B.E. in Electronics & Communication Engineering - Nepal Engineering College (2011)
- **Consulting Experience:** ITS Engineer, Kathmandu Sustainable Urban Transport Project (through SMEC Holdings Ltd. & GEOCE Pvt. Ltd.) - 2015; ICT Consultant, The British College - 2017
- **Certifications:** CCNSP; Microsoft Technology Associate - Networking Fundamentals; CCNA; Specialized aviation communication/automation trainings (EMTE, Indra, AviBit, Vaisala)
- **Membership:** Nepal Engineering Council - Registered Engineer
- **Languages:** English, Nepali, Hindi, Maithili, Bhojpuri
- **References:** Available upon request