MATTHIAS OBERHOFER

SAP S/4HANA SD/CS Business Analyst | Order-to-Cash | Multi-Country Rollouts

matthias.oberhofer@outlook.com • +39 346 670 9436 • South Tyrol, Italy • Open to relocation (EU & APAC)

PROFILE

SAP S/4HANA SD/CS business analyst and key user with **5+ years** of hands-on experience in Order-to-Cash, customer service and spare-parts processes. Key user for an **R/3-to-S/4HANA migration** and go-live lead across **7 European countries**, bridging business and IT from requirements and testing through cutover and hypercare. Known for turning unstable post-go-live environments into smooth operations by identifying root causes in configuration, master data and user behaviour, and for enabling teams to self-serve. Currently studying for a BSc in Business & Management (University of London, LSE academic direction).

CORE COMPETENCIES

SAP	S/4HANA SD • SAP CS • Order-to-Cash • Pricing • Intercompany Billing • MM/FI Integration • Master Data
Projects	R/3-to-S/4HANA Migration • Multi-Country Rollouts • Cutover & Go-Live • Hypercare • UAT & Functional Testing
Business	Requirements Analysis • Process Optimisation • Root-Cause Analysis • Key-User Training • Stakeholder Management
Tools	Power BI • Excel (Power Query, Dashboards) • Data Analytics

PROFESSIONAL EXPERIENCE

Durst Group AG

MARCH 2021 – PRESENT

Customer Service Specialist – SAP S/4HANA SD/CS Key User & Local Go-Live Lead

Global manufacturer of industrial digital printing and production technology, with subsidiaries worldwide

SAP S/4HANA Transformation & Rollouts

- Led local go-live readiness for the **SAP SD/CS rollout across 7 European subsidiaries** (Netherlands, Belgium, UK, Spain, Italy, France, Sweden), delivering on schedule as first point of contact for cutover and on-site issue resolution.
- Acted as **key user for the R/3-to-S/4HANA migration**, owning end-to-end functional testing for SD/CS and contributing to test coverage in MM.
- Designed and delivered structured **SD, CS & MM enablement programmes for 20+ key users**, significantly reducing post-go-live support tickets.

Process Optimisation & Business-IT Interface

- Streamlined **spare-parts Order-to-Cash throughput** by translating operational needs into SAP SD requirements and driving their implementation with IT.
- Built a **revenue leakage dashboard** (SAP, Excel, Power Query) that gives finance and service teams real-time margin visibility and has surfaced **billing gaps**.
- Resolved **cross-border service escalations** at the source by acting as business-IT interface and running root-cause analysis on master data and system configuration.

EDUCATION

BSc Business & Management 2025 – 2028 (EXPECTED)

University of London • Academic Direction: London School of Economics and Political Science (LSE)

CERTIFICATIONS

Google Data Analytics Professional Certificate
Google via Coursera • 2025

Deloitte Technology Job Simulation
Deloitte Australia via Forage • 2026
Development & coding tasks; dashboard proposal

LANGUAGES

German Native • **English** C1 • **Italian** C1 • **French** B2