

SAP CRM Consultant

Job Description

Support clients in the selection, implementation, and support of the CRM module. This role uses consulting skills, business knowledge, and SAP solution expertise to effectively integrate SAP technology into the client's business environment in order to achieve client expected business results.

Specific Duties and Responsibilities

- Maintains a thorough knowledge of the organization and adheres to all organizational standards
- Responsible for design, build, test and deployment efforts for SAP CRM technology solutions
- Provide hands on functional and technical knowledge as well as manage client relationships within the context of the role
- Use your knowledge of business processes and SAP CRM to identify software gaps and suggest alternatives
- Write development specifications and interface with customers to test modifications and resolve any issues that arise
- Execute assigned tasks within a structured project environment and lead consultants in various project work streams

Qualifications

- 3+ years SAP CRM experience
- SAP CRM 7.0 experience
- Lead resource on at least 1 CRM implementation
- Cross-functional CRM experience (service management, repairs and complaints, leads and opportunities, sales and billing, marketing and campaign management, sales force automation, etc.)
- Service Management & Repair configuration experience
- An in-depth understanding of logistics, customer service and repairs/complaints/RMA processes, sales force automation, marketing, etc.

Asset Qualifications

- Experience leading clients through full lifecycle implementations, from blueprint to post-production
- 5+ years SAP CRM experience
- Extensive use and understanding of ASAP implementation methodology
- SAP SD functional expertise

Personable Attributes

- Must be honest and trustworthy
 - Be respectful
 - Possess cultural awareness and sensitivity
 - Be flexible
 - Outgoing, Personable, Responsible, Self motivated, and Confident
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