

# ROBERT SMITH

## SAP Consultant

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### SUMMARY

Management cycles Experience in test scripts execution with solution manager, HPQC, and MS-Excel Add-ons Experience with Investigative case management, and SAP tax management solutions.

### CORE COMPETENCIES

SAP R/3 4.5b, 4.6c, 4.7, Microsoft Office.

### PROFESSIONAL EXPERIENCE

#### SAP Consultant

ABC Corporation - August 2014 – December 2014

##### Key Deliverables:

- Develop energy infrastructure, operate utilities and provide related products and services to more than 32 million consumers worldwide.
- Implemented for Residential, LCLI, and SCSi for rate eligibility and rate enrolment with DMR integration.
- Proposed solution approach for various options for solutions design within timelines and budget constraints.
- Performed BRf+ hands-on configurations for formulas, validation rules, rule sets, and decision nodes.
- Built rate transition eligibility matrix, demand voltage rate eligibility matrix for rate eligibility and enrolments.
- Provided solution integration for rate transitions for residential, LCLI, and SCSi customers.
- Designed functional specifications for campaign management, target group creation and attributes maintenance.

#### SAP Consultant

ABC Corporation - January 2014 – June 2014

##### Key Deliverables:

- Clark County is a dynamic and innovative organization dedicated to providing top-quality service with integrity, respect and accountability for the residents of Clark County.
- SAP CRM Customer Interaction Center is an initiative to provide customer service for the incidents/service requests that originate from constituents across the county to provide world class customer service.
- Performed hands-on activities for development, configuration and tailoring, including any fine tuning required, in conjunction with the Clark County Interaction Center Web client strategy for customer service.
- Provided adequate deliverable documentation including but not limited to functional, report, configuration and conversion specifications.
- Configured the Interaction Center Web client using SAP Best Business Practices.