

ROBERT SMITH

Functional Consultant - Intern

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Experience in project management, implementation, risk-mitigation strategies, training, software configurations, gathering & analysis of business requirements. Strong leadership and business development skills, direct communication with clients, stakeholders to create lasting relationships throughout the project cycle.

CORE COMPETENCIES

Oracle, Microsoft Office, Communication

PROFESSIONAL EXPERIENCE

Functional Consultant - Intern

ABC Corporation - March 2004 – December 2004

Key Deliverables:

- Work with business leads to transform and develop new requirements into Salesforce.com design and implementation.
- Maintain a high level of situational awareness regarding all activities relevant to meeting project schedules, SLA's, and providing regular status updates to management and relevant stakeholders.
- Create training materials and documentation for Salesforce.com users and train new end users on Salesforce.com and related applications
- Monitor user adoption rates and respond as needed (e.g., additional training sessions, communication, system modifications, etc.)
- Develop functional specifications and system design specifications.
- Coordinates and coaches project teams regarding proper test procedure, review techniques for test basis testing, test case definition, Use of Jira, use of other test services, test automation, etc
- Successfully directed several product walk-through programs exclusively for partners and customers.

Functional Consultant

ABC Corporation - 2003 – 2004

Key Deliverables:

- Technical and functional support in shipping/manufacturing and planning modules.
- Setting up WMS Picking and Put away rules to support the new customer requirements.
- Providing technical and Functional solutions for various requirements.
- Support Day to Day issues of inventory, Order Management, Purchasing, Receivables and technical components like interfaces and customizations.
- Analyzing support tickets for the root cause, updating root causes and reporting them in the appropriate reports
- This is Dummy Description data, Replace with job description relevant to your current role.

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EDUCATION

- M.Sc in Electronics - 2002 (Bharathiar University)