

Robert Smith

Lead Functional Consultant

PERSONAL STATEMENT

Lead Functional Consultant with strong knowledge in Testing (Test case writing, Test execution, Good knowledge on Defect process) Experience in handling the client calls and Good communication skills. Experience troubleshooting functional, configuration and technical issues

WORK EXPERIENCE

Lead Functional Consultant

ABC Corporation - July 2008 - May 2011

Responsibilities:

- Providing the resolutions for campaign-specific pricing problems in Trade promotions.
- A clear understanding of the problems in BW and SEM like, Versions, planning profile groups.
- Resolving the status and workflow approval related problems in Trade and campaign management.
- Worked on WBS elements, budget control of WBS elements and their replication to R/3.
- Resolving the issues relating to the replication of transactional data, master data and Conditions data from R/3 to CRM.
- Worked on Customer Hierarchy and Brand Hierarchy related issues.
- Resolved issues related to approval workflow in Consumer campaigns and Trade promotions Bdoc Message Analysis, Error Handling, and troubleshooting.

Functional Consultant

ABC Corporation - 2003 - 2008

Responsibilities:

- Gathered high level and detailed requirements from Process Owners of Marketing & Sales Divisions to find out the key and critical processes.
- Worked closely with Teams throughout the Life Cycle Implementation did Fit Gap analysis of the processes modified current process flows and Designed several new flows using Visio Organized workshops to explain the tools available in SAP CRM
- Wrote content for Business Blueprint Document covering Marketing & Sales processes and requirements.
- Created a detailed BPML document for configuration tasks and development objects created a Project Plan for Marketing and Sales components.
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CONTACT DETAILS

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Alabama
(123)-456-7899
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www.qwikresume.com

SKILLS

SAP CRM, SAP ABAP,
Oracle, Microsoft Office,
Communication

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Education

Bachelors Of Science - 2002