Job description

Mandatory Skills has changed from CX CRM TECH to Sap crm technical Skill Group has changed from SAP CX to LTIMindtree Default Order Type has changed from Fixed Price to Time Material Currency Name has changed from Other to USD United States Dollar BillRate has changed to 28 51 Billing End Date has changed from 2024 06 30 to 2024 12 31 Job Description has changed from Please enter the proper Job description as RR is autogenerated to Follow established customizing guidelines and best practices Contribute to a knowledge sharing attitude within module team globally Contribute to module team meetings as decided required Actively collaborate with Solution Expert Delivery Leader for business requirements and increase of business process knowledge in module team Actively collaborate with Functional Lead on meeting stipulated Service Level Agreements for case resolution within the module team Build and maintain support for the defined ways of working as well as cooperation for continuously improving them Overall Technical Qualifications Key responsibilities Good technical knowledge in CRM WEB UI Extensively worked in CRM Sales and Marketing process Work experience in BRF Business Rule Framework Experience in SMARTFORMS and ICF Internet Communication Framework services In depth knowledge in CRM One Order Framework Extensively worked in BAdI’s RFC functional modules Actions and Events in CRM Experience in developing Interfaces Involving Idoc’s Good Knowledge of Performance Optimization Techniques Good Knowledge in CRM Middleware Work Experience in Workflow Mainly in CRM Conceptual Functional Knowledge in CRM Sales Marketing and Service Process Experience from working in implementation rollout projects Excellent communication presentation skills Experience of the SAP Service Parts Management integrated scenarios would be appreciated CRM ECC SCM Experience in IPC routines would be appreciated Overall Position Competencies Able to analyze and solve day to day issues from business with in agreed SLA Experience in handling Change requests and problem management Ability to scope prepare TS script and execute interface tests Strong analytical problem solving and conceptual skills Good coordination with team members and customers is must Excellent communication skills make presentations participate and or drive workshops Experience in working with global international teams will be considered Additional requirement Is Must Should be willing to work on CET shift to support on EST shift occasionally depending on need On Call for extended hour support Available on phone to attend to any major issues Support testing and be there for weekend supports if needed for Infra related changes

Skills

Sap-crm-technical