



## SHRIEF ABDEL NASER

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**Email:**SHRIEF.ABDELNASER@LIVE.COM

**MOBILE NUMBER :** 00201006171562

**MARITAL STATUS :** MARRIED

**ADDRESS :** 37 New Nerco, Degla, New Maadl  
CAIRO/EGYPT

*Highly Qualified CERTIFIED Professional Consultant in the IT & Services industry ,and Professional across major business sectors like: Construction, Medical Laboratories and Manufacturing. Accomplished break-through achievements; on top of driving operations & delivery excellence and adopting world-class standards*

### Fields of Interest

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CRM , Sales& distribution

### ITSkills Summary

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SAP CRM / SD

MICROSOFT CRM

MICROSOFT EXAPTA

## Academic Credentials

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- BACHELOR degree for business administration from Sadat academy for managerial sciences
- Financial statements analysis course ( Egyptian banking institute )
- SAP CRM FUNDMENTALS FOR EHP2
- SAP Demo 2 win course (pre-sales ) 2014

## Skills

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### Computer Skills:

- Good Knowledge of Windows98, XP, Word, Excel, Access, PowerPoint, Internet and Microsoft Dynamics AX

### Language Skills:

- Native language Arabic
- Good command of both written and spoken English

## Working Experience

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- 2012 SAP CERTIFIED CRM consultant
- ABO GHALY motors ( Automobile dealer and service center ) using SAP CRM (sales, service, marketing) .
  - Nahdet Misr for publishing using SAP CRM (SALES,MARKETING ) & SAP IS-Media engine .
  - AMER Group (real estate and construction company ) using SAP CRM (SALES ,SERVICE, MARKETING & SAP Tenant Relationship Management .

2012 Application consultant at EME INT ( Microsoft Dynamics AX , Microsoft Dynamics CRM , M-SALES )

2011-2012 Senior advisor for Vodafone retail department for 16 month  
( Sales rep. ,customer service and Acted as a shift leader for Vodafone store )

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Smart Consulting Solutions 408 South Of Police Academy, Fifth Settlement

Postal Code 11853, Cairo, Egypt

Tel. (+202) 261 358 98, Fax (+202) 261 358 99

## **SAP CRM Projects**

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### **Project No.1 Nahdet Misr group**

Role: CRM , IS-Media consultant

#### **Responsibilities:**

Functional consultant for SAP marketing , presales and intellectual property management  
A CRM consultant supports a company's CRM processes, including full life cycle implementations, business functionalities and CRM service modules, in the short term and long term also using sap for intellectual property management for handling rights department business process

- Understand the Clients Business Process
- Mapping the Business Process with SAP CRM Process
- Collecting the requirements of the client
- Analyzing the requirements with respect to SAP CRM
- Configuring the SAP CRM system according to clients requirement.
- coordinating with technical team members to reach the technical requirements.

**Precisely as a Functional Consultant, one has to interact with the client very often to map the business requirements with SAP CRM business Process**

### **Project No.2 Abo Ghaly Motors**

Role: BCM & CRM consultant

#### **Responsibilities:**

Functional consultant for AGM call center , sales and service cycle

- Understand the Clients Business Process
- Mapping the Business Process with SAP BCM Process
- Collecting the requirements of the client
- Analyzing the requirements with respect to SAP BCM & CRM

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- Configuring the SAP BCM system according to clients requirement.

coordinating with technical team members to reach the technical requirements

### **Project No.3 AMER GROUP for Real Estate**

Role: CRM consultant / team leader / project manager

#### **Responsibilities:**

Functional consultant for Amer group call center , sales and service cycle

- Understand the Clients Business Process
- Implement SAP RE-FX connector to CRM ( TRM) tenant relationship management
- Mapping the Business Process with SAP BCM ,Sales , Marketing processes
- Collecting the requirements of the client
- Analyzing the requirements with respect to SAP BCM & CRM
- Configuring the SAP BCM system according to clients requirement.

Coordinating with technical team members to reach the technical requirements

Responsible for preparing the project plan , charter and handling day to day management for the project

Responsible for delivering other modules included in the project such as :

1-SAP BI on HANA suite

2-SAP HANA database migration

### **Personal Skills**

#### **Personal skills:**

- Project management
- High communication skills
- Goal oriented
- Team Player
- Able to work under pressure
- Eager to learn
- Able to meet deadline