



Consultant profile

I can provide you with support in the following areas with regard to SAP-Projects:

- Business Process Analyzes
- SAP Customer Relationship Management
- SAP Business Intelligence
- Authorization Concepts

Profile

I am a consultant with more than 20 years' SAP experience, working successfully in national and international projects (20 of these years in CRM, 10 years in BI).

During this time, I acquired and extended basic ERP, S/4HANA and SAP Basis knowledge.

In addition, I gained MEP (multiple system exchange projects) experience in multiple CRM and multiple ERP systems.

Within the context of new EU data protection requirements, I participated in SAP expansion of ILM (Information Lifecycle Management) regarding DPP (Data Protection Privacy) of business partners' master data with analysis, customizing and testing in SAP development

I am a solution-oriented senior consultant with a high level of dedication. I possess the ability to find creative approaches to complex problems which, in turn, guarantees a consistently high quality of work.

SAP Experience - Summary

- CRM Senior Integration Consultant
- Process analysis, Blueprinting
- Design and realization of SAP CRM Solution in various projects
- Project and sub-project lead
- Quality assurance and project review
- Technical implementation of SAP CRM and integration with ERP, S/4HANA and BI
- Middleware administration and customer trainings
- Knowhow and project experience in multiple CRM / multiple ERP scenarios
- Design and realization of CRM authorization concept
- ILM (Information Life Cycle Management) and DPP (Data Protection Privacy)

- BI expert ,Data modeling and customizing, Administration, Bex tools

- CVI (customer vendor integration)
- ERP conversion from SD debtor to central business partner as preparatory work for update to S/4HANA

Professional Experience & Certifications – Summary

- graduate businessman (Diplom Kaufmann) University Mannheim and Siegen
- Microsoft Certified System Engineer (MCSE)
- SAP R/3 Certified Technical Consultant (CTC)
- SAP Certified Application Consultant CRM
- SAP Certified Application Associate – Business Intelligence with SAP NetWeaver 7.0

General information

Mother tongue: German

Foreign Languages: English (Fluent)

SAP Project Experience – Detail

Customer	Concardis GmbH, Eschborn, Deutschland
Duration	(09/2017 – today)
Industry	Payment
Project Description	SAP ERP, CRM 7.0 and BI 7.4 on HANA
Role	Senior Solution and Basis Consultant
Aufgaben / Ergebnisse	• SAP basis administration of ERP, CRM and BW systems (Monitoring, Bug Fixing, Transport Management, authorization) • CRM Middleware Administration and data exchange with Salesforce • BW / BI Reporting (data acquisition from SAP CRM, ERP and third party system e.g. via file import), Reporting (BexQuery Analyser and BO Analysis for Excel) and provision for third party systems e.g. my.Concardis)

Customer	Bundesdruckerei GmbH, Berlin, Germany
Duration	(10/2016 – today)
Industry	Public Industries
Project Description	CRM 7.0 on HANA (new implementation)
Role	Consultant
Responsibilities/Deliverables	▪ Implementation CRM 7.0 (RDS) on HANA (Campaigns, Activity-, Lead- and Opportunity Management) ▪ Interactive Reporting (HANA) ▪ Customer trainings ▪ Authorization concept and realization ▪ Implementation of LORD (Lean Order) interface between CRM and ERP for ERP SD orders and offers ▪ Enhancement and customizing CRM WebUI ▪ Interactive Reporting on HANA ▪ Import customer master data (interested party / contact person) via ELM (External List Management) and integration of third party system "SDE" ▪ Middleware administration and bug fixing ▪ Support / troubleshooting (SAP CRM) for each problems which could not be solved by the customer themselves ▪ Migration of debtor to central Business partner on ERP side as preparatory work for upgrade to S/4HANA and appropriate change of SAP CRM Middleware ▪ Customizing CVI (Customer Vendor Integration) in ERP

Customer	REHAU AG + CO, Rehau, Germany
Duration	(10/2010 – 12/2019) part time engagement
Industry	High Tech
Project Description	CRM 7.0
Role	Consultant
Responsibilities/Deliverables	▪ Middleware Administration and customer training ▪ Troubleshooting (CRM online and Middleware) ▪ ABAP Development
Customer	Deutsche Börse AG, Frankfurt, Germany
Duration	(04/2002 – 09/2017)
Industry	Financial
Project Description	Implementation CRM Online CRM 3.0 and Upgrade to CRM 4.0, CRM 7, BW 7.0
Role	Consultant and sub-project lead
Responsibilities/Deliverables	04/2002 – 10.2011 ▪ CRM Middleware customizing and administration ▪ CRM online customizing ▪ Authorization concept and implementation in whole SAP landscape ▪ Team lead 3. Level Support (CRM Master data and Middleware) ▪ ABAP development 11.2011 – today ▪ BI Customizing, data modeling and administration ▪ BI Administration
Customer	Westfleisch SCE, Münster, Germany
Duration	(02/2014 – 12/2016) part time engagement
Industry	Consumer industries
Project Description	CRM 7.0 (new implementation)
Role	Consultant
Responsibilities/Deliverables	▪ Middleware Administration and customer training ▪ Troubleshooting (CRM online and Middleware) ▪ ABAP Development ▪ CRM BI integration
Customer	Osram Licht AG, München, Germany
Duration	(09/2013 – 12/2016) part time engagement
Industry	Consumer industries
Project Description	CRM 7.0 Multi Exchange Projects (MEP)
Role	Consultant
Responsibilities/Deliverables	▪ Troubleshooting (CRM online and Middleware)

Customer	FC Bayer München AG, München, Germany
Duration	(11/2014 – 07/2016)
Industry	Consumer industries
Project Description	CRM 7.0 on HANA, ERP on HANA, Hybris Marketing (new implementation)
Role	Consultant
Responsibilities/Deliverables	▪ Implementation project of new SAP CRM 7 on HANA and Hybris Marketing ▪ Middleware Administration and customer training ▪ Troubleshooting (CRM online and Middleware) ▪ ABAP Development

Customer	SAP SE, Walldorf, Germany
Duration	06/2015 – 03/2016)
Industry	SAP Referral and Influencer Program (worldwide)
Project Description	S/4HANA / SAP CRM
Role	Consultant
Responsibilities/Deliverables	▪ Analyses and test of a lot of SAP CRM scenarios and interaction with S/4HANA

Customer	SAP SE, St. Leon Rot, Germany
Duration	11/2015 – 01/2016)
Industry	SAP Referral and Influencer Program (worldwide)
Project Description	CRM IC DPP (Interaction Center Data Protection Privacy)
Role	Consultant
Responsibilities/Deliverables	▪ Analyses and test of new DPP (Data Protection Privacy) development in the area CRM IC (Interaction Center)

Customer	Südzucker AG, Mannheim, Germany
Duration	(12/2011 – 06/2015) part time engagement
Industry	Consumer industries
Project Description	CRM 4.0 / CRM 7.0 , Multi Exchange Projects (MEP)
Role	Consultant
Responsibilities/Deliverables	▪ Middleware Administration and customer training ▪ Troubleshooting (CRM online and Middleware) ▪ ABAP Development ▪ CRM BI integration

Customer	Bonprix Handelsgesellschaft mbH, Hamburg, Germany
Duration	(08/2012 – 12/2014) part time engagement
Industry	Consumer industries
Project Description	CRM 7.0 (new implementation)
Role	Consultant
Responsibilities/Deliverables	▪ Middleware Administration and customer training ▪ Troubleshooting (CRM online and Middleware) ▪ ABAP Development

Customer	Stabilo International GmbH, Heroldsberg, Germany
Duration	14 Months (01/2009 – 11/2015)
Industry	Consumer Industries
Project Description	CRM 4.0 Field Sales and CRM Online
Role	Technical Consultant
Responsibilities/Deliverables	– CRM Middleware Administration – Troubleshooting (Field Sales and CRM Online) – ABAP development

Customer	SAP SE, St. Leon Rot, Germany
Duration	11/2013 – 05/2014)
Industry	SAP Referral and Influencer Program (worldwide)
Project Description	CRM / ERP new ILM (Information Life Cycle Management), DPP (Data Protection Privacy)
Role	Consultant
Responsibilities/Deliverables	▪ Analyses and test of DPP (Data Protection Privacy) development for new ILM (Information Life Cycle Management) in CRM and ERP

Customer	BYK-Chemie GmbH, Wesel, Germany
Duration	(03/2012 – 10/2013) part time engagement
Industry	Chemical industries
Project Description	CRM 7.0
Role	Consultant
Responsibilities/Deliverables	▪ Troubleshooting (CRM online and Middleware) ▪ ABAP Development

Customer	Atlas Copco, Bruxelles, Belgium
Duration	(03/2012 – 10/2013)
Industry	High Tech
Project Description	CRM 7.0
Role	Consultant
Responsibilities/Deliverables	▪ Analyses Data Migration Project ▪ Performance Optimization ▪ ABAP Development

Customer	Procter & Gamble, Kronberg, Germany
Duration	(04/2013 – 12/2013) part time engagement
Industry	Consumer industries
Project Description	CRM 7.0 (Implementation TPM project)
Role	Consultant
Responsibilities/Deliverables	▪ CRM Middleware Administration ▪ Troubleshooting (Field Sales and CRM Online) ▪ ABAP development

Customer	WIV WEIN INTERNATIONAL AG, Rüsselsheim, Germany
Duration	(05/2013 – 09/2013) part time engagement
Industry	Consumer industries
Project Description	CRM 7.0 Implementation Project
Role	Consultant
Responsibilities/Deliverables	▪ Middleware Administration and customer training ▪ Troubleshooting (CRM online and Middleware)

Customer	Siemens, Erlangen, Germany
Duration	(07/2012 – 09/2012)
Industry	High Tech
Project Description	CRM 7.0
Role	Consultant
Responsibilities/Deliverables	▪ PoC MBE (Multiple Backend integration with CRM)

Customer	Edeka, Minden, Germany
Duration	(05/2011 – 12/2012) part time engagement
Industry	Consumer industries

Project Description	CRM 7.0 Implementation Project
Role	Consultant
Responsibilities/Deliverables	▪ Middleware Administration and customer training ▪ CRM Online Customizing ▪ Troubleshooting (CRM online and Middleware) ▪ ABAP Development

Customer	Johnson & Johnson, Maidenhead, Great Britain
Duration	(05/2011 – 01/2012) part time engagement
Industry	Consumer industries
Project Description	CRM 7.0 Implementation Project
Role	Consultant
Responsibilities/Deliverables	▪ Middleware Administration and customer training ▪ CRM Online Customizing ▪ Troubleshooting (CRM online and Middleware) ▪ ABAP Development

Customer	Rüggeberg GmbH & Co. KG, Marienheide, Germany
Duration	(10/2001 – 03/2011) part time engagement
Industry	High Tech
Project Description	CRM 4.0 – CRM 7 Implementation / Upgrade Projects
Role	Technical Consultant
Responsibilities/Deliverables	▪ Middleware Administration ▪ Troubleshooting (CRM online and Middleware) ▪ Upgrade Support ▪ ABAP Development

Customer	Red Bull, Fuschl / Austria
Duration	(08/2008 – 12/2011) part time engagement
Industry	Consumer industries
Project Description	CRM 5.0 Upgrade to CRM 2007, support daily business
Role	Technical Consultant
Responsibilities/Deliverables	▪ Middleware Administration and customer training ▪ Troubleshooting (CRM online and field sales) ▪ ABAP development

Customer	Wrigley GmbH, Unterhachingen, Germany
Duration	(10/2010 – 12/2010)
Industry	Consumer industries
Project Description	CRM 7.0 with TPM
Role	Technical Consultant
Responsibilities/Deliverables	▪ Middleware Administration and customer training ▪ Troubleshooting (CRM online and Middleware)

Customer	Pepsi Deutschland GmbH, Neu-Isenburg, Germany and international
Duration	(05/2010 – 09/2010)
Industry	Consumer industries
Project Description	CRM 7.0 (CRM Online / Field Sales)
Role	Technical Consultant
Responsibilities/Deliverables	▪ Middleware Administration and customer training ▪ Troubleshooting (CRM online and field sales) ▪ Optimized upload Territory Management ▪ ABAP development

Customer	Schmitz Cargobull, Horstmar, Germany
Duration	(09/2008 – 12/2008 and 09/2009 – 12/2010)
Industry	Automotive
Project Description	CRM 2007 Implementation Project Online / Field Sales,
Role	Technical Consultant,
Responsibilities/Deliverables	▪ CRM Middleware implementation ▪ Middleware administration training ▪ CRM troubleshooting (CRM online and field sales)

Customer	Danfoss, Nordborg, Denmark
Duration	(01/2010 – 02/2010) part time engagement
Industry	High Tech
Project Description	CRM 7.0 Upgrade Project CRM Online and Field Sales
Role	Technical Consultant
Responsibilities/Deliverables	▪ Going Live Support during roll-out ▪ Troubleshooting (CRM Online and field sales) ▪ MSA Roll-out optimization

Customer	Concardis GmbH, Frankfurt, Germany
Duration	(11/2009) part time engagement
Industry	Financial
Project Description	CRM 7.0
Role	Technical Consultant
Responsibilities/Deliverables	▪ Middleware Administration and customer training ▪ Troubleshooting (CRM online)

Customer	Ferrero, Frankfurt, Germany
Duration	(01/2008 – 05/2008) part time engagement
Industry	Consumer industries
Project Description	CRM 5.1 Implementation Project CRM Online / Field Sales
Role	Technical Consultant
Responsibilities/Deliverables	▪ Middleware Administration and customer training ▪ Troubleshooting (CRM online and field sales) ▪ ABAP development

Customer	Schachermayer GmbH, Linz, Austria
Duration	(09/2007 – 03/2008)
Industry	Consumer industry
Project Description	CRM 5.2 Implementation Project (CRM Online and Field Sales)
Role	Technical Consultant
Responsibilities/Deliverables	▪ Middleware Implementation ▪ Troubleshooting (CRM online and Field Sales) ▪ Roll-out planning and performance optimization

Customer	NextiraOne, Paris, France
Duration	(12/2007 – 04/2008) part time engagement
Industry	Telecommunication
Project Description	CRM 5.0 (Call Center)
Role	Technical Consultant
Responsibilities/Deliverables	▪ Middleware administration and customer training ▪ Troubleshooting (CRM Online)

Customer	Hilti AG, Schaan, Liechtenstein
Duration	(11/2006 – 07/2007) part time engagement
Industry	High Tech
Project Description	CRM 4.0 (CRM Online and Field Sales)
Role	Technical Consultant
Responsibilities/Deliverables	▪ CRM Middleware Administration and customer training ▪ Troubleshooting (CRM online and Field Sales) ▪ ABAP development

Customer	SAP AG, Walldorf, Germany
Duration	(07/2001 – 12/2006)
Industry	
Project Description	CRM Middleware Development Support (worldwide)
Role	Technical Consultant
Responsibilities/Deliverables	▪ Development Support (CRM Middleware) (OSS) ▪ OSS Note creation ▪ ABAP development

Customer	Gaz de France, Paris, France
Duration	(09 - 10/2006, 03- 05/2007, 04 - 05/2008) part time engagement
Industry	Utility
Project Description	CRM 4.0 (Call Center, CRM Online)
Role	Technical Consultant
Responsibilities/Deliverables	▪ CRM Middleware Administration and customer training ▪ Performance analysis and optimization for data migration ▪ Troubleshooting (CRM online and Field Sales) ▪ ABAP development

Customer	EDF, Paris, France
Duration	(04/2006 – 07/2006) part time engagement
Industry	Utility
Project Description	CRM 4.0 (Call Center, CRM Online)
Role	Technical Consultant
Responsibilities/Deliverables	▪ Performance analysis and optimization for data migration

Customer	Centrica, Great Britain
Duration	(08/2006 – 10/2006) part time engagement
Industry	Utility
Project Description	CRM 4.0 (Call Center, CRM Online)
Role	Technical Consultant
Responsibilities/Deliverables	▪ Performance analysis and optimization for data migration

Customer	DERTour GmbH & Co. KG, Frankfurt, Germany
Duration	(03/2005 – 07/2006) part time engagement
Industry	Tourism
Project Description	CRM 4.0 Implementation Project Call Center, CRM Online
Role	Technical Consultant
Responsibilities/Deliverables	▪ Blueprint ▪ CRM Middleware Implementation and training ▪ CRM Online Customizing

Customer	HSH Nordbank, Hamburg, Germany
Duration	(07/2005 – 05/2006) part time engagement
Industry	Financial
Project Description	CRM 5.0 (Call Center, CRM Online)
Role	Technical Consultant
Responsibilities/Deliverables	▪ Blueprint ▪ CRM Middleware Implementation and training ▪ CRM Online Customizing

Customer	Tchibo GmbH, Hamburg, Germany
Duration	(09/2004 – 02/2006) part time engagement
Industry	Consumer Industry
Project Description	CRM 5.0 (Call Center, CRM Online)
Role	Technical Consultant
Responsibilities/Deliverables	▪ CRM Middleware Administration and customer training ▪ Troubleshooting (CRM online and Field Sales) ▪ ABAP development

Customer	Cellcom, Israel
Duration	(05/2002 - 05/2003 a. 12/2004 - 05/2005) part time engagement
Industry	Telecommunication
Project Description	CRM 3.0 (Call Center, CRM Online) and Upgrade to CRM 4.0
Role	Technical Consultant
Responsibilities/Deliverables	▪ CRM Middleware Administration and customer training ▪ Troubleshooting (CRM online and Field Sales)

Customer	Intervet Deutschland GmbH, Unterschleißheim, Germany
Duration	(06/2002 – 07/2003)
Industry	Pharmacy
Project Description	CRM 3.0 Implementation Project CRM Field Sales
Role	Technical Consultant and project lead
Responsibilities/Deliverables	▪ Project Lead ▪ Blueprint ▪ Middleware Implementation and training ▪ Online Customizing ▪ MSA Client Installation

Customer	SAP AG, Walldorf, Germany
Duration	(10/1999 – 06/2000)
Industry	
Project Description	SAP “Addon Factory”
Role	Technical Consultant
Responsibilities/Deliverables	▪ Test Installation and Upgrade of all SAP systems ▪ Test Installation and Upgrade of all SAP Addons