

SAP C4C Functional Consultant

Roles & Responsibilities

- The Technology Consultant facilitates the implementation and support of the SAP Cloud solution to enhance the clients' business functionality and overall performance, while maintaining a high degree of customer satisfaction.
- Perform detailed analysis of complex business process requirements and provide appropriate system solutions; identify, interpret, validate and document customer requirements
- Facilitate workshops to collect business requirements
- Map client business requirements, processes and objectives; develops necessary product modifications to satisfy clients' needs.
- Design, customize, configure and testing of C4C
- Identify gaps, issues and work around solutions.
- Act as liaison with client for troubleshooting: investigate, analyse, and solve software problems.
- Handle changes or emergency transports as needed for high priority issues;
- Document functional designs, test cases and results.
- Proactively identify and propose business process and/or system enhancements
- Provide consulting services on both new implementations and existing support projects
- Act as a liaison between the business functions and the technical team.
- Provide ad-hoc training and user support as required
- Work self-directed and independently; may act as subject matter mentor to more junior members

Desired Skills & Experience

- Minimum of 5 years of experience in a full cycle implementation as well as in support projects.
- At least 2 full cycle software implementations integrating CRM and ERP applications.
- Minimum of 5 years of experience of extensive business process knowledge in areas such as Interaction Center, WEBUI, Mobile Integration, Service Management, Marketing, and Sales Including integration areas with Sales and Distribution, Materials Management, Production Planning, Financials, and Controlling
- Experience in Integration between C4C and CRM On Premise / SAP ERP either using HCI or PI
- Ability to multitask and manage multiple deliverables and projects at the same time
- Ability to understand business processes from a customer perspective
- Ability to work in a team environment, effectively interacting with others
- Must be results oriented, and demonstrate a "can-do" attitude – adaptability, flexibility and resourcefulness

Location: Old-port (Montreal), Quebec, Canada