**Application for Customer Service Coordinator/ Sales Admin/ SAP Basis/ SAP Authorization**

**Caroline**

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**CAREER OBJECTIVE**

Looking for a position in the field of Customer Service and/or SAP Administration that requires high level of work ethics, combined with technical competence and effective interpersonal communication.

**SUMMARY OF QUALIFICATIONS**

* Have an extensive experience in SAP Security and Authorizations, and SAP Basis
* Appropriate background in Graphics Design, Installation, and Troubleshooting
* Can work under pressure with minimal supervision, and multitasking
* Dedicated in finishing projects by or even before the set deadline
* Hardworking, can easily adjust with the environment, willing to be trained
* Skilled at handling reports and documentation

**PROFESSIONAL EXPERIENCE**

**Liberty Automobiles Co. LLC**

**Customer Service Coordinator**

*(March 18, 2013 - Present)*

***Job Description****:*

* *Approaches, greets and offers assistance or direction to any customer who enters the dealership showroom and determines the nature of their visit*
* *Hand outs brochures and handles queries of customers*
* *Answers basic customer inquiries and directs to the correct department*
* *Prepares quotation for bank, standard reports, deviation requests and submit to competent authorities*
* *To arrange additional reports/information required by the management*
* *Obtains and records basic information about each customer using dealership sales control system*
* *Updating customer’s database in the Kerridge Autoline system*
* *Serves as the secretary/sales admin back up in the showroom*

**Northgate Arinso**

**SAP Basis Consultant**

*(February 14, 2011 – January 11, 2013)*

***Job Description****:*

* Ensure that tickets are acknowledged on time and delivered on agreed SLA
* Role creation and maintenance via Profile Generator (PFCG)
* Identify and provide root-cause analysis and issue recommendation
* Perform spool monitoring of daily jobs
* Provides authorization support during project implementation such as user ID creation, unlock/reset password of user.
* Provides user and security maintenance via CUA, SU01 / SU10
* Provides system support and coordinates closely with users to ensure that issues are resolved on time.
* Provide developer / access keys to development teams via SAP marketplace
* Monitoring released, active, finished and cancelled jobs via SM37
* Manages transports (Via PFCG, SE01, SE10, STMS, REVTRAC Workbench)
* Linking the end user’s employee/personnel number (PERNR) to their SAP User id using HR Master Data (via PA30)
* System setup (Landscape configuration)
* Analyze and implement SAP notes for Basis related fixes.

**Computer Professionals Inc***.*

**Client SAP Security Contact**

*Procter & Gamble Asia (February 2006 – October 15, 2010)*

***Job Description****:*

* *Process SAP Access Requests within Service Level Agreement and Business Priorities (Via Service Desk)*
* *ID Creation and modification of User Master Record*
* *Familiar in different modules such as Business warehouse, SRAP, GDC and BBP/ APO*
* *System clean up and data monitoring*
* *Determine missing Authorizations using SU53 reports from the users and interpret the details via SUIM.*
* *Specific responsibilities include particular user and role assignments, creation and application maintenance.*
* *Responsible for distributing and consolidating work assignments/ Ion monitoring*
* *Maintain, Create, Modify Security Roles using Profile Generator (Via PFCG, ZSE16) in accordance to the needs of the users and organizational levels of the Parent Roles*
* *Single and Mass Transport (Via PFCG, SE10, ZGTT)*
* *Generating reports using SAP Business Explorer Analyzer/ Checkmate*

**Software Ventures International**

**Image Editor**

*September – November 2005*

***Job Description:***

* *Ensures the arrangement and labels of the image are properly encode, reviews layout and suggests improvements*
* *Meet deadlines and quota on a daily basis*

**TRAININGS AND SEMINARS**

**Customer Focused Skills Training**

Liberty Automobiles Co. LLC - Sharjah - *May 26, 2014*

**SAP HR050 (Business Processes in HCM)**

Northgate Arinso - *June 2011*

**iGDE** (Integrated Global Development Environment)

Procter & Gamble Asia Pte. Ltd. - *December 20, 2007*

**AutoCAD 2009** (Comprehensive AutoCAD 2009 with Color Rendering)

MICROCADD Technologies, SM North Edsa - *November 23, 2008 – January 25, 2009*

**Siebel (Optima Access Provisioning)**

Procter & Gamble Asia Pte. Ltd. - *June 24, 2010*

**ACADEMIC BACKGROUND**

**Highest Education Level**: Bachelor's Degree

**Major**: Information and Technology

**School**:University of the East – Manila, Philippines

**Academic Year**: June 2001 - April 2005

**PERSONAL INFORMATION**

**Date of Birth**: 09 Sept 1984

**Civil status**: Single

**Nationality**: Filipino