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| Maribeth Maribeth.344261@2freemail.com  |  |

I am a confident, versatile and enthusiastic professional with extensive experience in Project Management, Solution Selling, Business Analysis and SAP Systems Solution Architecture.

Acknowledged as a focused and committed individual, I have been entrusted with leading expert teams throughout the full life-cycle of SAP project implementations, developing systems in accordance with ‘to-be’ processes and striving to maximise client value through the innovative application such as SAP products – ECC, CRM, SAP Hybris platforms, HANA, and Fiori, Data Services.

I am passionate about working to the highest standards and have the ability to swiftly adapt to new technologies and multinational working environments.

With over 15 years‘ SAP project experiences, I am now looking for challenging roles with a forward-thinking and reputable company, where I believe my excellent work ethic and ability to succeed in fast-paced environments will lead to me becoming a valued employee and system innovator. I am very flexible, relocation or travelling is not an issue at all.

Aside from Business Consulting, I also gained skills on Pre-Sales, Business Development and Proof of Concept Solution build or system demo presentations for prospect customer. I actively support SAP business development activities in her prior SAP Consulting jobs with the intent of minimizing SAP’s exposure to risk while focusing on the innovative application of SAP products to maximize the value and benefits to the clients.

# Personal Data

Date of Birth: June 17, 1979

Nationality: Filipino, Singapore PR

Education: Bachelor of Science in Accountancy

Languages: English, Filipino

# Objective

I am now looking for a new and exciting position in new industry such as yours and believe that I would be able to make a valuable contribution from the outset

# Competencies

**Operational/Professional**

* Working at the interface between business users at all levels including C-level executives and project stakeholders and able to communicate and translate technology solutions
* Carry out investigations and analyses and present results for management decisions
* Deep technical knowledge in SAP systems, structures and interfaces
* Excellent communication and presentation skills
* Project Management experience and Team lead experience (10-15 people)
* Knowledge of SAP processes and configuration in CRM Service, CRM Full Service Leasing and CRM Service Usage Based Billing, CRM Sales & Marketing and SAP ECC Logistics module
* Knowledge on SAP business processes for various industries such as Financial Service Leasing, Manufacturing, Medical, Insurance, Banking and Utilities industries
* SAP CRM Web UI Enhancements
* SAP IUT240 Contract Accounts Receivable and Payable
* SAP R/3 ABAP Programming with actual experience in development work covering RICEF:
* Reports - with ALV and hot spot functionalities
* Interfaces - some of which involves Custom Function Modules, BAPIs and RFCs
* Conversions – Posting/converting data from other Legacy systems, programs involving BDC (Batch Data Conversion), LSMW
* Extensions - User Exits, Formula and Requirements
* Forms - hands-on experience on SAPscript and SMARTFORMS
* SAP Business Information Warehouse
* Financial Accounting
* SAP Hybris Platforms – Sales, Service, eCommerce, Marketing & Billing

**Personal**

* Taking on Responsibility and Integrity
* Excellent Analytical, Conceptual and Logical Problem Solving skills
* Lead and Support Project Team members
* Extensive presentation experience: Proof of Concepts and SAP system Demo with customer and Project stakeholders
* Strong interpersonal, written, and oral communication skills.
* Ability to prioritize and execute tasks in a high-pressure environment
* A strong team player and independent contributor
* Strong business acumen
* Ability to communicate to senior management and drive presentations/discussions from the Service Management Perspective
* Good stakeholder management skills with ability to engage and gain stakeholder buy-ins is key
* Ideally some experience with supporting procurements through RFP/RFI/RFQ process
* Vendor management and customer management

# *Project Experiences under Convista Consulting Pte Ltd (Current Employer)*

## Hybris Marketing for Insurance & Utilities industries (July 2016 – Nov 2016)

## Industry: Insurance & Utilities

## Role: Project Manager/Solution Architect

## Key Tasks and Activities:

* Project Management for setting up internal demo system digital marketing for Insurance & Utilities industries
* Conduct solution concept discussion with Hybris Experts & Consultants to develop an industry solution for Insurance and Utilities market using Hybris eCommerce integrated with Hybris Marketing platforms
* Solution design and build for integrated solution for Hybris eCommerce and Marketing platforms as analytics solution to capture customer journey and intents, creating customer profiles as a base for sending digital campaigns or newsletter for products and sales campaigns purposes
* Technical exposure to HANA, Fiiori, Data Services, Hybris
* Plan for the resource requirements to build the Project team and ramp up the knowledge on Hybris Marketing
* Coordinating and management of Offshore Development team to deliver required custom enhancements
* Plan for testing and knowledge transfer to Sales and Pre-Sales Consultants based on the solutions create

## MSIG Optimus Project (December 2015 – Sept 2016)

## Industry: Insurance

## Role: Project Manager

## Key Tasks and Activities:

* Provide SAP CRM Functional consultancy for Customer Service, Sales and Marketing scenarios for Insurance Industry
* Conduct business workshops and scoping for Sales Campaign scenario to provide SAP CRM and SAP Hybris Marketing system solution design that will add value to the efficiency of daily business operations for customer service, sales and marketing departments by enabling system automation from sending off marketing campaign letters, capturing customer responses to insurance policy processing, endorsements and claims handling
* Planning and management of Systems Integration Testing and User Acceptance Testing for SAP CRM
* Management of Offshore Development team to deliver required enhancements

## *Seaco Global Pte Ltd (December 2013 – April 2015)*

## Industry: Container Leasing

## Role: SAP Business Process Analyst/ SAP Solution Architect Lead

## Key Tasks and Activities:

## Relocation of internal IT Support Service inline with organizational change to move the Headquarter Office from London, UK to Singapore

## IT Transformation to build internal SAP Application support service capability from outsourced vendors for system maintenance cost reduction reasons and to be at par with MS Dynamics

## SAP Solution Advisory and support for Infrastructure Upgrade Project for SAP systems from On-Premise (outsource vendor Computa Center) to Amazon Web Service (AWS cloud computing)

## Lead Business Process Analysts, SAP Developers and Basis Consultants (14 people) to fully understand business processes and existing integrated system landscape which includes SAP ECC, CRM, Open Text/Streamserve, Enterprise Portal, Exchange Infrastructure (PI), Middleware and Business Warehouse

## SAP CRM Functional Support for Open Text Streamserve Upgrade

## SAP CRM Functional Support for SAP Fiori UI5 Portal Upgrade Project

## Business Process improvement for Billing, Invoicing and Clearing

## Managing on-going maintenance for SAP CRM related issues and enhancements

## Managing implementation of new solutions, enhancements in SAP CRM

## Participate in the analysis, design, development, testing and maintenance of SAP CRM

## Provide system documentation according to the Project Development Methodology

## Conduct post implementation reviews to gather users’ feedback

## Work with the Business Users and Stakeholders / Business Process Analysts to develop new programs

## Perform unit testing/integration testing of developments related to SAP CRM

## Following established change control procedures for migration to QA and SAP Production

## Understand business requirements and develop the solutions within the framework, working with the business users

## Ensures documentation of processes is compiled and complete

# *Project Experiences under Ecenta Asia Pacific Pte Ltd (Nov 2006 – June 2013)*

## SAP CRM Pre Sales / Business Development Support (November 2006 – June 2013)

## Work closely with the Business Development Sales Manager to support Pre-Sales activities  by gathering initial requirements from prospect customers and setting up Proof-of-Concept  Demo System to source projects

## Create and deliver high impact, engaging software demonstrations that compel prospect  customers to buy SAP products

## Strong knowledge and experience in creating storylines & scripts for product demos

## Excellent communication & presentation creation/delivery skills to different groups and  levels of audiences; particularly executives, customers and partners

## SAP Projects materialized for Ecenta were: Fiat/FGA Capital – Austria Finance Leasing Project Roll out (€ 1.2 M); Volvo Trucks Sweden AB Project Implementation (€ 1.0 M); Crown Forklift Trucks US Finance Leasing Project implementation (€ 1.0 M)

## Volvo Group AB, Saccelerate CRMS Track 2, Gothenburg Sweden (July 2012 – June 2013)

## Industry: Heavy Trucks and Equipment Manufacturer

## Role: SAP Solution Architect Lead

Project implementation for SAP CRM Service Contract Management with Usage Based Billing (UBB) for Vehicle Trucks and Equipment Service Maintenance Agreement. The project scope involves Service Agreement, Income and Cost, Risk and Portfolio Management on SAP CRM 7.0 Ehp2.

* Conducted workshops with business users and project stakeholders then develop Business Blueprint
* System configuration according to the ‘To-Be’ business requirements
* Develop Functional Specifications for Development team
* Conducted System Playbacks to Project Stakeholders and Business Process Owners
* Prepared and delivered Project documentations: Configuration WBS, Cutover Plans, Knowledge Transfer documents
* Project planning and management of 3 Junior CRM Functional Consultants and 5 CRM Technical Developers.

## CTC Rental Project (FIAT, FGA Capital and Leasys) Torino, Italy (March 2011 – March 2013)

## Industry: Leasing Industry

## Role: SAP CRM FSL (Full Service Leasing) Pricing Consultant

Full-cycle Project Implementation (Blueprint, Realization and User Acceptance Testing Phases) for a CRM Full Service Leasing project in SAP CRM 7.0 EhP1 with system integration with SAP ECC 6.0 EhP5 with primary focus on CRM Pricing for Financial and Service Contract.

* Conducted workshops with Key Business Users and Project Stakeholders to gain knowledge on the current business process and recommend a suitable solution
* Solution design and system implementation for CRM pricing for Lease Quotes and Contracts that covers Financed leased objects and Contract Services; and the subsequent Change Processes, Termination and Remarketing Processes
	+ Usage of New Pricing Interface from CRM 7.0 Enhancement Release EHP 1
	+ Usage of Payment Schedule Billing from CRM 7.0 Enhancement Release EHP 1
	+ Minimized contract line items to improve system performance
	+ Pricing for service contract line items with minimum condition types through usage of Product list and standardized line item totals. This also allows flexibility should the customer introduce new product offerings.
	+ Rental Contract Pricing with Multi-Payer Handling and recalculation of already Billed Amounts from original Contracts
	+ Implementation of Pricing Conditions Customizing Settings for Leasing Contract to support Contract Dashboard for Price Adjustment functionality to control contract payments via Down payment, Interest or Projected Monthly Installment
* Prepared and delivered Project documentations: Configuration WBS, Cutover Plans, Knowledge Transfer documents and User Trainings
* Project planning and management of 3 Junior CRM Functional Consultants

## Intel Corporation, Portland USA (Jan 2011 – Feb 2011)

## Industry: IT Company

## Role: SAP Functional Consultant

Provided SAP CRM Consulting services during design phase for EIM 2.0 project. The project scope covers issue resolution for products that are still in design phase. Conducted workshops with Stakeholders and Business Analysts to understand the current business processes, do fit- gap analysis and come up with the new ‘To-Be Processes’.

## Carl Zeiss CRM Service Mobile Solution (Dec 2010 – March 2011)

## Industry: Manufacturing – Lens, Measuring Instruments, Medical Instruments, Microscopes and Imaging Solutions

## Role: Solution Design Lead for Field Service Mobility Solution

Conducted workshops with business process owners to understand current CRM Service process and gather requirements on enabling a mobile solution for CRM Service. A solution design was delivered that allows Field Service Engineers to complete a Service Confirmation from an offline device. The Global template has been Rolled Out to US and UK Meditec. Project planning and management of 1 Functional Consultant and 3 Technical Consultants.

## Leaseplan Australia (May 2007 – Nov 2010)

## Industry: Vehicle Leasing – Car, Truck and Equipment

## Role: SAP Solution Architect Lead

Involved in the realization phase of this SAP CRM 2007 Full Financial Service Leasing implementation project. This project covers CRM integration to SAP ECC, XI, BI and BW.

* Conduct detailed workshops with business key users to get a full understanding of the current business processes and analyze the gaps in order to design the necessary developments
* Solution Design and configure CRM service scenario with primary focus on Vehicle Maintenance, Tyres and Replacement Car Services. Scope of the design covers Service contract items in a Leasing document, Service Orders and Confirmations, Serviceplans (Scheduled Services), Product Service Letters (Product Recall), Warranty Management, Vehicle Spare Parts usage management and Odometer Readings (Vehicle Usage)
* Involve in the solution design for External Portal (CRM Web UI) for Vehicle maintenance used by external users such as Car dealers and Vehicle Service Vendors
* Involve in the solution design for Mass Processing Framework Tool to allow mass creation of Service Orders and Confirmations
* Develop Functional specifications and subsequently conduct unit tests after each ABAP development to ensure it meets the requirements
* Customize and enhance CRM Web UI to display additional information relevant to business users
* Prepare the necessary Configuration, Design and Unit Tests documents
* Prepare the security matrix to define the necessary roles and authorization to perform service processes
* Review User training materials and conduct re-training when necessary to correct the process steps
* Involve in Cut-Over and dress rehearsal activities
* Involve in data migration activities such as defining the field mappings, data cleansing exercise and provided full support for dress rehearsals and the final migration of Service Orders into production system
* Provide post go-live support
* Project planning, collaborating and management of 5 CRM Functional Consultants, manage Offshore Developers to ensure delivery of Technical Developments

**Other Achievements from this project**:

* SAP’s new Enhancement release CRM 7.0 EHP 2.0 CRM Leasing Contracts for having Vehicle Maintenance Scheduled Servicing as part of the standard SAP CRM Leasing solution which is a common business process in Vehicle and Rental Industry
* Predictive Repairs via Service Orders is also introduced in CRM 7.0 EHP 2.0 Release which is a similar solution for Scheduled/Preventive Vehicle Maintenance processing

## Multimedia Development Corporation (MDeC) Sdn Bhd (Feb 2007 – Oct 2007)

## Industry: IT

## Role: SAP CRM Consultant

Involved in People-Centric UI (PCUI) customization and development for CRM Lead and Activity Management. Define user roles and authorization access controls.

## Lenovo Beijing China, (Nov 2006 – Dec 2006)

## Industry: IT Products Manufacturing

## Role: SAP CRM Consultant

Involved in PCUI (People-Centric UI) customization and development for Account Management, Opportunities and Sales Contracts. Proactively involved in bug fixes during Integration Testing.

# *Project Experiences under HTL Manufacturing Pte Ltd & Origem Solutions Pte Ltd*

## HTL Furniture Sdn Bhd, Kulai, Malaysia (Dec 2005 – Aug 2006)

## Industry: Sofa Manufacturing

## Role: SD Functional Team Lead

* Conducted workshops with key business users to gather current Sales processes
* Perform gap analysis to identify areas for improvements and provide management with reports and updates on findings and identify the necessary Technical enhancements
* Solution Design and writing of Business Blueprint for Sales and Logistics
* Project planning and management of 2 Functional Consultants and 5 Technical users while collaborating with business users to ensure proper translations of business requirements
* Perform System Integration Testing and deliver User Acceptance Test which includes preparation of test plan, test scopes and test scripts
* Review unit test cases, test data preparation and technical design modification
* Conduct User Trainings to equip users with the necessary knowledge − Streamline current business processes in Sales and Logistics
* Understand, analyze and document business and technical processes and work flows for designing of security solutions
* Provide UAT support by clarifying queries from business users and support teams
* Preparation of Cut-over, Full Dress Rehearsal and Parallel Run Plans − Data Migration using LSMW
* Post go-live support

## Trends Leather (Yangzhou) Co., Ltd (August 2005 – September 2005)

## Industry: Leather Hides Manufacturing

## Role: SAP R/3 Security Administrator

Involved in Security Administration. Assists functional consultants in designing role and authorization definitions and mapping it accordingly to users.

## HTL Furniture (Changshu) Co., Ltd (August 2004 – Jan 2005)

## Industry: Sofa Manufacturing

## Role: SAP R/3 ABAP Developer

Developed and Enhancement of various SD SAPscript forms in the areas of SD (Order confirmation, Pro-forma Invoice, Commercial Invoice, Delivery Order, Customs Invoice), MM (Purchase Order and Request for Quotation) and FI (Customer Statement, Accounts Payable Payment Advice and Dunning Letter).

## HTL International Holdings (Oct 2003 – Jan 2004)

## Industry: Furniture and Leather Manufacturing

## Role: SAP R/3 Techno-Functional Consultant

SAP R/3 4.6C implementation project for group of companies - leather hides and sofa factories and trading units. Performed as ABAP developer across modules – SD, MM, FI/CO and PP during the initial project implementation phase. Some of the developments made are:

* Finance (FI) Reports – Customer Statement, Accounts Payable Aging, Voucher Printing
* Sales and Distribution (SD) SAPscript forms such as Sales Order, Commercial Invoice, Packing List, Delivery Order, Credit/Debit Memo with Intercompany Billing, in multi-language version with Third party and Back-to-Back scenarios
* Materials Management (MM) - ALV reports for Info Records with Material Configuration Info, Sourcelist Report, Purchase Order SAPscript form
* Controlling (CO) – BOM cost simulation for Sales Order costing

Continuous Technical and Functional support for SD and MM modules which involves the following:

* Further enhancements to existing customized programs and other Technical objects like User Exits, Search Helps, SAP Infosets and Queries, customized tables, conversion programs and interfaces
* Configuration enhancements for SD Master Data settings – Enterprise Structure, Pricing conditions, Customer Master, Text determination, Output Determination, and MM – Purchasing Group, Text determination, Purchase Order types, number ranges, screen layout, Output determination

# *Project Experiences under Accenture Inc. (Oct 2000 – Oct 2003)*

## DuPont (February 2002 – August 2003)

## Industry: Chemicals

**Role: ABAP Team Lead**

A science company that established several projects - Itech, T03 and Dupont Displays to design and build global enterprise resource planning (ERP) solution for its daily operations.

* Project Management of the day-to-day operations and workload of the team, budget control
* Solution Design and Tracking of the development progress of the end- to-end build covering MFG Manufacturing, BP (Business Planning), PM (Plant Maintenance) and PS (Project Systems) according to prescribe budget and timeline
* Technical designs SAP ABAP RICEF (Reports, Interface, Conversions, Enhancements and Forms) covering MFG Manufacturing, BP (Business Planning), PM (Plant Maintenance) and PS (Project Systems).

## Glatfelter - Beyond paper (May 2002 – July 2002)

## Industry: Manufacturing

## Role: SAP R/3 ABAP Developer

SAP R/3 4.6C implementation for FI and SD modules, Involved in Technical Design and development of Sales and Distribution forms using SMARTFORMS.

## Consol Energy (February 2002 – May 2002)

## Industry: Manufacturing

## Role: SAP R/3 ABAP Developer

North American implementation of SAP version 4.6C. The scope of the project (called Capability Release 1) is a full conversion of SAP's FICO module for all Consol locations and implementation of MM and PM modules for Consol’s Enlow Fork Coal mine. Involved in ABAP development for MM reports.

## DuPont Dow Elastomers (DDE) (May 2001 – Feb 2002)

## Industry: Manufacturing

## Role: SAP R/3 ABAP Developer

Involved in development and support for its ABAP RICEF (Reports, Interface, Conversions, Enhancements and Forms) Design, Build and Run phases for Logistics modules.

## Non-SAP Involvements:

## Manila ERP – SEPG (Software Engineering Process Group)

## Duration: August - October 2003

* Tasked to liaise with Accenture Manila SEPG team in assessing the readiness of Manila ERP team to take the CMM evaluation
* Help prepare the necessary documents, templates and metrics tools needed to gather the necessary data for the CMM evaluations
* Coordinate with different SAP Project team Managers and CMM representatives to identify the software development and support processes involved in each project and how the metrics will be applied

# Certifications

* July 2014 ITIL® Foundation Certificate in IT Service Management by AXELOS Global Practice Trainings
* July 2016 – SAP Hybris eCommerce Training – SAP India, Bangalore
* June 2013 Project Management Professional (PMP) – New Horizons Computer Learning Center, Singapore
* March 2009 IUT240 Contract Accounts and Receivable, – SAP Education America, Philadelphia
* Nov 2002 TABW20 SAP BW Presentation - SAP Singapore
* Dec 2000 PDP Central Arthur Andersen Learning Center - St. Charles, Illinois, Chicago, USA

**Accenture In-house trainings**

* SAP ABAP Training & DET (Development Environment Training), January 2001
* Manila SC's Process Orientation (BI Methodology), February 2001
* Manila SC Capability Maturity Model (CMM) Overview, February 2001
* Chemicals Industry Foundation, February 2001
* English Communication Course, March 2001
* PDP Local, November 2000
* Database Fundamentals, November 2000
* SAP R/3 3.0: ABAP/4 Fundamentals, November 2000
* SAP R/3 2.2: Introduction to Financial Accounting (CBT), November 2000
* SAP R/3 2.2: Introduction to Materials Management (CBT), November 2000
* SAP R/3 2.2: Introduction to Sales and Distribution (CBT), November 2000
* SAP R/3 3.0: Basic System Operations (CBT), November 2000
* SAP R/3 3.0 Advanced Systems Operations (CBT), November 2000
* SAP R/3 2.2: Technical Systems Overview (CBT), November 2000

# Education

## Ateneo de Davao University, Davao City Philippines

## June 1996 – March 2000

## Bachelor of Science in Accountancy

## Graduated as Cum Laude

## University Scholar and Consistent Dean’s Lister (1st year – 4th year)

# Consulting Rate

* Delivered upon Request

# Previous Employers

* Accenture Inc. Manila, Philippines

Team Lead (Sept 2003 – Oct 2003)

Senior Software Engineer (Sept 2002 – Sept 2003)

Analyst (Oct 2000 – Aug 2002)

* Origem Solutions Pte Ltd

SAP Techno-Functional Consultant (Oct 2003 – Sept 2005)

* HTL Manufacturing Pte Ltd

SAP System Specialist (Oct 2005 – Oct 2006)

* Ecenta Asia Pacific Pte Ltd

Senior CRM Financial Service Consultant / Solution Architect (Nov 2006 – June 2013)

* Seaco Global Pte Ltd

SAP CRM Business Process Analyst/ SAP Solution Lead (Dec 2013 – April 2015)

* Convista Pte Ltd

Senior Business Consultant (Dec 2015 – Present)