

**SAP Project manager / Part Project manager
SAP Senior Consultant CRM Sales / Service / ECC-SD / LE**

Personal data

DSC Consulting Wiehl
Dörte Schmidt
Pützberger Höhe 74, 51674 Wiehl

Doerte.schmidt@dsc-wiehl.de

www.dsc-wiehl.de

Birth: 1969

Marital status: Married since 1993



At a Glance

- Project and part project manager in national and international projects
- 20 years of SAP ERP SD/LE project experience (customizing)
- 15 years of SAP CRM Sales/service project experience (customizing)
- 15 years of Process Consulting CRM Sales/service – ERP SD/LE

Availability

Available from: 01.11.2018

Qualification profile

SAP ERP/CRM Process Consulting

CRM-Sales	since 2002	+++
CRM-Service	since 2013	+++
ERP – Sales & Distribution	since 1997	+++
ERP – Material Management	since 2002	++
ERP – Logistik Execution	since 1997	+++

SAP CRM-Process customizing

Master Data Business Partners	since 2002	+++
Master Data Products	since 2002	+++
Master Data Prices/taxes	since 2002	++
Process customizing sales	since 2002	+++
Process Customizing service	since 2013	++

SAP ERP-Process customizing

Customer Master Data	since 1997	+++
Master Data Material	since 1997	+++
Pricing	since 1997	+++
Process Customizing sales & Distribution	since 1997	+++
Process Customizing Logistics execution	since 1997	+++

SAP ERP Development

Smartforms	since 2007	++
Sapscrip	since 2000	++
ABAP/4	since 1997	++

SAP ERP/CRM Process Consulting

CRM-Sales	since 2002	+++
CRM-Service	since 2013	+++
ERP – Sales & Distribution	since 1997	+++
ERP – Logistics execution	since 1997	+++

Other

MS Office (Word, Excel, Powerpoint)	since 1993	+++
Atlassian JIRA	since 2010	++
Atlassian Confluence	since 2010	++

Project History

06/2018 – 11/2018 Sabbatical as well as time off due to surgery / rehabilitation

02/2015 – 05/2018 **Customer:** Software manufacturer Health Care-International
Project Order: Project Management/Part-project Management introduction
 SAP ERP/CRM Rollout

Project tasks:

- Project management introduction of SAP ERP/CRM template rollout
 - 3 Company Codes-South Africa, Singapore, Malaysia
 - 5 company Codes-Czech Republic, Poland, Slovakia
 - 2 Company Codes-Netherlands merger
 - 6 company codes-Denmark, Norway, Sweden
 - 4 Company Codes-Netherlands
- Part-project Management Order Processing CRM/ERP
 - 6 Company Codes – Austria
- Carrying out workshops with the specialist departments
- Setting up processes in CRM/ERP (HandsOn)
- Gap analysis/evaluation/creation of realization templates, if necessary inclusion in the template
- Responsibility for compliance time & budget
- Implementation of key user training courses
- Support in the Getwell phase
- Solution Architect for the continuous further development of the group template in the area of order Processing CRM/ERP

07/2014 – 01/2015 **Customer:** Software manufacturer Health Care-National
Project Order: Project Management Introduction SAP ERP/CRM Rollout

Project tasks:

- Project management introduction of SAP ERP/CRM template rollout
 - 10 Company Codes-Germany
- Part-project Management Order Processing CRM/ERP
- Carrying out workshops with the specialist departments
- Setting up processes CRM/ERP (HandsOn)
- Gap analysis/evaluation/creation of realization templates, if necessary inclusion in the template
- Responsibility for compliance time & budget
- Implementation of key user training courses
- Support in the Getwell phase
- Solution Architect for the continuous further development of the group template in the area of order Processing CRM/ERP

11/2012 – 06/2014 Customer: Software manufacturer Health Care-National
Project Order: Worldwide introduction of SAP ERP/CRM

Project tasks:

- Creation of decision document for selection of the CRM system to be set up
- Support in building up the ERP and CRM project teams
- Conception and development of a group template for the Area Order Processing (SAP CRM Sales/service and SAP ERP SD/MM/LE)
- Conception of contract migrations from non-SAP to CRM service contracts
- Development guidelines for Migration programs (master data, service contracts)
- Setting up processes CRM/ERP (HandsOn)
- Continuous quality assurance of newly implemented processes in the field of order Processing
- Solution Architect for the group template in the Area Order Processing CRM/ERP
- Training internal employees in
 - SAP basis (SAP Setup, working method, integrated system CRM/ERP, transport systems)
 - CRM Sales / SAP ERP SD / MM / LE
 - ERP ABAP/4
 - ERP Smartforms

07/2012 – 10/2012 Customer: Automotive Supplier – International
Project Order: Migration of SAP ERP master data using SAP query

Project tasks:

- Migration of SAP ERP to SAP ERP in the SAP SD/Master Data area
- Gap Analysis of processes
- Implementation of migration using SAP query

01/2012 -07/2012 Customer: Telecommunications – National
Project Order: Release upgrade SAP ERP/restructuring internal SAP teams

Project tasks:

- Project Manager
- Consulting for all areas of SAP ERP regarding migration
- Rebuild/-strukturierung of the SAP implementation/base team
- Definition of tasks and internal processes within the newly created teams
- Conceptual preparation for a release upgrade SAP 4.70 to SAP ERP ECC 6.0
- Conceptual preparation Sepa Introduction
- Conception/definition of SAP ERP interfaces in existing UM systems:
 - Clarify (CRM)
 - Venedig (Device Management)
 - Billit (Billing-System)
 - Charlie (Provisioning)
 - Fusion (Middleware)

07/2011 – 05/2012 Customer: Manufacturing Company – International
Project Order: Harmonisation pricing 12 SAP ERP Systems

Project tasks:

- SAP Consulting SAP Pricing
- Implementation/harmonisation of SAP pricing
- Integration of a SAP subsidiary company (USA) into the German SAP central system
- Merging of different pricing methods (12 costing schemes) into a central costing scheme

10/2010 – 03/2012 Customer: Service companies-National
Project Order: Consulting and implementation in the area of SAP CRM Sales and SAP ERP SD

Project tasks:

- Consulting SAP CRM Sales/SAP ERP SD
- Smartforms development in the area of quotation processing
- Introduction of quotation process in SAP CRM/SAP ERP systems
- Realization of a very complex supply system for various divisions
- Conception/implementation A company-wide valid product structure matrix
- Realization of the import and processing programs of the product matrix
- Rollout of this solution in the USA and China

04/2010 – 01/2012 Customer: Public administration-National
Project Order: Project Management Introduction SAP ERP

Project tasks:

- Project manager, consulting for all introduced SAP ERP areas
- Acquisition of the project after SAP introduction with the goal of process stabilization
- Strengthening of the internal team with the goal of largely independently operating the SAP ERP system
- Implementation of a project structure for the handling of daily business
- Implementation of change management processes
- Implementation of the ticket system based on SAP solution management
- Support in the selection of third-party products, e.g. scanning of incoming invoices and filing in the document management system

01/2010 – 04/2010 Customer: Media Agency-National
Project Order: Creating business blueprint for introducing SAP ECC 6.0

Project tasks:

- Creation of business blueprint for the mapping of customer hierarchies and the related processes, taking into account later use in the Business Warehouse (SAP BW)

04/2009 - 12/2009 **Customer:** **Biotechnology companies-International**
Project Order: **Feasibility Study SAP CRM service vs. SAP ERP Service**
Introduction of SAP ERP

Project tasks:

- Analysis of existing service processes
- Acceptance of the worldwide service structures and processes
- Evaluation of processes regarding the feasibility of SAP CRM service vs. SAP ERP Service vs. non-SAP service
- Preparation of feasibility study as a basis for decision-making for management
- Setting up a pilot system in SAP CRM
- Introduction of SAP ERP (SD, MM, le) in USA

11/2002 - 08/2009 **Customer:** **National Fair**
Project Order: **Replacement legacy system for order entry according to SAP ERP**
Introduction to SAP CRM
Introduction of SAP CRM B2B/B2C Shop
Implementation of various customer-specific processes

Project tasks:

- Project management, conception and implementation for the replacement of a self-developed COBOL order entry system according to SAP ERP
- Setup Consignment Business (SAP ERP)
- Setup Cash on delivery business (SAP ERP)
- Interface for visitor Registration (SAP ERP)
- Form Design SAPscript (SAP ERP)
- Support in daily business (SAP ERP)
- Redesign of existing processes (SAP ERP)
- Conception and implementation of Facility management (SAP ERP/CRM)
- Service provision on stand areas
- Settlement of External Services
- Procurement to Partner
- Ancillary cost calculation flat-rate/flexible
- Setup Credit card statement (SAP ERP/CRM)
- Setup Bank Collection procedure (SAP ERP/CRM)
- Setup CRM Sales/Marketing (SAP CRM)
- Setup Price Determination/Invoice print out (SAP ERP/CRM)
- Setup Fullfillment interface (SAP ERP)
- Development Interface "Print out Admission cards" (SAP ERP/CRM)
- Conception, Realization of self-developed serial number management (SAP ERP/CRM)
- Support Release upgrade SAP CRM 3.1 → CRM 4.0
- Overall project management, conception and support in the implementation B2B shop for the Area Service (SAP ERP/CRM)
- Conception Connection of contract partners via portal (SAP ERP/CRM)
- Conception Connection of foreign subsidiaries via portal (SAP ERP/CRM)
- Connection of Hall Planning system HAPLA (SAP CRM)

03/1998 - 10/2002 Construction and Sales Management office Walldorf

Education/training of internal employees in the areas of:

- Basic ABAP Training
 - Sapscrip
 - Smartforms
 - Basic ERP Training (SAP architecture, Transport,...)
 - ERP SD (quotation, order, delivery and billing processing)
- Education/training of external employees to junior consultants

04/1997- 02/1998 Customer: Manufacturing Company-National

Project Order: Migrating SAP R/2 to SAP R/3

Project tasks:

- Migrating from SAP R/2 to SAP R/3 for the SD module
- Process recording and implementation using customizing

Fixed employment

since 10/2014 Freelancer

01/1997 – 09/2014 SAP CRM / SD Senior Consultant, RSP Unternehmensberatung GmbH, Wiehl

02/1993 – 12/1996 COBOL application Development, AERA Rundfunk-und TV GmbH, Hilden

- Organizational programming in the systems and processes business unit
- Application development in the wholesale trade
- Planning and conception of requirements from the whole field of merchandise management
- Implementation of programs/program packages on Bull DPS 7000/500 and Bull DPX 20
- Programming COBOL 74/85
- Creation of just-in-time procurement logistics
- Documentation, training and commissioning of programmes and programme packages

Training

1991 – 1993 Training for data processing clerk, DAA Düsseldorf-successfully completed

1985 – 1988 Training as a retail clerk in office supplies-successfully completed

1985 Graduation from Realschule St. Peter-Ording

Certificates

04/2010	SAP Solution Manager-Operations Manager (SAP Aktiengesellschaft, Walldorf)
02/2008	CRM Service – Service processing (SAP Aktiengesellschaft, Walldorf)
02/2004	SAP CS – Customer service (SAP Aktiengesellschaft, Walldorf)
04/2002	SAP CRM Overview (SAP Aktiengesellschaft, Walldorf)
01/2001	SAP-Idoc-Interface Technology 4.6C (SAP Aktiengesellschaft, Walldorf)
11/1999 – 12/1999	Sales training medium-level mechanical engineering (SAP Aktiengesellschaft, Walldorf)
05/1999	Certified Consultant – Accelerated SAP (ASAP) Consultant (SAP Aktiengesellschaft, Walldorf)
03/1998	Certified Consultant – SAP R/3 Application Consultant SD (SAP Aktiengesellschaft, Walldorf)
04/1997	SAP SD – Sales (SAP Aktiengesellschaft, Walldorf)
03/1997	SAP SD – LIS – Special features in Sales (SAP Aktiengesellschaft, Walldorf)
03/1997	SAP SD – Logistics Information System (LIS) (SAP Aktiengesellschaft, Walldorf)
03/1997	SAP SD – Sales (SAP Aktiengesellschaft, Walldorf)
03/1997	SAP SD – Pricing (SAP Aktiengesellschaft, Walldorf)
03/1997	SAP SD – Billing (SAP Aktiengesellschaft, Walldorf)
02/1997	SAP SD – Sale (SAP Aktiengesellschaft, Walldorf)

02/1997

SAP SD – Sales Order Processing
(SAP Aktiengesellschaft, Walldorf)

02/1997

ABAP/4 Development Workbench Dialog programming
(SAP Aktiengesellschaft, Walldorf)

02/1997

ABAP/4 Development Workbench Reporting
(SAP Aktiengesellschaft, Walldorf)