
CRM Consultant Resume

Job Objective

Seeking a position of CRM Consultant in a reputed organization where I can use all my knowledge and experience in a better way to benefit the organization.

Work Experience:

CRM Consultant, August 2005 – Present
Innoveer Solutions, Inc., Dinuba, CA

- Applied development methodologies and tools, and managed complicated projects.
- Defined, developed and delivered business automation solutions using Microsoft CRM software.
- Worked with Sales, Project Management, and Technical resources to ensure that projects were timely completed to quality standards and within budget.
- Assisted with the translation and mapping of business objectives.
- Prepared functional requirements for technical CRM solutions.
- Worked with teams of onsite and offsite technical resources.

CRM Consultant, May 2000 – July 2005
Xede Consulting Group, Inc. Dinuba, CA

- Prepared effective business strategies and plans.
 - Provided training and CRM solutions to clients.
 - Developed, documented and implemented automated marketing processes within CRM.
 - Estimated work effort for application configuration based on CRM applications.
 - Worked with various team members including technical, non-technical and sales team.
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Summary of Qualifications:

- Experience in designing and implementing the SAP CRM IC Web Client 7.0
 - In-depth knowledge in developing scripts and utilizing .NET, JAVA, Java Script and C#
 - Operational Knowledge of CRM systems, Implementation and Software Development
 - Familiarity with technical architecture (tables, and structures)
 - Amazing ability to run workshops and run demonstrations of CRM application
 - Ability to interact with various levels in a global organization
 - Strong client interaction and presentation skills
 - Excellent verbal and written communication skills
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Education:

Bachelor Science in Computer Science, Northern Kentucky University, Kentucky, KY

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