

**Position Description**  
**Senior Consultant, SAP Customer Relationship Management (CRM) – Interaction Center (IC)**

**DICE or Monster Headline: Hot Opportunity: SAP Interaction Center - Work with One of the Few Companies Who's Using the Newest Version of CRM !**

**Not Just Any Opportunity**

How would you like to work for one of the very few companies to integrate the **newest version of CRM 6.0s with Netweaver BI**? Or one who's integrating a new, hot SAP solution: Global Trade Solutions with Governance, Risk and Compliance (GTC)

We are one of only 4 companies selected by SAP out of 128 nominees to resell SAP solutions. That prestigious selection speaks for itself.

Strong client demand is driving the expansion of our SAP CRM consulting team. We are currently interviewing for a **SAP CRM professional with Interaction Center** experience and solid business consulting skills.

Responsibilities:

- Full life cycle architecture, design, and implementation of an enterprise-wide contact center/call center solution to drive sales and growth
- Integrate Interaction Center as part of a multi-channel solution including E-Commerce
- Model and develop new call center business processes and implement in SAP CRM
- Lead blueprinting and implementation efforts, working with the EntryPoint Engagement Director; and
- Architect full solutions which directly drive client growth

**Not Just Any SAP CRM Practice**

Want to learn from the best? Call centers/contact centers are one of many growth arenas for our clients. With more than 15 years experience in CRM, our Leading-Edge CRM Practice is about **Growth**: Supporting the growth of our Clients, growing our corporate expertise and reputation, and growing the breadth and depth of our Consultants' knowledge and skills.

We help our Clients drive increased revenues and better customer service by combining our knowledge of Technology, Business Processes, People and Customer Strategy into one integrated solution. Our CRM practice breaks down into the following:

- **Technology** – SAP CRM (Sales, Customer Service, and Marketing), combined with Netweaver/BI as needed – We are a CRM 6.0s Ramp-Up Partner
- **Processes** – Re-engineering Sales, Marketing, and Customer Service business processes
- **People** – Training, Culture Change or Organizational Development
- **Customer Strategy** – Helping our Clients decide WHO are their best customers, HOW to approach them, and WHERE to invest

The latest market data shows that SAP CRM jobs are moving to people with a **combination of functional and technical capabilities**. Are you a SAP CRM functional specialist seeking to increase their knowledge, either technically or to learn more about CRM in general to increase your value in the marketplace? Or are you a technical specialist who seeks to move into one or more functional areas? Either way, both you and our clients win and grow.

### **Not Just Any Candidate**

At EntryPoint, we are selective in who we hire to get the best fit for you and the company. Multiple interview rounds with technical and functional personnel, fellow colleagues, and senior management give both you and the company up-front knowledge of what we're all about.

Required Skills:

We seek experienced consultants who have expertise in some of these areas:

- Full life cycle experience implementing SAP CRM (versions 4.0 or greater) with Interaction Center (formerly "CIC")
- Cross Functional Experience: Understanding and implementation of typical Contact Center functions such as Telesales, Telemarketing, Customer Service
- Knowledge of CTI such as Genesys or Cisco a plus but not mandatory
- Knowledge and/or experience in one or more of the following customer processes: sales, customer service, or marketing.
- Information technology experience: Problem Definition, Requirements Specification, System Architecture, System Design, Configuration, Customization, Integration and Testing, Production Cutover and Support;
- Good consulting skills with an ability to analyze clients' business requirements, needs and objectives, and map them to best practices as embodied in SAP CRM or SAP BW.
- Ability to translate the business requirements into specific process improvements along with identifying any/all measurable benefits.
- Business process analysis and redesign experience.
- Strong analytical capabilities.
- Gap analysis and strategic roadmap/blueprint development.
- Ability to analyze business problems from both a qualitative and quantitative perspective.

### Preferred Background

The successful candidate must possess and be able to demonstrate through client references the following:

- Verifiable (via client references) subject matter and solution expertise – generally viewed as the "go-to" person on a project – acknowledged expert in your area of expertise.
- Terrific "soft skills" leveraged across clients' technical, project and business personnel.
- Minimum of 5-6 years of professional experience (previous consulting, software application/ system implementation and/or specific functional industry expertise).
- Energy, enthusiasm and positive-spirit – confident without arrogance.
- Entrepreneurial spirit – will do what it takes to get the job done.

- Exceptional follow-up; never let a commitment slip through the cracks.
- Demonstrated high level of commitment to client success.
- Desire to share technical expertise with team members and the client.

## **Not Just Any Company**

EntryPoint Consulting was started with a focus on providing a place where the best people and the newest technologies could come together to provide top-level, Fortune 500 experience to our mid-market clients. Our team is focused on bringing exceptional business knowledge and expertise to our client initiatives. As our track record and our double-digit growth rate demonstrates, we continue to be on the leading edge for our clients. **And that is why we need top performers like you.**

Great people attract other great people! As a top performing consultant, you want to surround yourself with other top performers. At EntryPoint, working alongside people you respect and trust helps your individual performance which, in turn, helps the client achieve their goals.

Respectful of your personal life, we implement a travel policy which **keeps you home the majority of nights in the week.**

We hire entrepreneurially-minded, subject matter experts who know how to drive measurable returns for our clients.

Leverage those skills you've worked hard to develop through working with some of the best companies and people around, and bring them to EntryPoint where you can be free from the politics, the bureaucracy and the other big company headaches. Let EntryPoint encourage you to spread your wings and feel the exhilaration of working for a high growth company.

EntryPoint is a certified **SAP** Services Partner, Reseller and national IBM Regional Systems Integrator.

## **Not Just Any Compensation & Benefits Package**

Compensation packages include competitive base salaries and an above-average performance incentive plan for top performers based on client satisfaction/loyalty, individual contributions to Practice growth and utilization.

Our Spectrum of Benefits is geared toward giving our employees the flexibility they need, and we offer the following to all employees:

- Comprehensive national Medical Plan with low individual contributions
- Comprehensive national Dental Plan with low individual contributions
- Comprehensive national Vision Service Plan with low individual contributions
- Term Life Insurance
- Competitive vacation/holiday program
- 401(k) Plan
- ... and a chance to make a difference!

## **Contact Information**

To apply for this position, contact Ron Kronen [rkronen@entrypointconsulting.com](mailto:rkronen@entrypointconsulting.com)  
Or phone 360 455 4800