

Profile Details

Role : CRM- IT SAP	Sub function : Customer Care
Function : Customer Care	Reports To : D.Y Vice President
Role Objective: <ul style="list-style-type: none">• Understand business processes to identify automation opportunities to reduce people dependence.• Take project ownerships to ensure time implementations• Shares Process improvement ideas with Technology perspectives• Conduct training sessions across departments and functions to educate business teams on new and existing IT projects• Coordinate and monitor other internal team members to ensure efficient delivery• Presentation of ideas and requirements to all stake owners• Ensure documentation of projects launched and being implemented	

Key Responsibilities

- Involved with critical development in SAP, SFDC and other CC-IT systems and applications
- Has a vision for developments keeping in mind the dynamic business environment
- Should be an out of the box thinker and be able to provide quick fixes to problems identified
- Needs to understand business needs by engaging with internal stakeholders and come out with solutions that meets the needs of the team
- Has experience in creating and executing detailed project work plans
- Makes necessary revisions as required to meet changing needs and requirements post taking buy-ins from all
- Coordinating with relevant stakeholders for preparation of Business required document for the project.
- Has to co-ordinate with internal IT, IT Vendors and various stakeholders involved in the project development
- Prepares Project Diagrams & detailing
- Ensures project documents are complete and stored appropriately.
- Ensures timeliness of delivery are well documented and any deviation are escalated appropriately
- Manages day-to-day operational aspects of a project and scope.
- Reviews deliverables agreed with stakeholders.
- Prepares for engagement reviews and quality assurance procedures.
- Minimizes exposure and risk on project.
- Needs to have Good Presentation skills. Will need to lead meetings and show leadership display during presentation

Drive IT initiatives for customer care operations

- Concept building and finalization
- Prepare concrete business requirements liaising with Business Owners
- Prepare functional requirements liaising with IT team
- Design UAT cases, get testing done and signoff
- Get changes implemented by coordinating with IT
- Train business teams and get the changes deployed
- Handover the process to respective owners
- Provide support to address issues raised

Skills, Knowledge and Abilities: Should be Well Versed With SAP System.

Qualification: Only Grad

Work Experience and Other Requirements: Min 8 to 12 Years.