

Isabell Dushkin

SAP CRM Functional
Consultant

Details

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Profile

SAP CRM Functional Consultant with 2 years of experience in delivering efficient customer relationship management solutions. Proficient in analyzing business processes, identifying improvement areas, and implementing CRM strategies to drive customer satisfaction and revenue growth. Adept at working collaboratively with cross-functional teams and skilled in SAP CRM modules, including sales, service, and marketing. Committed to driving business success through innovative and customized CRM solutions.

Employment History

SAP CRM Functional Consultant at SAP NS2, OR

Apr 2023 - Present

- Led the successful implementation of SAP CRM for a major client, resulting in a 20% increase in sales efficiency and a 15% reduction in customer service response time.
- Streamlined business processes for a large enterprise by integrating SAP CRM with existing ERP systems, leading to a 25% reduction in order processing time and a 10% increase in overall productivity.
- Designed and executed a comprehensive CRM training program for over 200 end-users, ensuring a smooth transition to the new system and a 95% user adoption rate within the first three months of implementation.
- Developed custom CRM solutions for a key client, resulting in a 30% improvement in lead conversion rates and a 12% increase in customer satisfaction scores.

Associate SAP CRM Functional Consultant at Deloitte, OR

Sep 2021 - Feb 2023

- Successfully implemented SAP CRM functionality for a major client, resulting in a 25% increase in sales efficiency and a 20% reduction in customer service response times.
 - Streamlined the order management process for a large retail client by integrating SAP CRM with their existing ERP system, leading to a 15% reduction in order processing time and improved inventory management.
 - Led a team of five consultants to design and deploy a custom SAP CRM solution for a global manufacturing client, improving their lead-to-order conversion rate by 30% and increasing annual revenue by \$2 million.
 - Conducted comprehensive CRM training for over 100 end users across three client organizations, improving user adoption rates by 40% and ensuring a smooth transition to the new system.
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