

Personal details

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Education:

- Certification in Business Economics from the School of Economics
- Additional certification in Business Administration and Accounting
- SAP R/3 SD/CRM Senior Consultant and Programmer by IBM
- Certification as SAP CRM Consultant

Professional training:

ABAP/ SAP-SCRIPT	Reports, Batch-Input, BAPI, Userexit & Interface programming Modifications, Output programming, ALV-Controls (OO), Data take on, Dialog programming, BSP programming, Workflow programming, ALE/EDI/IDOC programming.
ALE/EDI/ IDOC	Modelling and Implementing of Business processes Maintain distribution models, System monitoring EDI Output determination, IDOC/BDOC processing, Modification/Programming of inbound and outbound messages.
WORKFLOW	Defining Workflows using Workflow Builder, Enhancing Business Objects, Defining business process steps (Task definition), Data/Container definition, Dynamic Agent determination, linking and triggering events, Deadline monitoring, Ad-hoc processing, Business process via Internet (WF-XML Interface), Web flow service handler, Programming interfaces for Objects, Events, Methods, Controls and Attributes.

SD	Entire Sales & Distribution functions, Entire Logistic, Foreign Trade, Credit/Risc-Management, Inter Company Delivery/Billing, Consignment goods, VMI/CMI.
MM/MM/ HUM	Cross Application SD & MM, Warehouse Management, Handling Unit Management.
CRM	Fundamentals (Lead, Opportunity & Campaign Management, Internet Pricing and Configuration, Middleware & Data Exchange) Process of Business Transactions (Contact, Lead, Opportunity, Telesales Order, Sales Contract, Service Request, Complaint) Internet Sales, Customer Interaction Center, Mobile Sales and Service, Org and history management, BDocs, Interface - programming.

Software development

Programming DB2-QMF/SQL, ABAP, SAP-SCRIPT,
Technical design of programmms
Functional design business process
Information analyses business processes
Software quality assurance

Other

Project Management (CRM, SD and ABAP)
Teamlead CRM, SD and ABAP
Acquisition and Presentation skills

Languages

German (native speaker)
English

Working experience

High volume consumer goods
Wholesale company
Distance selling industry
Machine construction and engineering
Publishing company
Packaging industry
Pharmaceutical industry

Subject matter

Project management (module basis)
Business process re-engineering
Software quality assurance
End user training and implementation support
Integrated software packages for enterprise solution
Sales and Production planning

Advanced planning organizer
Customer relationship management
Project management CRM
Data-take-on, Data migration
Bonus application
Company and process organisation
ABAP programming conception and design

Tools

Application packages SAP R/3 SD, CRM, SAP IS-RETAIL.
Programming languages ABAP 4, SAP-SCRIPT, LSMW, WORKFLOW.

Experience

9 years SAP experience with more than 14 implementations & lifecycles (thereof 6 international)
15 years project and project management experience

ABAP

Programming of User-exit/BAPI mainly in SD and CRM, Interface programming to FI/CO/MM, Programming of reports and batch-inputs programs, Programming of formulas and requirements for pricing schemes and copy routines, Knowledge of ABAP-Tools (WAS 6.20), Conception and design of customer programs in SD and CRM, Interface programming mainly between SD and CRM, Object programming of SAP- Controls.

ALE/EDI/IDOC/LSMW
WORKFLOW

Analyses and configuration of distribution models in different systems, Inbound and outbound processing of EDI Messages and customer modification, Error and IDOC Monitoring, Inbound and Outbound programming for ALE and IDOC's, ALE - Master data distribution, LSMW – Data take on, Workflow customizing for Vendor/Customer management inventory process (VMI/CMI), Workflow customizing for Inbound and Outbound messages and Error monitoring.

SAP R/3 SD

Design of organizational structure for companies process of inquiry, quotation, order, delivery, shipping, transportation and invoicing, Design and process of complex pricing procedures ATP/CTP and demand planning with APO Inter company delivery & billing and goods movements, Foreign Trade (Intrastat, Extrastat), Credit/Risc-management (LC/Pay-card-process) Consignment process, Design and Process of Handling Unit Management, Bonus and Rebate handling, VMI/CMI business processes.

SAP R/3 MM/MM/PP/FI/
CO/ PS/APO

More than basic knowledge in the mentioned modules and most notably the interfaces between the modules.

SAP CRM

Certificated in SAP CRM and Customer Interaction Center. Knowledge in IPC, Middleware, IS, Mobile Sales and Services, Campagne management. Knowledge about how to analyse business process and how to detach existing SAP R/3 functions in CRM, Organisation- and History management, Interface programming, Authorization administration, User specific rolles and menues, Web Application Server functions.

Professional summary

June 2008 – today

Client: EDEKA, Wholesale Company in Germany
Role: SAP SD Consultant and Programmer
Responsible for the Design of a new EDI-Interface within SD between a non SAP system to SAP IS-Retail.

July 2008 – August 2008

Client: AstraZeneca (PharmaStern), Pharmaceutical Industry in Germany
Role: SAP CRM/SD Consultant, Programmer and Project leader
Responsible for transferring of an own developed Application from SAP CRM to SAP ERP 4.7.

May 2005 – May 2008

Client: AstraZeneca (PharmaStern), Pharmaceutical Industry in Germany
Role: SAP CRM Consultant, Programmer and Project manager
Responsible as a lead of a programmer team for enhancing a bonus system as an customer application on a CRM System.

November 2006 – December 2006

Client: AstraZeneca, Pharmaceutical Industry in Germany (IS-IT) and Sweden
Role: SAP CRM/SD Consultant and Programmer
Responsible for a functional specification to implement Vendor/Customer management inventory (VMI, CMI) scenarios for a NON-SAP system in Sweden and a SAP Enterprise system in Germany.

July 2006 – July 2006

Client: AstraZeneca, Pharmaceutical Industry in Germany (IS-IT) and England
Role: SAP CRM/SD Consultant and Programmer

Responsible for programmer specification to enhance current producer discount programs based on changes driven by medical and political law.

June 2005 – June 2005

Client: AstraZeneca, Pharmaceutical Industry in Germany (IS-IT)
Role: SAP CRM/SD Consultant and Programmer
Responsible for functional and technical specification to automate the Invoice verification process for external delivered Shipping data.

May 2005 – June 2005

Client: AstraZeneca, Pharmaceutical Industry in England
Role: SAP CRM/SD Consultant
Responsible for the Implementation of Credit and Risk management for specific customer groups within SAP R/3 4.6C.

November 2004 – April 2005

Client: AstraZeneca (PharmaStern), Pharmaceutical Industry in Germany
Role: SAP CRM Consultant and Project manager
Responsible for new developments of a reward/bonus application for the pharmaceutical field service on a SAP CRM system version 4.0. Extension of this new application by automating the interfaces to SAP HR system and a Data Warehouse system.

July 2004 – October 2004

Client: AstraZeneca (PharmaStern), Pharmaceutical Industry in Germany
Role: SAP CRM Consultant and Project leader
Projekt management for process analysis, to be design and programming. Analysis of the business partner model, organisation and history management and report programming in SAP CRM version 4.0.

April 2004 – June 2004

Client: AstraZeneca (PharmaStern), Pharmaceutical Industry in Germany
Role: Functional SAP R/3 SD Consultant
As SD Consultant responsible for business analyses, configuration and implementation of a roll out in Germany with SAP R/3 release 4.6 C.

March 2003 – March 2004

Client: AstraZeneca (Pharmaceutical Industry) in UK and Germany
Role: Functional SAP R/3 SD Consultant
As SD Consultant responsible for business analyses, configuration

December 2002 – February 2003

Participation by the global SAP Consultant Education Program for the education of “My SAP CRM Consultant” by SAP in Walldorf. Certified as CRM Consultant with the focal point of CIC (Customer Interaction Center).

October 2001 – November 2002

Client: Flexible Packaging, Germany
Role: Functional SAP R/3 SD Module leader
As SD Module leader for Flexible Packaging (FP) responsible for configuration and implementation of a roll out in Germany in two different plants with SAP R/3 release 4.6 C.

February 2000 – October 2001

Client : Flexible Packaging, Germany, France, Italy
Role: Functional SAP R/3 consultant for SD, WM and Handling Unit Management. As sales & logistic consultant for Flexible Packaging (FP) responsible for re-engineering business process, configuration and implementation of SAP R/3 release 4.6 C.

October 1999 – February 2000

Client: Vogel publishing company, Germany
Role: Functional SAP R/3 consultant for SD
As functional consultant responsible for configuration and implementing sales service process in SAP R/3 (rel. 4.0).

January 1999 – October 1999

Client: Mero architectural market company, Germany
Role: Functional SAP R/3 consultant for SD
For Mero responsible for configuration and implementing SAP R/3 (rel. 3.1H). Upgrade R/3 in sales and logistic to Rel. 4.0 and supporting Vogel members for all kind of SAP questions.

October 1995 – January 1999

Client: Raab Karcher whole sale company, Germany
Role: Functional analyst for sales and logistic

As functional analyst responsible for all sales and logistic requirements and questions for Raab Karcher.
Responsible for developing functional technical design and configuration and implementing.

July 1993 – October 1995

Client: Neckermann distance selling company, Germany
Role: Functional / Technical designer
Within the KAA project developing a functional design of customer order process, creating test scenarios using software assurance program.

Professional experience / background

June 2008 – today

At the moment i am working for EDEKA a German Wholesaler Company. I am responsible for the Design of a new EDI-Interface within SD between a non SAP system to SAP IS-Retail. The main objectives are to take over external Invoices 1 to 1 and secure backend processes like goods receipt booking for markets, FI/CO booking and hand over Information data to the Business Warehouse.

July 2008 – August 2008

For AstraZeneca a pharmaceutical Company I have been responsible as CRM Project Manager, Consultant and Programmer for transferring an own developed Application in SAP CRM to SAP ERP 4.7.

May 2005 – May 2008

For AstraZeneca a pharmaceutical Company I have been responsible as CRM Project Manager, Consultant and Programmer for enhancements of an own developed bonus application.
The main objectives were the design of system settings in place of program coding. Further the lead and coordination of the development team (3 programmer) the system adjustments, the execution of presentations, the set-up of TCO calculations, the execution of cost estimations and the coordination of the whole implementation.

November 2006 – Dezember 2006

I've been responsible for building a functional and technical VMI/CMI (Vendor/customer management inventory) scenario and specification for the IS-IT Department AstraZeneca in Germany and Sweden.

The automatic EDI-Purchase process including Purchase confirmation was implemented using Workflow technique. Further on I did the design for implementing dispatch notification from a NON-SAP System in Sweden and the automatic Invoice verification to a SAP system. For the purpose of a system demo I did the whole set-up and programming part. System environment SAP R/3 Enterprise.

Juli 2006 – Juli 2006

I've been responsible for building a technical specification for program changes driven by health policy. The client IS-IT Department of AstraZeneca Germany required this specification for a programmer team in India. The scope comprehend the analysis of the current program versions and the documentation of the technical to-be concept for the programmer.

Further on I was responsible for the coordination with the programmer team in India and the acceptance tests with the IS-IT in England. System environment SAP R3 4.6C.

June 2005 – June 2005

I've been responsible for building a functional specification for a new automatic invoice verification process for Transport and Shipping costs. The specification includes the analysis and the to-be design of that functionality. The main objectives were how to use external Transport and Shipping data and the usage of huge conditions tables to determine the Shipping costs. System environment SAP R3 4.6C.

May 2005 – June 2005

I've been responsible as a CRM/SD consultant (client AstraZeneca) to set-up Credit and Risk management for specific customer groups within SAP R/3 4.6C. I did the analysis in Germany and typed the functional specification for the IS-IT in England. The credit controls were triggered by own programmed sales reports. Further on I controlled the implemented functionality and gave support. System environment SAP R3 4.6C.

November 2004 – April 2005

I've been responsible as SAP CRM Consultant, Programmer and Project manager for set-up a new functionality for calculating rewards (Bonus) on a SAP CRM system (4.0). This new application is used for around 1500 pharmaceutical field services. The main objectives were the functional and technical specifications, the functional and technical "To-Be" Design, the coordination of the over-all solution, the management of the programmer team, the whole technical implementation and the automation of interfaces to a SAP HR system and a Data Warehouse system.

July 2004 – October 2004

I've been responsible as project leader and CRM consultant to set-up an activity-related reward system for the Pharmaceutical field service of AstraZeneca. The Scope was to do business and system analysis (CRM 4.0), defining the design and execute programming. The emphasis was to define and set-up first-time an automated system for calculation the rewards for more than 1500 field services. The project has been implemented with success within four month.

April 2004 – June 2004

As project leader and consultant my task was to extend the previous implementation. The Scope was to attach a new warehouse (promotion and advertising goods) on the local system in Germany for shipping and to be able to execute the order entry and invoicing in a different system which was in the UK.

I did the functional specification, the configuration and most of the programming part. The focal point in that project was to set up a central order entry with extensive Pricing, the integration of three systems, the interface definition and configuration (ALE/EDI/IDOC) and the programming adjustments of IDOC's. The project was implemented in three month with success.

March 2003 – March 2004

I've been responsible for AstraZeneca a pharmaceutical industry customer for the implementation of a system integration between two systems in UK and Germany. After the system admission of the to-be conception in UK my task was to transmit the approach to Germany and the execution of analysis of the current business process.

The business process were documented in blue prints and the to-be conception as design pack. After the acceptance during the walkthrough I started with configuration and programming. The ambition in that project was to establish an "Shared Service Center" with a central order entry in UK in consideration of the business processes in Germany and a common "High Level Design".

The order entry using manual or EDI orders have been processed via purchasing per ALE into the German legacy system and forwarded to a third warehouse management system. The configuration of several outbound messages to the system in UK lead to visibility of the processes in the German systems and suits the central order entry in UK best.

The focal point in that project was the to set up a central order entry with extensive pricing and the definition and configuration of the integration for three integrated systems. The project was implemented in time and with success.

December 2002 – February 2003

Participation by the global SAP Consultant Education Program for the education of "My SAP CRM Consultant by SAP in Walldorf. Certified as CRM Consultant with the focal point of CIC (Customer Interaction Center).

February 2000 – November 2002

I've been responsible as member of a team of business consultants to transform the defined business process in SAP functionality by writing blueprints. The blueprints were basis for the configuration and implementation phase, first as a template followed by roll-outs in factories in Germany, France and Italy.

For VAW, the head-quarters, I did also the coordination of the over-all solutions in Sales & Distribution within three other business units of VAW using harmonized standards.

Together with the project leader I managed for Flexible Packaging the over-all quality of design, I co-developed the project approach with management and key users, developed detailed plans for configuration, conversion, training and interfacing with legacy systems.

The principle task in SAP R/3 were Pricing, Costing, Order Processing, Billing, Handling unit management, ATP/CTP and demand planning with APO and a high level transportation planning and costing.

The main challenge was to adjust one system for different business areas worldwide in one client by using new technology like APO and Handling Unit Management. After implementation of the pilot in France, I was responsible as SD team leader for the Roll out of the kernel system in Germany in two plants. At this stage new further Requirements were raised and I managed together with my team and my programmer team those requirements in time and inside the budget frame.

The main challenges at this time were the cross over delivery and goods movement process between two plants by using Warehouse management and Handling Unit Management.

October 1999 – February 2000

For the implementation of a new sales system for Vogel a publishing company, I've have been the lead consultant for sales to define, configure and implement the sales and invoice procedure for services.

I also defined the procedure to use the existing SAP solution Media together with the new sales process of services.

The main objective within SAP R/3 was to keep existing cost reporting by using the new function with different releases and avoiding complications with the existing IS-Media system.

January 1999 – October 1999

I was employed on a SAP-SD Project with Mero an architectural market company.

First supporting the existing made-to-order production and upgrading the R/3 system to Release 4.0. I also designed and programmed further system requirements and supporting key users for all kind of SAP questions.

The main objective within SAP R/3 was the make-to-order production and the differently pricing.

October 1995 – January 1999

I was employed on several project with Raab Karcher a whole sale company.

Together with other project team members the main objective was to develop for different business areas a core software to support sales, distribution and invoicing.

Afterwards I started to roll-out the kernel system in different areas in Germany.

July 1993 – October 1995

I was employed on the KAA project with Neckermann a distance selling company.

Together with other project team members the main objective was to make a functional design of a sales system used by all Neckermann companies.

Later on I also defined test scenarios by using special assurance software.

Personal motto:

“Not because a project is complicated we do not dare, but rather if we do not dare, the project is labelled complicated”.

Kind Regards,

Uwe Ziegler