Armin Ohlerth

Berlin
www.rakentaa.de
www.ohlerth.de

Profile

Education:	
Graduation:	Master in Engineering - Industrial Engineering (Dipl.-Ing. Produktionstechnik)
	Master in Business Administration (Henley Management College, UK)

Qualifications:	
Methods:	PMP/PMI, Scrum, SAP Activate Gap Gemini Implementation methodology Fast Track Implementation methodology Deloitte Consulting ASAP Implementation methodology SAP/ Solution Manager
Applications:	MS Office, SAP Solution Manager, Sharepoint, HP Quality Center/ ALM, Helpdesk, Jira, Confluence, Webshop Applications
Consulting areas:	SAP - Implementation, Business Process Consulting, Project Management, Requirement Engineering, Trainer and Coach
SAP-Modules:	**SAP S/4 Hana**, C/4 Hana Customer Management **SAP CRM** 7.0 Business by Design, C4C Cloud for Customer **SAP ERP** PM, CS Release 4.0, 4.5, 4.6, 4.7, Enterprise, ECC 6.0 PP, Release 3.1 (Module skills about interface functions to SD, MM, PS, CO)
Foreign Languages:	English, French

Other Qualifications:

- Refa training (Association for work studies and enterprise organisation)

- Professional training in the electrical industry

- PMP/PMI

- Scrum Master

- Systemic consulting

- Mediator

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Professional Experience SAP		
02.22	current	**Print Industry:** Initiation S/4 Hana Project: Evaluation implementation strategy and and methodology. Execution of Readyness Check, Simplification Check and other pre-Hana checks. Request for proposal and bidding process.
03.20	02.22	**Print Industry:** Solutionarchitekt for CRM and ERP. Projekte Implementation Advanced Returnsmanagemen, Go Live Support for Grantor Management in CRM, Audit CRM Solution (Sales Processes with Lord Interface).
10.21	10.22	**Bosch Siemens Hausgeräte:** Customer Management in S/4 Hana. Pilot of Shared Service Solution via service request, organisational modell, category modeller, E-Mail Forms. Decision proposal regarding UX Strategy and Roll Out.
09.17	02.20	**Media/Intellectual Property:** Overall project manager for SAP CRM Implementation (Business Partner, Activites and Contracts) with interfaces to legacy systems. Complete cycle from requirement analysis, service provider selection, concept phase, implementation, training, Go Live until Hypercare. (Agile approach/ Multi project management)
10.06	09.19	**SAP AG Training:** Delivery of CRM and PLM Courses CR700 CRM Service, CR300 CRM Sales and others
10.16	09.17	**Weidmüller:** Roll out of a CRM solution for sales automation into 10 European countries. Fit Gap Workshops, Key User Training and Go Live Support.
05.13	09.16	**Consumer Products:** Project manager for the development of a world wide template solution in SAP CRM. The template covers customer service processes, integration to ERP, mobile applications, web channel, third party scheduling solutions (OFS, FLS, MRS), API development. Coach for project reset and implementation of methodology.
06.12	05.13	**Retail:** Project Manager for Cross Channel Project in SAP CRM and Retail. Covering sales processes in web channel, call center and stationary transactions, as well as Marketing an loyalty card. Project set up and planning, staffing, work package definition and project controlling.
11.11	06.12	**adidas:** Requirement Engineering for Returns and Claims Management and Customer Segmentation
01.11	11.11	**Still / Linde:** Team lead role in a world wide template build for sales processes in SAP CRM 7.0 and ERP 6.0 Activity, Lead and Opportunity Management as well as all relevant SD processes in ERP.
11.10	01.11	**Healthcare:** Project lead implementation CRM 7.0. Replacement of Project lead on parental leave during go live. Solution for patient research in co-development with SAP. Activity Management, Marketing and significant development.
09.10	11.10	**Bonprix:** Team lead for project freezing and handover of project CRM 7.0 for Retail to new consulting company

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10.08	09.10	**BSH Bosch Siemens Hausgeräte:** Solution Architect for pilot and worldwide template system. Implementation of service process with CRM 7.0 Call Management in the Interaction Center and Back office. Scheduling engineers with FLS Visitour. Interfaces to mobile applications. Implemented processes Field Service, Workshop Repair, Refurbishment, Exchange, Confirmation, Billing.
06.05	02.09	**SEW Eurodrive:** Delivery of CRM Sales/ Service Training Rel. 4.0, Rel. CRM2007 Activity, Opportunity, Order, Quotation, Integration with mySAP ERP PP
10.07	10.08	**ECOLAB:** Template build and worldwide rollout of CRM Rel. 5.0 sales and service processes, Development of functional specifications for enhancements and integration of third party products. Execution of integration tests for pricing and billing. Going live support for roll out in Netherlands and Switzerland.
03.07	10.07	**SAP AG:** Solution Management Business ByDesign Logistics
06.00	04.07	**SAP AG:** in Walldorf: responsible for CRM processes in the IDES system (world-wide training and demo system of SAP AG). Development and customizing of business scenarios, master data maintenance, documentation of the new functionality, support for sales representatives. (Rel. 2.0 c, 2.1, 3.0, 3.1. 4.0, 5.0, 5.1) CRM areas: - Marketing, Lead and Opportunity Management - Telesales, Internet sales (configurable products) - Logistics Management, Credit Management, Billing - Customer Service and Help Desk, Contracts and Installed Base Management, Enterprise Intelligence, E-Service, Field Service - Order entry via CIC, CRM Online, PC-UI and IC Web with - Integration into ERP (Shipping, billing etc.) Additionally: Maintenance of R/3 Customer Service Scenarios (Rel. 4.7)
07.06	12.06	**SEW Eurodrive:** Prototyping of Repair management Process in mySAP CRM Rel. 4.0
04.05	04.06	**SAP AG** in Walldorf: Migration- und integration project for ERP and CRM with XI 3.0 and SAP migration tools (SafePassage)
03.04	04.05	**Viterra/ ISTA**: Utility Industry: Business Process Reengineering/ Requirement Management (Use Cases and UML) for the planning of metering activities. Implementation in R/3 Enterprise, Customer Service. Integration into existing billing and mobile service processes.
07.03	01.04	**Volkswagenbank**: Business Blueprint for Opportunity Management in mySAP CRM 4.0. Ramp Up project in a portal environment with IC Web and People Centric CRM. Interfaces to BW, XI, IXOS and legacy systems..

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07.02	05.03	**Bosch**: CRM Service (rel. 3.0) in a Call Center. Replacement of the R/3 module CS by CRM Service. Implementation of the following business processes: Order entry in the CIC, scheduling with Clicksoft, download of service orders to notebooks, upload of confirmations into CRM, billing, complaint management, hotline and maintenance contracts. All processes are related to IBASES. In my role as a solution designer I had to assure the integration of the orders (entered in CRM-CIC) with the existing SD functionality in the R/3 backend system.
03.00	01.03	**Unilog Integrata**: Development of SM/CS and PM training material and execution of courses.
03.99	03.00	**Gaz de France/ Cofathec**: Team lead SAP - CS Implementation in the utility industry in France. Project language: French
04.98	02.99	**SIEMENS:** SAP-CS implementation with focus on Business Reengineering (SAP Release 4.0). The project was based on the methodology FAST TRACK of Deloitte & Touche Participated in the phases Scooping & Planning, Visioning & Targeting, Redesign Special project tools: EPN-Electronic Project Notebook and Live Model to design processes Project language: English
12.97	04.98	**Hoechst**: Go live support for the CS module in the chemical industry (SAP Release 3.1H) Position: Team project lead Trainer for end user courses Trouble shooting and fine customizing Complete rework of the interface between SM and profit center calculation
07.97	02.98	**DFA/ SAME**: Complete SAP-CS implementation for a tractor producer. Realisation of the warranty process in the automotive industry (SAP Release 3.1) Position: Project team lead Project language: English/ German • Prototyping and to be concept • Customizing an data migration • Integration test, end user training and going live support (Equipments, Partner, Serial numbers, Administration of notifications/ service and customer orders, Refund processing)
04.97	05.97	**Quante**: To-be conception of the shop floor control for the module PP in the electronic industry (SAP Release 3.1). The implementation was based on the IBM methodology ISIM. • Definition of the organisational structures • Definition of the CAD interface • Clarification master data PP • Trainer for PP course „Administration Bill of Material"

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09.96	03.97	**Hoechst**: Prototype development in SAP-SM/ PM for the chemical industry Position: Project team lead • As-is modelling • To-be modelling and BPR • Organisation and performing of training courses (LO100) • Customizing
07.96	10.96	**Rasselstein Hoesch**: Business reengineering for the processes of a plant maintenance department in the steel industry
04.96	07.97	**Bauer Druck**: Team Lead for implementation of the PM module in the edition- and print industry • As-is modelling • To-be modelling • Organisation and execution of training courses (LO100) • Customizing • Integration test • Go live support
08.95	04.96	**Continental:** To-be modelling and customizing of the following Items: • Material master, PP-Basis data, Data migration • Shop floor control • Classification • Variant configuration • Material requirement planning • Form design
07.95	04.96	**Clouth/ Continental:** • Form design and form print out of PP and MM with SAPscript • Customizing in PP • User support and fine tuning after real start for the module PP