




AFRIKA KOMMT! 2021-2023

An Initiative of German Industry for Future Leaders from Africa

Candidate Profile

Company:	SAP	
Education:	Bachelor's degree in business administration, business information technology or similar field	
Professional Experience:	<ul style="list-style-type: none"> • Strong and proven experience in account management and customer engagement - to achieve the business outcomes for our customers • Experience in a specific industry or specialization in one of the following solutions: CX (Sales, Service, Marketing, Commerce or Data Cloud), HR, Procurement, Supply Chain Management • Experience in Digital Transformation, Customer Experience or/and business management consulting is a plus • Strong knowledge of business processes, SAP Cloud applications and SAAS business models is a plus • Excellent communication skills both oral and written as well as presentation skills, professionalism, stakeholder management and networking skills • Fluent in English 	
Additional Qualifications:	<ul style="list-style-type: none"> • Proactive learner who enjoys customer success • Highly customer focused - delight in exceeding customer expectations • Excellent analytical and organizational skills 	
Division / Department, Place:	Customer Success Board Area; Customer Engagement & Experience (CE&X), Walldorf, Germany: <ul style="list-style-type: none"> • Our vision is to drive world-class customer experience and business outcomes. We achieve this by passionately championing the success of our customers by inspiring and empowering people to lead, orchestrate, and deliver sustainable customer value. 	
Assignment / Area of Activity:	The candidate will be joining one of the CE&X teams working as the Customer Success Partner for one of our LoBs/Buying Centers or joining one of the Center Teams that provide the unified, best in class experience for the customers during their Onboarding / Enablement phase: <ul style="list-style-type: none"> • Constantly work on customer relationship, proactively delivering information, resources and best practices • Define and drive execution of a targeted goal-based support engagement plan to support key business goals and milestones (e.g. solution rollout and cycle planning) • Be an active part of the extended account team, collaborating with internal teams (sales, product management, services, support and partner management) to help the customer in the different phases of their customer journey • Orchestrate top issue management and provide trend analysis for proactive risk mitigation • Facilitate access to product and functional expertise for certain topic areas via Empowerment Sessions 	
Remarks:	-	
Preferred Nationality:	South Africa, Kenya	