



AFRIKA KOMMT! 2026-2028

An Initiative of German Industry for Future Leaders from Africa

Overall remarks: AFRIKA KOMMT! is a [fellowship position](#) in Germany in which, alongside making meaningful contributions, the primary focus is on your professional development and learning.

Fellowship Profile:

Fellow in SAP Customer Engagement & Adoption as Customer Delivery Manager

Company: ID: AK15_SAP_06	SAP SE				
Education:	Bachelor's degree or higher in IT related field				
Professional Experience:	<p>Compulsory:</p> <ul style="list-style-type: none"> Knowledge of industry and standards and methodologies for SAP system, operations (ITIL v3, CCoE, ITSM, TCO and E2E Operations) Knowledge of Cloud, HANA, and hybrid landscapes Capacity to continuously acquire new knowledge in an independent, proactive way Good analytical and solution-oriented thinking Strongly focused on quality, customer success and driven by results Customer-centric mindset and first experience in working with customers 				
Maximum years' experience needed: 2-5 years	Graduate / work experience 2 – 5y	Or other: <input checked="" type="checkbox"/>			
Additional Qualifications	<p>Compulsory:</p> <ul style="list-style-type: none"> Understand commercial processes in order to support Commercial Changes (together with Account team), manage SLAs and KPIs, and drive billing and fund consumption as well as compensation and penalty discussions with customers Understand Release Management and Service Planning for Cloud infrastructure in order to be able to coordinate and execute decommissioning, work at risk, and Service Changes overall Agile way of working and thinking, with the drive to continuously improve tools and services 				
Country Focus:	All African nationalities				
Division / Location / Department:	St. Leon-Rot (Germany)				
Planned Tasks & Activities:	<p>As a Client Delivery Manager, you are responsible for building a solid customer relationship, driving end-to-end customer engagement including commercial responsibility, managing overall project/program delivery according to planned scope, financial plan, and milestones. You act as an ambassador by translating customer needs to our internal technical and operational teams and by explaining technical details to a non-technical audience with our client. You will be setting up internal and customer governance meetings and leading regular stakeholder alignments (Customer, ECS, Professional services etc)</p> <p>You will need a close working relationship with the customer to manage the delivery with strong connections to global and virtual SAP teams.</p>				
Remarks:	n/a				