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# Example of CRM Consultant Job Description

Our company is searching for experienced candidates for the position of CRM consultant. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for CRM consultant

* IBM WebSphere commerce OR Intershop knowledge will be a major plus
* Engage in senior level business (CxO) and/or technology decision maker discussions related to integration, business value, and business process is a requirement
* Design technical solutions to meet business goals and objectives
* Be responsible for leading and completing development tasks related to Dynamics CRM
* Provide subject matter expertise to customers around implementation methodologies and how to successfully deploy CRM solutions
* Provide team leadership to others on the team
* Leverages technical expertise to design and implement CRM solutions
* Liaise effectively between customers and IT staff/business partners to ensure high quality and timely resolution of customer issues
* Research customer issues that may be non-standard in order to offer solutions
* Designs conceptual architecture and technical solutions

## Qualifications for CRM consultant

* Content knowledge - Experience designing and implementing Salesforce/Microsoft Dynamics solutions
* Minimum of 8-10 years SAP experience with 4+ years of CRM functional experience
* SAP CRM configuration experience in Sales and Service functionality is preferred
* Demonstrated knowledge of SAP Fiori-based applications is preferred
* Understanding of supply chain processes preferred
* A proven ability to lead technical projects