

SAP consultant resume

Basic information

Name: Pegah Talebi
Title: SAP ERP Manager
SAP Logistic Consultant
University: Iran University of Science & Technology
Degree: Ph.D. (Doctor of Philosophy)
Gender: Female
BirthDay: 1989
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Summary

She is a highly motivated and focused Industrial Engineer with +7 years of experience in designing, implementing, and optimizing CRM and ERP solutions. She has a proven track record of envisioning and implementing business roadmaps, with strong expertise in SAP system configuration, Fiori app implementation, business process analysis, negotiation, business planning, analytical skills, Microsoft Office, data analysis, and training. Recognized for designing, implementing, and supporting end-to-end business processes in SAP systems. She also brings solid SAP Project Management capabilities, including project planning, coordination, stakeholder communication, and managing deliverables from Blueprint to Go-Live. A goal-oriented team player with strong communication skills, capable of leading, training, and mentoring teams while maintaining professionalism and continuous learning.

Professional Skills

Project management	<ul style="list-style-type: none">• SAP Implementation / Support / Roll-out Project Management Experience• End-to-end SAP project delivery from Initiation to Go-Live and Hypercare• Scope, timeline, and resource management• Risk, issue, and change management• Cross-functional coordination between Functional, Technical, Basis, and Business teams• Deliverables management (BBP, KDD, Test Scripts, Training, Migration Files)• Planning and execution of SIT, UAT, Cutover, and Go-Live readiness• SAP Support/AMS management including SLA, Incident, and Change Management• Roll-out management including GAP Analysis, Localization, and Template Adoption• Stakeholder management and reporting to Steering Committee and senior leadership
SAP SD	<ul style="list-style-type: none">• Advanced pricing, order-to-cash, contract management• End-to-end Order-to-Cash process configuration (Inquiry → Quotation → Sales Order → Delivery → Billing)• Pricing configuration (Condition Technique, Access Sequence, Pricing Procedures)• Delivery & shipment processing, transportation basics• Billing (FI integration), credit management, and account determination• Customer master, material master, partner functions, output control• Returns, complaints, and credit/debit memo processes• Integration with MM, FI, PP, and CS• Standard Sales/Make-to-Order (MTO)/ Engineer-to-Order (ETO)/Third-Party Sales/Consignment Processes/Return Sales & Complaint Handling/Intercompany Sales/Stock Transfer and STO-related sales flows/Free-of-Charge Delivery/Credit/Debit Memo Processing/Export Sales & Foreign Trade scenarios/Delivery Scheduling & ATP/Availability Check/Service Sales (integration with CS for service orders/billing)
SAP MM	<ul style="list-style-type: none">• Expertise in Procurement (PR/PO), RFQ, Vendor Management• Master Data management (Material, Vendor, Source List, Info Record)• Inventory & Warehouse Management (GR/GI, Transfer Posting, Reservations)• Release Strategy configuration and purchasing workflows• Valuation, pricing, and account determination in MM• Hands-on experience in Invoice Verification• batch management (LO-BM), serial number tracking• Integration knowledge with FI, SD, PP, and WM
SAP CS	<ul style="list-style-type: none">• Customer Service (CS): Service orders, notifications, equipment management• Service Notification & Service Order Management

	<ul style="list-style-type: none"> • Installed Base and Equipment Master configuration • Planning and execution of service operations (maintenance, repair, field service) • Warranty, service contracts, and pricing for services • Integration with SD billing, MM spare parts management, and PM/SM • Handling repairs, refurbishment, and service logistics processes • Implementing end-to-end Customer Service processes, covering all post-sales scenarios including service orders, warranty management, preventive and corrective maintenance, Advance Shipment Process, Fields Service Process, Inhouse Repair Process, Third Party Process, Annual Maintenance Contract Process (AMC)... 		
SAP Fiori	<ul style="list-style-type: none"> • SAP Fiori: Implementation of standard and custom Fiori apps, role-based launchpads, UI/UX optimization, integration with ECC/S/4HANA 		
Integration knowledge	<ul style="list-style-type: none"> • Integration knowledge: FICO, PP, QM, EAM, PS, HCM, BW, CS,... 		
Report	<ul style="list-style-type: none"> • Business Process Analysis & Reporting: SAP Query, Quick Viewer 		
Data Migration Tools	<ul style="list-style-type: none"> • Data Migration Tools: LSMW, LTMC/LTMOM, BODS, IDocs; data validation, cleansing, and migration testing 		
Professional Strengths	<ul style="list-style-type: none"> • Designing, configuring, and implementing SAP modules to meet business needs • End-to-end SAP project management: planning, coordination, stakeholder communication, and delivery from Blueprint to Go-Live • Leading, training, and mentoring teams while maintaining high professionalism and continuous learning • Strong interpersonal, communication, and negotiation skills 		
Software Skills	<table border="0"> <tr> <td> <ul style="list-style-type: none"> • SAP • GAMS • SPSS • Microsoft Office Set • Visual Paradigm • Process Maker </td> <td> <ul style="list-style-type: none"> • MSP • Primavera (P6) • Math Type • Photoshop • Corel – Draw • Sorooshan </td> </tr> </table>	<ul style="list-style-type: none"> • SAP • GAMS • SPSS • Microsoft Office Set • Visual Paradigm • Process Maker 	<ul style="list-style-type: none"> • MSP • Primavera (P6) • Math Type • Photoshop • Corel – Draw • Sorooshan
<ul style="list-style-type: none"> • SAP • GAMS • SPSS • Microsoft Office Set • Visual Paradigm • Process Maker 	<ul style="list-style-type: none"> • MSP • Primavera (P6) • Math Type • Photoshop • Corel – Draw • Sorooshan 		
Key Activities & Achievements:	<ul style="list-style-type: none"> • Team player with expertise in business process analysis and re-engineering, Goal-oriented and focused on delivering result. • Good knowledge in designing, configuring and implementing SAP modules • Excellent Project Management, Communication and Interpersonal skills • Successfully maintains professionalism and personal commitment with excellent communication and people skills with the ability to train, motivate and supervise a team. • Self-motivated and eager to learn new skills and develop existing ones 		
Educational History	<ul style="list-style-type: none"> • Doctor of Philosophy –Industrial engineering, Iran University of Science & Technology (August 2018 – July 2023) • Master of Science –Industrial engineering, Islamic Azad University (January 2013 - July 2015) • Bachelor of Science –Industrial engineering, PNU University (September 2007 - February 2012) 		
Languages	<ul style="list-style-type: none"> • Persian Native Proficiency • English Professional Working Proficiency 		
Publication:	<p>Book</p> <ul style="list-style-type: none"> • Talebi.P, Nemati,M, “Combining production and Theory of Constraints” , (1st edition), Arena Publishing, Tehran, 2015. • Talebi.P, Kia, R “Application of Fuzzy Computing in Operations Research”, (1st edition), Jisa Publishing, Tehran, 2020. 		
Certificates and Qualifications	<ul style="list-style-type: none"> • ICDL 1& 2: Technical and professional organization of IRAN – 25 H • Primavera (P6): Industrial Management Institute – 48 H • MSP: Industrial Management Institute – 36 H • ISO 9000: 2008: TUV Nord Germany – 90 H • 5S: Tehran Oil Refining Company (TORC) - 16 H • 6 Sigma Yellow Belt: IRAN 6 SIGMA Academy – 32 H • SPSS: Amir Kabir Jahad Daneshgani Department of Education - 30 H • C++: Technical and professional organization of IRAN – 40 H • TERP10: Mammut Systems Company – 24 H 		

Career experience

Project	MAX Motor (Lucano - JV Company)
Role	SAP Project Manager
Duration	December 2024 - Present

Project File:

Leading the SAP ERP project for an automotive joint venture company, representing the Chery brand, with a focus on seamless integration between local operations and the Chinese JV partner.

Job Description:

- End-to-end project management: planning, scheduling, resource allocation, risk management, and progress tracking using SAP Activate and Agile methodologies.
- Coordination with Chinese JV partner, aligning project requirements, ensuring compliance with joint venture standards, and facilitating cross-cultural communication and collaboration.
- Stakeholder management: regular reporting to senior management, conducting workshops, and aligning business processes with SAP best practices.
- Change management and training: preparing training plans for end-users, supervising testing phases (Unit Test, Integration Test, User Acceptance Test), and supporting go-live activities.
- Implementing risk mitigation strategies for cross-border operational challenges and ensuring timely delivery of project milestones.

Project	Isfahan Oil Refinery Isfahan Oil Refinery (EORC)
Role	SD/TD/TSW/HPM Consultant
Duration	November 2022 - Present

Project File:

Consultant responsible for the implementation of SD/TD/TSW/HPM modules for the Oil & Gas sector, covering Midstream and Downstream operations, and implementing industry-specific SAP solutions.

Job Description:

- Implementing SAP solutions tailored for the Oil & Gas industry, addressing refinery-specific business processes, logistics, and sales operations.
- Collaborating closely with external consultants to align configurations with industry best practices and ensure smooth knowledge transfer.
- Conducting requirement analysis, process mapping, and system design workshops with business stakeholders.
- Supporting system configuration, testing, and integration across relevant SAP modules, ensuring accurate and efficient end-to-end workflows.
- Providing end-user training and documentation, including creating training materials, conducting workshops, and supporting post-go-live stabilization.
- Participating in data migration, reporting setup, and performance monitoring to ensure accurate operational insights and seamless system adoption.
- Advising on process improvements and best practices to optimize logistics, distribution, and human performance management within the refinery operations.

Project	Behran Lift Company
Role	SAP CS Consultant
Duration	March 2022 - October 2025

Project File:

Consultant responsible for implementing and optimizing the CS module for the elevator industry, applying industry-specific SAP solutions for assembly operations.

Job Description:

- Implementing end-to-end Customer Service processes, covering all post-sales scenarios including service orders, warranty management, preventive and corrective maintenance, Advance Shipment Process, Fields Service Process, Inhouse Repair Process, Third Party Process, Annual Maintenance Contract Process (AMC)...
- Configuring SAP CS modules to support service request management, service notifications, and service contracts for efficient after-sales operations.
- Conducting business process analysis and mapping existing service workflows to SAP best practices.
- Collaborating with stakeholders to ensure integration with SD, MM, CO, FI and other relevant modules, enabling seamless operational data flow.
- Preparing training Documents and workshops for end-users, ensuring adoption and effective use of the system.
- Supporting testing phases (unit test, integration test, user acceptance test) and post-go-live stabilization.
- Advising on service process improvements, standardization, and performance monitoring to enhance customer satisfaction and operational efficiency

Project	Shetabran Khodro Persia Company
Role	SAP Project Manager
Duration	May 2021 - May 2024

Project File:

Managed the full lifecycle implementation of SAP ERP for an automotive parts distribution company, encompassing requirement analysis, process design, system configuration, testing, go-live, and post-implementation support.

Job Description:

- Planning and executing projects, defining scope, timelines, and resources.
- Leading cross-functional teams and coordinating with senior management and external partners.
- Standardizing and optimizing business processes in Finance, MM, SD, PP, PM, QM, FICO and CS modules.
- Managing risks, supervising testing, and ensuring quality delivery.
- Overseeing training, change management, go-live, and post-implementation support.
- Ensuring smooth ERP operations across company sites and dealer networks

Project	Mammut Khodro & Dealers Company
Role	SAP MM/SD/CS Consultant
Duration	May 2017- May 2024

Project File:

Consultant responsible for the end-to-end implementation of MM, SD, and CS modules in an automotive manufacturing and trading company, representing the Volkswagen brand.

Job Description:

- Executed multiple SAP CS, SD, and MM module projects in SAP ECC environment, ensuring smooth integration with existing SAP systems.
- Managed data migration using LSMW and IDocs, including data cleansing, validation, and post-migration reconciliation.
- Conducted business process workshops, trained end-users, and optimized workflows to improve operational efficiency.
- Collaborated with cross-functional teams to implement SAP best practices and ensure user adoption across ECC systems

Project	Mammut Khodro & Dealer Company
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Role	SAP Project Manager
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Duration	May 2021- May 2024
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Project File:

Managed the full lifecycle implementation of SAP ERP for an automotive manufacturing and trading company, representing the Volkswagen brand, encompassing requirement analysis, process design, system configuration, testing, go-live, and post-implementation support.

Job Description:

- Planning and executing projects, defining scope, timelines, and resources.
- Leading cross-functional teams and coordinating with senior management and external partners.
- Standardizing and optimizing business processes in Finance, MM, SD, PP, PM, QM, FICO and CS modules.
- Managing risks, supervising testing, and ensuring quality delivery.
- Overseeing training, change management, go-live, and post-implementation support.
- Ensuring smooth ERP operations across company sites and dealer networks

Project	MAX Khodro & Dealers Company
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Role	SAP Project Manager
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Duration	May 2021 - May 2024
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Project File:

Led the end-to-end SAP ERP roll-out project in a commercial and Sales & Service-oriented automotive company, responsible for selling Kalut, Tiara, and other vehicle models. The scope covered requirement localization, process harmonization, system configuration, process enhancement, testing, user training, go-live execution, and post-roll-out support.

Job Description:

- Planning and executing projects, defining scope, timelines, and resources.
- Leading cross-functional teams and coordinating with senior management and external partners.
- Standardizing and optimizing business processes in Finance, MM, SD, PP, PM, QM, FICO and CS modules.
- Managing risks, supervising testing, and ensuring quality delivery.
- Overseeing training, change management, go-live, and post-implementation support.
- Ensuring smooth ERP operations across company sites and dealer networks

Project	MAX Khodro & Dealers Company
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Role	SAP MM/SD/CS Consultant
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Duration	December 2020 -May 2024
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Project File:

Consultant responsible for the end-to-end implementation of MM, SD, and CS modules in a commercial and Sales & Service-oriented automotive company

Job Description:

- Executed multiple SAP CS, SD, and MM roll-out projects within the SAP ECC environment, ensuring seamless integration with the existing core system and alignment with global templates.
- Managed roll-out-specific data migration using LSMW and IDocs, including data mapping, localization, cleansing, validation, cutover preparation, and post-migration reconciliation.
- Conducted localization-focused business process workshops, trained key users, and adapted global workflows to local operational requirements, improving process efficiency and compliance.
- Collaborated with cross-functional teams to deploy SAP best practices, drive successful user adoption, and ensure consistent process harmonization across rolled-out ECC systems

Project	Shetabran Khodro Persia Company
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Role	SAP MM/SD/CS Consultant
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Duration	December 2021- April 2024
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Project File:

Consultant responsible for the end-to-end implementation of MM, SD, and CS modules in for an automotive parts distribution company, representing the Volkswagen brand.

Job Description:

- Executed multiple SAP CS, SD, and MM module projects in SAP ECC environment, ensuring smooth integration with existing SAP systems.
 - Managed data migration using LSMW and IDocs, including data cleansing, validation, and post-migration reconciliation.
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- Conducted business process workshops, trained end-users, and optimized workflows to improve operational efficiency.
- Collaborated with cross-functional teams to implement SAP best practices and ensure user adoption across ECC systems

Project	Mapna Locomotive Company
Role	SAP CS Consultant
Duration	November 2023 - April 2024

Project File:

CS Consultant at a company in the freight and passenger locomotive sector, responsible for full-scope CS implementation

Job Description:

- Implemented core SAP CS processes including service notifications, service orders, ATP, BOM, warranties, and equipment management.
- Configured integration of CS with MM, SD, and FICO to support end-to-end service and after-sales operations.
- Designed and structured equipment masters (serial numbers, functional locations, BOMs) for industrial equipment lifecycle management.
- Managed data migration for service objects and historical service records using LSMW.
- Delivered user training, documentation, and post-go-live support for service and after-sales teams

Project	Mapna Pars Company
Role	SAP CS Consultant
Duration	November 2022 - November 2023

Project File:

Implemented the SAP Customer Service (CS) module for a company specializing in the design and manufacturing of industrial equipment across the power generation, oil & gas, and national infrastructure sectors.

Job Description:

- Implemented core SAP CS processes including service notifications, service orders, warranties, and equipment management.
- Configured integration of CS with PM, MM, SD, and FICO to support end-to-end service and after-sales operations.
- Designed and structured equipment masters (serial numbers, functional locations, BOMs) for industrial equipment lifecycle management.
- Managed data migration for service objects and historical service records using LSMW.
- Delivered user training, documentation, and post-go-live support for service and after-sales teams

Project	Mapna STS Company
Role	SAP CS Consultant
Duration	November 2022 - November 2023

Project File:

Implemented the SAP Customer Service (CS) module for a company specializing in the design and manufacturing of industrial equipment across the power generation, oil & gas, and national infrastructure sectors.

Job Description:

- Implemented core SAP CS processes including service notifications, service orders, warranties, and equipment management.
- Configured integration of CS with PM, MM, SD, and FI to support end-to-end service and after-sales operations.
- Designed and structured equipment masters (serial numbers, functional locations, BOMs) for industrial equipment lifecycle management.
- Managed data migration for service objects and historical service records using LSMW.
- Delivered user training, documentation, and post-go-live support for service and after-sales teams

Project	Alinland Company
Role	SAP MM/SD Consultant
Duration	August 2022 - November 2022

Project File:

MM/SD Consultant for SAP implementation enhancements in a food retail company

Job Description:

- Designed and optimized end-to-end procure-to-pay (P2P) and order-to-cash (O2C) processes tailored to retail operations.
- Managed integration between MM, SD, FI, and WM to support high-volume retail transactions.
- Conducted UAT sessions, end-user training, and provided post-go-live support across retail branches.
- Ensured pricing accuracy through condition techniques, discounts, promotions, and retail markdown processes.

Project	Farda Diesel Company
Role	SAP CS Consultant
Duration	January 2022 - September 2022

Project File:

CS Consultant at a Heavy-Duty Road Maintenance Vehicle Manufacturing & Service Company

Job Description:

- Delivered end-to-end SAP CS module implementations in SAP ECC environments, ensuring seamless integration with existing SAP systems.
- Managed data migration using LSMW and IDocs, including data cleansing, validation, and post-migration reconciliation.
- Conducted business process workshops, trained end-users, and optimized workflows to improve operational efficiency.
- Collaborated with cross-functional teams to implement SAP best practices and ensure user adoption across ECC System.

Project	All marks Company
Role	Customer Relationship Management (CRM) Supervisor
Duration	March 2013 - March 2018

Project File:

Head of CRM Unit in a company specializing in banking office machines, such as sorters, cash counters, banding machines, and more.

Job Description:

- Implementation and establishment of a powerful automation to reduce cost and efficient use of time and improve work potency.
- Establishing a customer relationship system and the introduction and launch of application Sorooshan.
- Training Sorooshan software to other staff in the unit.
- Implementation of analytical CRM technology.
- Running Call Centre systems and make a relationship between Comprehensive system of web and Sorooshan software.
- Implementation of structural work in non-structured work.
- Organizing, planning and prioritizing work.
- Assessment customer's satisfaction, especially banks.
- Cooperation with financial experts, investing and equipping resources and obtaining information on determining the price and the amount of bank investment in the proposed projects.
- Following up and answering customer's complaints, investigation causes and reviews the causes of the problem. Ultimately solving problems

Project	Tehran Oil Refining Company (TORC)
Role	Trainee of planning and preventative maintenance (PM)
Duration	March 2011 - July 2011

Project File:

PM Section Officer in an Oil & Gas company, responsible for planning, maintenance, and repair-related activities.

Job Description:

- Trainee of planning and preventative maintenance (PM)
- Determination and implementation schedule for Overhaul the second half of 1390 (Between 25 to 30 days), with MSP Software, through communication between the planning department and technical maintenance and repair, to prevent fractures, puncture and an accident and explosion at the refinery equipment.
- Following the PM systems to identify needs preventive to maintenance parts.
- Using Preventive Maintenance system to improve public information equipment and facilities and information spare parts, performing technical inspection and lubrication programs, troubleshooting and debugging planned repairs, Replacement parts and repair basic emergency repair stoppages and analysis.
- Recording all the activities, reports and suggestions.
- A process of technical information between the different parts of the organization and between the organization and System operational and administrative departments.
- Create a favorable environment for the participation of all the operational, administrative and support activities PM.
- Participation in the reliability of identification and detection of failures and their causes using the methodology (FMEA).
- Planning and scheduling tasks, and training needs and analysis to determine the reasons for failure.
- Visiting repeated periodically to check the accuracy of the recorded information.

Project	Avrand Pishro
Role	Producer and project monitoring (SURVEY PLAN) for Peugeot 206
Duration	June 2010 - April 2011

Project File:

Responsible for preparing and drafting the Survey Plan document in an automotive parts manufacturing company. The Survey Plan outlines the methodology, scope, and schedule for data collection and analysis to support project planning, quality assurance, and operational decision-making.

Job Description:

- Set Survey Plan for the first time in Avrand plastic company, to prepare manufacturer information, list of maps or advanced product quality planning (APQP).
- Set Survey Plan just for foreign experts (French).
- Set list changes.
- Preparation production equipment list and control equipment and a list of raw materials and semi-finished parts.
- Preparation the process Lay-out.
- Preparation of lay-out and Product Flow.

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- Preparation of flow process chart (FPC).
 - Preparation operation Process Chart (OPC).
 - Process Failure Mode Effects Analysis (PFMEA).
 - Preparation the Control plan (CP) and operation Process Sheet (OPS).
 - Preparation product packaging design and leaves packaging operations and packaging and identification tags.
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