

United Arab Emirates Jobs Expertini®

Delivery Executive

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Company: Hybris

Location: Dubai

Category: healthcare-practitioners-and-technical

We help the world run better

Our company culture is focused on helping our employees enable innovation by building breakthroughs together. How We focus every day on building the foundation for tomorrow and creating a workplace that embraces differences, values flexibility, and is aligned to our purpose-driven and future-focused work. We offer a highly collaborative, caring team environment with a strong focus on learning and development, recognition for your individual contributions, and a variety of benefit options for you to choose from. Apply now!

As the SAP CSS organization, we help customers to innovate fast and realize the business benefits from their SAP investments. We are looking for a **Delivery Executive** to focus on our largest strategic accounts in the EMEA South region. She/he needs to have the qualification and business acumen to manage large scale, high risk, accounts, stakeholders and delivery teams that span organizational and national boundaries including multiple business units and multiple service partners/vendors. This is to be performed based on the business strategy and the desired results: customer value driven, outcome oriented, in-scope, on-budget, on-schedule, and consistent with quality standards.

She/he is expected to be able to:

Manage Strategic Customer Engagements directly

Sponsor of Strategic Customer Strategy

Defining a Framework on best practices and the CSS Cloud Transformation which

supports the Region to deliver customer outcome and to satisfy the important customers

Liaise and coordinate with regional/global Customer Success/Customer Success Stakeholders

Pro-active, problem solving, 'can-do' attitude and 'customer first' mindset.

Ability to de-escalate customers by ordering, structuring, and bringing in the management's attention to a major incident or a problem

The SAP Delivery Executive is responsible for supporting our customer's transformation strategy through the management of cloud, on-premise or hybrid implementation initiatives. Most projects will utilize agile/activate methodologies. She/he has the qualifications and business acumen to manage large-scale strategic projects that span organizational boundaries including multiple business units and service partners. She/he develops into providing leadership to cross-functional teams responsible for delivering defined project outputs to time, budget and project quality criteria. Furthermore, the new colleague is responsible for the success of assigned projects by ensuring adherence to SAP's Activate project management methodology and best business practices, provides mentoring to the project team members, status communication and updates both to the customer and SAP management.

PURPOSE AND OBJECTIVES

As a crucial part of SAP's total solution delivery strategy, SAP focuses on the overall success of customers' SAP solutions.

EXPECTATIONS AND TASKS:

Sales cycle

Build credibility / trust with customers

Assist the SAP license sales and service sales teams in closing of software or services deals by providing oversight on implementation planning & estimating and coordinating multiple SAP Lines of Businesses and partners as required (Bid Management).

Delivery

Set-up and lead all phases of the project lifecycle, including planning, design, development, testing, implementation, documentation, training, and closure.

Work with Customer Stakeholders, Partners and SAP Management to effectively manage and lead projects to ensure successful completion and significant impact on customer business KPI.

During implementations, manage overall services relationship, steering committee and project office, between customer, partner and SAP to ensure that projects are delivered on-time, within budget and with the highest levels of customer satisfaction through billable consulting.

Manage expectations on the development of solid project plans, with milestones and clear deliverables (in IT and business terms), handling risks, issues and objections.

Select, direct and develop your team members in accordance with the project goals.

Willingness to travel also internationally.

Oversees the customer engagement journey and ensures effective governance and alignment across multiple internal and external stakeholders such as SAP Services, SAP Product support, Partners and customer's System Integrators or other Hosting Partners

Actively oversees and drives cloud transformation agenda with key client stakeholders

Maximize the customer success by helping to manage complexity, ensure stable operations, mitigate risk and lowering total cost of operation, support customers on their journey to the intelligent enterprise

Continually tries new and better ways to do things and actively brings a broader lens of customer and risk management into their decision making

Perform administrative tasks required to manage the engagement (staffing, reporting & controlling)

Actively participate in the governance meetings with customers and other SAP stakeholders (extended account team) and provides direction to the teams on delivery

Ensures effective end-to-end customer engagement and governance is applied across including commercial arrangements (costs and profitability), customer expectations, delivery team success, customer reporting

Enable delivery teams to Deliver best through proactive mindset and de-escalate critical customer situations

Enable regular customer satisfaction feedback

Enable SAP delivery teams to protect and grow engagement scope, leverage and cross-sell opportunities and manage commercial change requests

Participate in team-internal knowledge sharing and coach other team members

Effectively communicate complex ideas and persuade clients to adopt the recommended solution

Provide consultative expertise to the client, including guiding clients through key decisions and tradeoffs to maintain project scope and timeline

Provide updates on client statuses and escalate issues while maintaining control of the project

Stay organized and deliver on commitments, including updating any project tracking systems, maintain data hygiene and fulfilling administrative responsibilities

Value creation

Create long term value roadmaps and plans with customer to achieve customer business objectives.

Analyze and execute on strategic projects, build consensus among project stakeholders, ensure alignment of project tactics with corporate strategy and communicate project goals at a strategic level as well as actively identifying and developing more business opportunities.

Oversees the customer engagement journey and ensures effective governance and alignment across multiple internal and external stakeholders such as SAP Services, SAP Product support, Partners and customer's System Integrators or other Hosting

Partners

Maximize the customer success by helping to manage complexity, ensure stable operations, mitigate risk and lowering total cost of operation, support customers on their journey to the intelligent enterprise

EDUCATION AND QUALIFICATIONS

Master's degree, preferably in finance, commerce, engineering, information technologies, computer science, MBA or equivalent

Excellent knowledge of project management methodologies. SAP methodologies (including SAP Activate and SAP Solution Manager).

Proactive attitude in managing stakeholder satisfaction to position and secure customer success

Demonstrated ability to command the attention and respect of senior level leaders and confidently make presentations to large and executive audiences

The candidate must possess experience managing a number of internal and external stakeholders, so interpersonal skills and abilities will be vital to succeed in this role

Team oriented: ability to build strong relationships at every level of the organization. Being a strong motivator who knows how to influence others to deliver consistently their best work

Excellent written and verbal communication and presentation skills - fluent **English**

PMP certification or other project management certifications are desirable

Results-driven / Self-organized / Decision making

Knowledge of one or more functional business processes (Logistic, Finance, etc.)

WORK EXPERIENCE:

Proven project management experience at a consulting / system integration company.

15-20 years project management experience (SAP software) with numerous large scale

implementations (at least 3-5 with a total value of > 5 Mio. \$).

Demonstrated ability to scope, structure and manage medium- to large scale, medium to high complex projects with modern delivery mixes on time, on budget and within quality criteria that maximized business benefits for customers

Demonstrated experience in managing, aligning and working with various levels within a customer organization (project, business, executive) as well as different parts of large global organizations

Excellent customer focus / Networking / Relationship Building

Results-driven / Self-organized / Decision making

Knowledge of one or more functional business processes (Logistic, Finance, etc.)

We build breakthroughs together

SAP innovations help more than 400,000 customers worldwide work together more efficiently and use business insight more effectively. Originally known for leadership in enterprise resource planning (ERP) software, SAP has evolved to become a market leader in end-to-end business application software and related services for database, analytics, intelligent technologies, and experience management. As a cloud company with 200 million users and more than 100,000 employees worldwide, we are purpose-driven and future-focused, with a highly collaborative team ethic and commitment to personal development. Whether connecting global industries, people, or platforms, we help ensure every challenge gets the solution it deserves. At SAP, we build breakthroughs, together.

We win with inclusion

SAP's culture of inclusion, focus on health and well-being, and flexible working models help ensure that everyone - regardless of background - feels included and can run at their best. At SAP, we believe we are made stronger by the unique capabilities and qualities that each person brings to our company, and we invest in our employees to inspire confidence and help everyone realize their full potential. We ultimately believe in unleashing all talent and creating a better and more equitable world.

SAP is proud to be an equal opportunity workplace and is an affirmative action employer.

We are committed to the values of Equal Employment Opportunity and provide accessibility accommodations to applicants with physical and/or mental disabilities. If you are interested

in applying for employment with SAP and are in need of accommodation or special assistance to navigate our website or to complete your application, please send an e-mail with your request to Recruiting Operations Team: [HIDDEN TEXT]

For SAP employees: Only permanent roles are eligible for the SAP Employee Referral Program, according to the eligibility rules set in the . Specific conditions may apply for roles in Vocational Training.

EOE AA M/F/Vet/Disability:

Qualified applicants will receive consideration for employment without regard to their age, race, religion, national origin, ethnicity, age, gender (including pregnancy, childbirth, et al), sexual orientation, gender identity or expression, protected veteran status, or disability.

Successful candidates might be required to undergo a background verification with an external vendor.

Requisition ID: 387359 | Work Area: Consulting and Professional Services | Expected Travel: 0-50% | Career Status: Professional | Employment Type: Regular Full Time | Additional Locations: #LI-Hybrid.

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