



## SADIQ MAAZ

### SAP SuccessFactors RCM Consultant

#### **Contact Information:**

 Phone: 8527294568

 Email: [sadiqm902@gmail.com](mailto:sadiqm902@gmail.com)

 LinkedIn: [linkedin.com/in/sadiq-maaz](https://www.linkedin.com/in/sadiq-maaz)

### Professional Summary

Results-driven SAP SuccessFactors Recruiting Management (RCM) Consultant with experience in implementing, configuring, and optimizing SAP SF solutions. Expertise in end-to-end project delivery, recruitment processes, system integration, and user training. Strong problem-solving and communication skills with a detail-oriented approach to handling multiple projects.

### Core Skills & Competencies

- ✓ SAP SuccessFactors RCM Implementation
- ✓ SAP SF Configuration & Optimization
- ✓ End-to-End Project Management
- ✓ UAT & Data Migration
- ✓ HR Tech
- ✓ Customer Relationship Management (CRM)
- ✓ Training & User Adoption
- ✓ Microsoft Excel & PowerPoint
- ✓ Freshdesk, JIRA, HubSpot

## Professional Experience

### SAP SF RCM Consultant

#### **Stepping Cloud Consulting | Dec 2023 – Present**

- Implement and configure the SAP SF Recruiting Management (RCM) module to meet client-specific needs. (2 Implementations)
- Manage multiple support projects as a dedicated resource.
- Troubleshoot post-go-live functional and technical issues, ensuring system stability.
- Conduct User Acceptance Testing (UAT) to align configurations with business needs.
- Deliver training sessions and documentation for enhanced user adoption.
- Perform data migration and system integration using SAP best practices.
- Provide ongoing system support and enhancements to optimize performance.

### Customer Success Associate

#### **TurboHire - Recruitment & Applicant Tracking Platform | Jul 2022 – Nov 2023**

- Managed client onboarding and portal setup for recruitment automation.
- Implemented system upgrades and enhancements.
- Provided direct client support and issue resolution.
- Maintained customer records and case tracking in service software.
- Partnered with clients to identify and implement system improvements.
- Collaborated with the sales team to identify opportunities for scale-up.

### Customer Success Intern

#### **Zenatix Solutions (Part of Hero Group), Gurgaon | Nov 2021 – May 2022**

- Built and maintained strong customer relationships.
- Analyzed client needs and recommended system improvements.
- Assisted in customer onboarding and training.
- Advocated for customers within the company to improve product experiences.
- Promoted customer loyalty through proactive engagement.

### **Process Excellence Intern**

Fitso by Zomato, Gurgaon | Aug 2021 – Nov 2021

- Managed team backlogs and coordinated deliverables with leadership.
- Helped implement project planning and prioritization processes.
- Supported cross-functional teams in driving operational excellence.
- Ensured quality assurance through data-driven metrics.

### **Education**

#### **Master in Finance Management (MFM)**

Aligarh Muslim University, Uttar Pradesh | 2020-2022 | CGPA: 7.58

#### **B.Tech in Electronics & Communication**

Jamia Hamdard University, New Delhi | 2016-2020 | CGPA: 7.50

- North Zone Inter-University Representative (Football)
- University Football Team Captain
- TEDx Jamia Hamdard Team Member