

## RUWAIDA SHEIK

Unit 56 Berg en Dal; 6<sup>th</sup> Road West; Northcliff Terrace; Johannesburg

### EDUCATION

ML Sultan Technikon	ND: Information Technology	2003
Avonford Secondary	Matric Exemption	1999

### WORK EXPERIENCE

ABB Powertech	Senior SD SAP Trainer	May 2009 – July 2009
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#### Responsibilities:

- Provided Extensive Sap Navigation Training to end-users
- Provided New in house Help Desk and Service Request Tool Training
- Created Documentation for End-User Training on SPP (Sap Productivity Pack)
- Sap Inquiry Creation
- Sap Quotation Creation
- Sap Contract Creation
- Sap Sales Order Creation linked to Projects
- Sap Delivery Creation
- Sap Billing/Invoicing/Advance Payments/Settlements, Retentions, VAT Adjustments.
- Standard Reporting and Customized Reporting for Projects
- Analyzing Customer Master Data
- Analyzing Customer Accounts

Roshcon	SAP Navigation Trainer	March 2009 – May 2009
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#### Responsibilities:

- Log on and off New/Existing User
- Multiple Log On/Sessions
- Password Protocols and Restrictions
- Sap Elements/Customization Local Layout
- User Profile/Setup of Favorites
- Sap Business Workplace
- Accessing all forms of Sap Help
- Transaction Access Options/Authorization Data
- Maintain Transactional Data/Set up User Parameters
- Report Functionality/Selection Parameters
- Assess and Evaluate End-User using SPP

SABC	Senior SAP Trainer, UAT Tester	October 2008 – February 2009
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**Responsibilities:**

- SD Processes for Sponsorships
- Quotation Creation
- Contract Creation
- Sales Order Creation
- Billing Plan/Invoice Creation
- Debit/Credit Memo Creation
- Planning Broadcast Dates
- Reporting for Revenue Recognition
- Inconsistency Checks

Nissan South Africa	Super User Trainer/Documenter	July 2008 – October 2008
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**Responsibilities:**

- Navigation Techniques for SAP VMS (Overview and Functionality)
- Inquiry: Basic/Advanced Searching on VMS
- Perform Retail Sale
- Ordering Process
- Purchase Orders
- Goods Receipt Creation
- Create Material Master Data Types
- Create Vendor Master Data
- Create Outbound Delivery
- Returns Order and Price Adjustments

City of Joburg (CoJ)	Documenter for SAP Processes	May 2008 – July 2008
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**Responsibilities:**

- Creation of Service Tickets
- Retrieve /Locate Service Tickets
- Route Ticket to Service Accounts/Down Payments Processor
- Create Customer Requests
- Capture Customer Compliments/Complaints
- Create/Maintain Business Partner
- Create/Maintain Contract Accounts
- Processing of Payments

SABC	Senior SD/HR Trainer/Documenter, UAT Tester	November 2007 – May 2008
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**Responsibilities:**

- Delegation of Authority
- Personnel Development
- Manage Qualifications Catalogue
- Manage Requirement Profiles
- Manage Employee Development
- Manage Careers
- Leave Administration
- Payroll Administration
- Bursaries
- Time Management
- Recruitment
- ESS and MSS (Employee Self-Service and Manager Self-Service)
- SD Advertising Sales
- SD Outside Broadcasts and Events
- SD Sponsorships
- SD Trade Exchange for Team Radio and Landmark
- SD RAP Studios
- Master Data and Credit Management

Mondi Business Paper	Project Assistant	July 2007 – November 2007
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**Responsibilities:**

- Testing of all Interfaces
- Support for SD, MM, PM, CRM, SRM, Voyager
- Documented end-user processes for class room based training

ABSA	Senior SAP Facilitator	December 2006 – June 2007
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**Responsibilities:**

- CRM and FI Training for the AVAF Leasing Solution (First Bank in the World to Implement)
- Documented Super User Guides for end-users
- Travelled country-wide to all Business Processing Offices to conduct class room based training
- Conducted UAT and Regression testing

## OTHER QUALIFICATIONS/SKILLS

### OTHER QUALIFICATIONS:

1. Advance Office Management and Administration – June 2004
2. International Computers Driver's License – July 2005

### SKILLS:

1. Finance Training SAP
2. CRM (Customer Relationship Management Training/ Documenting
3. Human Resources end-user SAP Training/Documenting
4. SPP (SAP Productivity Pack)
5. SAP Tutor (Recording Simulations)
6. Show How Know How (Recording Simulations)

## REFERENCES

### REF Name 1

Ruby Moodley (Employer IT Network)  
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### REF Name 2

Gisela Sygo (ABB)  
+27 (73) 267 2643

### REF Name 3

Rihenta Jacobs (SABC)  
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## CLIENT FEEDBACK