

AMi

Aleksandra Milić.

SAP SuccessFactors Consultant, Certified in Employee Central and Succession Management

Full-Cycle Implementation and IT Support L1 to L3

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PROFESSIONAL SUMMARY

SAP SuccessFactors consultant with four years at HR Path, specialised in Employee Central and Succession across full-cycle implementation, hypercare, and IT Support L1 to L3 in parallel. Currently Lead EC consultant on a 6,000+ user, multi-country instance with a ~30 HR admin community for the leader in the cruise industry, after leading two end-to-end Succession implementations and embedding in an international pharmaceutical IT support team since 2022. SAP-certified in Employee Central Core, Position Management, and Succession Management. Cross-industry delivery across pharma, IT, manufacturing, and energy, from startups to multinationals. Multilingual delivery across English, German with Swiss German, French, Greek, and Serbian.

PROFESSIONAL EXPERIENCE

SuccessFactors Consultant · [HR Path](#) · Basel, Switzerland · March 2022 to Present

Promoted from Junior Consultant within six months. The entries that follow are client engagements within this single HR Path tenure, not separate employers.

- Deliver full-cycle implementation, hypercare, and IT Support L1 to L3 in parallel across multiple client engagements, through ServiceNow and Jira.
- Operate across Employee Central as primary and Succession as implementation lead, with working scope in Time Management, Recruiting, and Reporting.
- Act as deputy and support on adjacent accounts when called in.

CLIENT ENGAGEMENTS

Lead EC Consultant · [the leader in the cruise industry](#) · Basel, Switzerland · April 2024 to Present

- Lead Employee Central across a 6,000+ user, multi-country instance supporting a ~30 HR admin community, spanning multiple legal entities, divisions, and countries.
- Create and maintain change-management documentation aligned to the compliance processes that keep the system audit-ready, and author guides and KBA repositories that help end users, HR admins, and the service desk resolve issues independently.
- Own IT Support L1 to L3 via ServiceNow and deliver onsite training to end users and HR teams.
- Drive release management, RBP review, and continuous customisation across fields, portlets, and full reimplementations of system areas.
- Roll out new countries and legal entities into the live instance in collaboration with IT, Data, and HR.
- Mentor a junior consultant on the account since April 2025.

SuccessFactors Support Consultant · [international pharmaceutical company](#) · Allschwil, Switzerland · March 2022 to Present

- Provide L1 and L2 SuccessFactors support via ServiceNow across EC, RBP, MDF, Reporting, basic Time Management, and Recruiting, embedded in the client's own IT support team.
- Took part in the Time Management rollout through configuration, documentation, and testing preparation. Manage contingent worker creation, updates, and data maintenance across a multi-continent operation.
- Test and support cross-system projects where SuccessFactors interfaces with other SAP products, both inbound automations feeding SuccessFactors and outbound integrations to SAP S/4HANA, Concur, and Coupa.
- Act as system administrator on the live instance, owning documentation, compliance and auditing support, and release management.

EC and Succession Implementation Consultant · [IT startup](#) · Zurich, Switzerland · March 2023 to June 2023

- Led the Employee Central, Succession, and Time Management implementation for two countries per the HR Path methodology.
- Acted as Project Manager support, leading kickoff, field gap analysis, and design sessions.
- Delivered EC and adjacently supported hypercare via Jira after go-live, continuing as deputy on the account.

Succession Module Implementation Lead · [imaging devices manufacturer](#) · Germany · October 2023 to January 2024

- Led the full Succession module implementation from kickoff through go-live and hypercare, for a Japanese-parent, Germany-based operation running across continents.
- Owned design, configuration, and testing with the client's HR team across Germany and Portugal.

AI LITERACY

Fluent, operational use of AI to deliver work, plus enablement: helping teams get real value from their own AI stack. I run a multi-agent, cross-vendor setup across the latest OpenAI and Anthropic models, a director-and-builder structure with verification agents, configured and version-controlled. Applied to real delivery, including the documents and brand behind this profile and AI-assisted work in daily operations.

SKILLS

SAP SuccessFactors: Employee Central, Succession Management, Time Management, Recruiting (support), Reporting (Table, Canvas, Stories) including creation, maintenance, and troubleshooting

SAP Ecosystem and ITSM: integration touch points with other SAP products through project support (SAP S/4HANA, Concur, Coupa), SAP MM, SAP PD, ServiceNow, Jira, Akeneo, OpenText

Implementation and Delivery: standard SAP SuccessFactors across the full suite (support and customisation); Employee Central and Succession implementations delivered per the HR Path implementation methodology for the SAP-approved packaged solution; testing and rollback advocacy

Analysis and Productivity: Power BI, Tableau, BPMN, requirements engineering, Microsoft 365, Google Workspace

Soft Skills: end-user training and enablement, stakeholder management across IT, Data, and HR, mentoring, documentation for business readers, cross-cultural and multilingual delivery

LANGUAGES

English C2 · **German** C1, Swiss German understanding · **French** B2 to C1 · **Greek** B2 · **Serbian** Native
Italian and Spanish (basic, with higher passive understanding)

CERTIFICATIONS

SAP SuccessFactors Employee Central Core and Position Management · SAP SuccessFactors Succession Management

EDUCATION

BSc Business Information Technology · FHNW Basel, School of Business · 2017 to 2021

BSc Tourism (Hospitality Management) · University of Novi Sad · 2009 to 2013

EARLIER CAREER

Sales Advisor at H&M, Basel (October 2020 to June 2021). Receptionist and banquet team member at Grand Hotel Les Trois Rois, Basel (March 2018 to October 2019).