Faisal Iqbal

SAP Authorized Trainer | SuccessFactors Enablement for Consultants & HR Admins

Big 4, Public Sector & Enterprise | 12x SuccessFactors Certified | SAP OCM & Prosci Certified
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PROFILE

Most SuccessFactors projects don't stall in the configuration. They stall when the people who have to build, run and support the system aren't ready. I prepare those people.

SAP Authorized Trainer and HRD Corp Accredited Trainer delivering official SuccessFactors courses (Academy, Administration, Project Team Orientation) and certification programs since 2019, for SAP Education partners across the Americas, EMEA, ANZ and Asia. Before that, nearly two decades across SAP HCM implementation, technical support, change management and program delivery — so my classes are built on what actually goes wrong in projects. Open to long-term enablement and capability-building roles with consultancies, SAP partners and enterprise CoEs.

CORE EXPERTISE

SuccessFactors: Employee Central · Performance & Goals · Learning · Recruiting · Onboarding · Succession & Career Planning · Compensation · Story Reporting & Analytics

Capabilities: Official SAP courses and certification prep · Cohort programs for new consultants · Admin enablement for internal teams · Learning needs analysis and custom training content · Organizational change management (SAP OCM, Prosci ADKAR) · SAP Learning Hub live sessions

EXPERIENCE

SAP SuccessFactors Trainer & Enablement Consultant
May 2019 – Present

SAP Education partners & direct customers — Americas, EMEA, ANZ, Asia

Deliver official SAP SuccessFactors training and certification programs to consultants and system administrators across 20+ countries, with cohorts of 3 to 30 learners.

- Ran a four-year training engagement (2020–2024) for an Australian Government organization across HR, payroll and time management courses.
- Delivered cohort programs for newly hired Big 4 consultants preparing for C_THR81 certification, with every participant passing in the 2022 and 2023 cohorts.
- Ran national workforce programs for Singapore's SkillsFuture (twice, 15+ learners each) and Malaysia's HRD Corp.
- Deliver SAP Learning Hub live sessions as an Expert Trainer across Onboarding, Succession, Learning, Reporting and Recruiting Marketing.
- Design and deliver specialist workshops on SuccessFactors Story Reporting and S/4HANA HCM Reporting.
- Author published video and self-paced courses; recognized with the SAP Community Appreciation Award.

Program Lead & SAP HCM/OCM Specialist
Mar 2015 – Mar 2019

Elm Company — Saudi Arabia

Owned change management and user readiness for SAP HCM and SuccessFactors programs, then took on program management for support and change delivery.

- Standardized Prosci ADKAR as the enterprise adoption framework, replacing ad hoc approaches.
- Ran readiness assessments and user enablement for the move from on-premise HCM to SuccessFactors Learning, Recruiting and Performance & Goals.
- Directed SAP support operations and change request management; implemented HPE Service Manager and IBM Rational.
- Earned Employee Central and PMGM certifications — the start of my move into SuccessFactors.

SAP HCM Technical Support Lead
Nov 2009 – Feb 2015

Saudi Airlines — SAP Center of Excellence, Saudi Arabia

Five years in Saudia's SAP Center of Excellence, supporting HCM across Airlines, Cargo, Catering, Medical Services and Real Estate.

- Provided Tier-3 support and directed integration and QA for all production SAP changes.
- Coordinated vendor delivery (Wipro rollout for new business units, KPMG on process optimization).
- Ran change management and user adoption for the E-Recruiting deployment.

SAP HCM Training & Implementation Consultant
Jan 2006 – Oct 2009

HP (Hewlett Packard Enterprise) — Saudi Arabia

- Ran learning needs analyses for multi-thousand-user organizations and built quick-reference and multimedia training assets (SAP iTutor, Captivate).
- Designed and delivered bilingual English/Arabic train-the-trainer programs so client instructors could sustain training after go-live.
- Delivered end-to-end SAP HCM implementation at Saudi Airlines: blueprint, configuration and testing through UAT.

Clients: Saudi Electricity Company · Khafji Joint Operations · Saudi Airlines

SAP HR Consultant & Site Manager
2001 – 2006

Siemens — Pakistan (PIFRA national public-sector SAP program)

- Supported HR template design (PA, OM, Time, International Payroll) and specified requirements for ABAP developers.
- Prepared pilot sites through training and Level 1 support, documenting gaps to refine the central template.
- Progressed to site manager for the national rollout: go-live readiness, testing and stakeholder coordination.

CERTIFICATIONS & ACCREDITATIONS

- 12 SAP SuccessFactors certifications across the talent and core HR suite
- SAP Authorized Trainer (global) · HRD Corp Accredited Trainer (Malaysia)
- SAP Certified – Organizational Change Management · Prosci ADKAR
- SAP Activate & Agile Project Management (certified since Nov 2018, kept current via Delta Assessments) · TOGAF · ITIL

PUBLICATIONS & RECOGNITION

- Published video and self-paced courses with SAP Press, Espresso Tutorials (“Starting with SAP SuccessFactors HXM Suite”) and Michael Management, including HCM Reporting in SAP S/4HANA, Creating Organizational Structure in SAP HCM, SuccessFactors Performance & Goals Management, Employee Data Maintenance in SAP S/4HANA and SuccessFactors LMS Administration.
- SAP Community Appreciation Award, voted by peers; author of SAP Community blog posts on change management and SuccessFactors since 2011, quoted by ASUG.

EDUCATION

MBA, Information Technology — UAAR (1999–2001)