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# Project Manager | Applications Designer

*Applies expert SAP application knowledge and experience*

Highly accomplished solutions developer, leading the design and implementation efforts for complex SAP modules and applications that directly link to corporate goals and objectives. Build and maintain consensus, providing leadership and direction within a team environment.

- ✓ In-depth experience working with business users to analyze processes and functionality, identify solution alternatives, and define requirements for application development.
- ✓ Management competencies in developing business cases for strategic initiatives and project plans for tactical execution.
- ✓ Experienced eye for identifying and understanding the entire business process both the technical and non-technical aspects.
- ✓ Acknowledged SAP subject matter expert and “go-to guy” who can quickly and easily advise business users on how to handle exceptions and new situations.

In-depth knowledge and extensive experience with SAP applications:

Business Warehouse [Data Warehouse] (BW) | Warehouse Management (LE-WM)  
SAP Business Workflow (WFM) | Sales and Distribution (SD) | Financial Accounting (FI)  
Profitability Analysis (CO-PA) | Materials Management (MM) | Logistics (LO)  
Production Planning (PP) | Shop Floor Control (SFC)

## Professional Experience

Company Name, City, State

2007 – Present

### **SAP Senior Application Analyst/Project Manager**

Perform all tasks within the development cycle, including business process definition; design, development, and implementation; training; and maintenance and support. Work closely with business users to understand, gather, and document requirements, utilizing a skilled interviewing approach; translate stakeholder needs into functional specifications for development and production.

### **Customer Relationship Management (CRM) and Sales**

Called on to utilize international business experience during a sales operations expansion into Japan.

- Created long-distance relationships that remained sensitive to the perspectives and needs of Shanghai personnel.
- Utilized extensive knowledge of Financial Accounting and Controlling processes and procedures to configure new companies. Worked with onsite staff and consultants to create a financial reporting environment that conformed to Japanese statutory requirements.
- Implemented multi-language features (all screens and master data maintained in English and Japanese) and successfully brought live the interactive modules of CRM for the first time.

### **Purchasing, Production Planning, and Sales Order Fulfillment**

Lead analyst on team, tightly integrating the Order Fulfillment System and successfully eliminating business model constraints, which created ongoing problems with planning and executing production, purchasing components, recurring shortages, and excess inventory.

- Tackled the complex task of configuring and rigorously testing and reviewing availability checking, working closely with project team to agree on the business' operational definitions.
- Created robust processes that gained 100% user confidence over the long-term. Configured “make to order” production that purchased components based on a finished goods forecast and prevented manufacture until an order was received.
- Integrated Sales and Distribution (SD), Materials Management (MM), and Production Planning (PP) for control of 5,000+ finished goods and 10,000+ component SKUs.

### **Business Information Warehouse (BW)**

Selected to design and implement multi-dimensional cubes and operational data stores for open sales orders, sales history, forecasting, profitability analysis, and web activity reporting.

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- Mastered the entire process of building data structures, configuring ETL and structuring process chains to automatically load data.
  - Enabled analytical capabilities with drill-through reporting for the corporate office, financial, sales, and marketing. Consistently received positive feedback about the depth and flexibility of the system.

#### **Product Development/Master Data Workflow**

Team lead and sole analyst for a project that implemented a tool, which delivered unmitigated success in enabling the organization to design quickly and deliver new product configurations to customers—a core business function.

- Developed a flexible method for sandboxing a bill of materials and costing process that could be shared with multiple groups for review and data entry.
- Implemented SAP Workflow to streamline processing of a new product setup through 5 departments.
- Reduced the new product setup time from weeks to days, achieving absolute user acceptance.

#### **Warehouse Management (WM)**

Achieved corporate goal to improve delivery performance and inventory accuracy. As the only analyst on a process improvement project to track stock and stock movements within each plant:

- Eliminated the manual process of tracking finished goods using error-prone spreadsheets.
- Designed mass-processing customizations to enable oversight and management of a large warehouse with a minimum number of computer interactions.

## **Education**

**Systems Analysis Certificate**, University of Texas Extension, Houston, TX

**Bachelor of Arts in Geography**, University of Texas, Houston, TX, 2007  
Emphasis on International Trade and Logistics