

MELVIN HETTINGER

276 Stiedemann Club, Chicago, IL • +1 (555) 449 1216

WORK EXPERIENCE

SENIOR FUNCTIONAL CONSULTANT

04/2016 - PRESENT

Boston, MA

- Creating precise documentation of prioritized functional requirements that can be signed off by the client and directly be converted to test plans. Liaise with FICO's technical resource to assist them in delivery of the technical specification
- Configuration of the FICO products using the appropriate application or 3rd party tooling as required.
- Ensuring completion of high-quality deliverables within time-constraints
- Career Gap Analysis
- Assist the business users defining the business requirements and prepare Functional Design Documents (FDD's)
- Work with AX Technical team members and assist them with Technical Design Document (TDD's)
- Experience with NetSuite Implementation projects – as part of project team

FUNCTIONAL CONSULTANT

04/2012 - 02/2016

Phoenix, AZ

- Knowledge of NetSuite Implementation Methodology, Deliverables
- Act as a user advocate to ensure overall system usability and adoption
- Assist with the integration activities for M&A
- Support Purchasing and Receiving modules
- Need to have 5+ years of Oracle Mfg experience
- Functional Consultant for Core Banking Implementation or Managed Service projects
- Excellent communication skills, client handling skills,
- Relevant fraud experience in the detection, identification, investigation or management of fraud related events
- Customer service or client facing roles within financial services, automotive lending, telecommunications, insurance and/or government/public sector

WORKDAY FUNCTIONAL CONSULTANT

09/2009 - 10/2011

Dallas, TX

- Demonstrates critical/analytical thinking and demonstrates attention to detail
- Intermediate/expert knowledge of credit adjudication processing, policies and best practices
- Intermediate knowledge of AML and FINTRAC
- Knowledge of fraud case management systems
- Knowledge of industry fraud specific identification platforms
- Travel flexibility required (US & Canada)
- Project delivery methodology skills

EDUCATION

EVEREST UNIVERSITY - ORLANDO CAMPUS

2005 - 2009

Bachelor's Degree in Business

PROFESSIONAL SKILLS

- Project management experience and analytical skills and specifically issue triage and management skills
- Strong communication, leadership, interpersonal, influencing and cross-functional teamwork skills
- Optional notable skills would include experience in integrating 3rd party control suites with Dynamics - AX
- Experience in EBS R12 and 11i technical configurations, patching, and upgrade, and possesses Apps DBA skills
- 1)Strong functional skills in CRM and CS with at least 2 end to end implementations
- Strong analytical and issue resolution skills
- Advanced SQL experience combined with good ETL and UAT skills