

**EXPERIENCE**

**ORACLE FUNCTIONAL EBS / CLOUD ERP CONSULTANT**

**Los Angeles, CA**

08/2015 – present

- Interact with the technical project team members responsible for developing reports, interfaces, data conversion programs, and application extensions
- Manage multiple clients and issues
- Define testing scenarios and develop test scripts
- Develop end-user documentation and training materials
- Work with Oracle online support to research and resolve application issues
- Support clients with the execution of test scripts
- Analyze client-reported Oracle Financials, Supply Chain, Manufacturing, CRM or Projects issues, and resolve them in a timely and professional manner. Some issues can be very complex

**ORACLE CLOUD ERP CONSULTANT**

**Los Angeles, CA**

12/2009 – 04/2015

- Conduct design workshops and functional process workshops in all financial areas
- Provide status and issue reports to the Project Manager on a regular basis
- Interact with the project team members responsible for developing reports, interfaces, data conversion programs, and application extensions
- Identify functionality gaps and develop solutions to them
- Manage team members in areas of responsibility
- Knowledge of projects, supply chain and manufacturing modules as to their impact on accounting transactions
- Deliver end-user training

**ERP CONSULTANT**

**Phoenix, AZ**

12/2003 – 09/2009

- Reviewing and analysing the client's business operations and processes and recommending improvements
- Working with teams across multiple geographic locations, workforces and key stakeholders groups
- Teaming with high calibre Accenture colleagues in day to day activities
- Leveraging our global network of Accenture professionals to strengthen your client prepositions and recommendations
- Providing assistance to Support Desk
- Take ownership of the most complex Lync issues and work to resolution and root cause identification
- Continuous interaction with the internal and external partners during the entire solution lifecycle to achieve continuous improvements of solutions and problem management based on an agreed process

**EDUCATION**

**UNIVERSITY OF VIRGINIA**

**Bachelor's Degree in Information Science**

**SKILLS**

- Good knowledge in working with Oracle, Unix flavor on SAP environment
- Ability to influence, negotiate and drive project outcomes and deliverables
- Good in documentation, an organized individual with excellent verbal and written abilities
- SAP certification is desirable
- Ability to consult and liaise effectively with internal and external stakeholders
- Ability to analyse complex problems and develop innovative solutions with a customer/client focus
- Excellent interpersonal skills
- Effective organisational skills couple with the ability to prioritise tasks and meet project deadlines
- Excellent communication (verbal, written and presentation) and interpersonal skills
- Knowledge of WM / QM module will be added advantage