

Professional Services Consultant/Analyst

ROBERT SMITH

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Objective

Able to work with minimal supervision, developing and implementing a well-organized plan to resolve the current business issues.

Skills

MS Office, Medi soft, Supply Chain Management, ERP.

Work Experience

Professional Services Consultant/Analyst

ABC Corporation - 2001 - 2002

- Defined business requirements, prepared documentation (BRD), and configured software for implementation.
- Reported monthly status per MS Project plan.
- Provided professional services to clients including mapping and redesign of client financial and manufacturing business processes.
- Reduced manufacturing variances by over by modifying the production reporting process and the costing process.
- Documented client development of system configuration, pilot testing, and solution integration, including gap analysis and issue resolution.
- Responsible for functional training programs for the client to enable knowledge transfer and successful use of the software.
- Remedial training reduced the standard costing process from three days to four hours.

Professional Services Consultant

ABC Corporation - 1996 - 2001

- Provided fee-based payroll/human resources system support, provided assistance customizing client installations.
- Coordinated national distribution and provided first line support of Professional Services Custom Modules.
- Liaison between third party developer of Custom Software Modules and Ceridian Employer Services.
- Analyzed and researched all project requests.
- Prepared formal proposals for Western Region Projects.
- Member of the Professional Services Development Module Team whose charter was to develop enhancement software for Ceridians base Payroll/Human Resources Product.
- Developed product design specifications, product testing, beta client support, user and technical documentation for new products as well as provided first level support for beta users.

Education

M. B. A. in Marketing and Finance - (University of Kansas)