

Darwin Barrows

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EXPERIENCE

BUSINESS CONSULTANT

San Francisco, CA

03/2016 – present

- Builds strong working relationship at all levels within the practices and businesses they manage (doctor, optician, office manager, store manager, etc)
- Provide clients with recommendations for improvements based on international standards on IT management, operation, system development and business process
- Work w/various stakeholders to develop systems, processes, solutions w/the intent to develop management of assets optimum lifecycle, companion cost models
- Develop and execute a work plan obtaining authorized resources to ensure all activities are performed
- Support a work environment that promotes customer service, quality, continuous improvement, knowledge sharing, and teamwork
- Perform SAP HANA BASIS Support (e.g. Performing SPS or Revision updates twice a year, backup monitoring support, alerts, performance trace analysis)
- Manage workflow collaboration across teams to ensure client investment is on track, executed flawlessly and completed on time

BUSINESS CONSULTANT

Dallas, TX

03/2010 – 09/2015

- Develops tools and reports from contract database that assist in driving decision-making for business partners and management
- Work with the Training & Knowledge Management team to develop effective internal training programs
- Work with Project Manager & Project Sponsor to establish project scope
- Work closely with the delivery / implementation teams to provide domain inputs and also support the team with agile development of new solutions and services
- Conducts special studies, analyses, develops alts, presents recommendations to management, influences management decisions
- Leads process design work packages for projects and establishes activities and associated timelines for the work package
- Create and share best practices and quantify CPG and retailer ROI by developing case-studies and other vehicles to publicize our work

EDUCATION

AUBURN UNIVERSITY

Bachelor's Degree in Computer Science

SKILLS

- Quality Management including Quality planning, Quality inspection, Quality certificates and quality notifications
- Strong training and knowledge sharing skills with the ability to prepare and clearly present information, transfer knowledge clearly and effectively
- Basic knowledge of respective business processes and good knowledge of respective IT systems
- Good knowledge of the usability field
- Ability to effectively balance a number of tasks, work to deadlines, and produce quality deliverables
- Is able to work highly independently, and work successfully with a team that has diverse skills and knowledge
- Ability to create strong relationships with branch personnel and train referral sources to help cultivate strong leads
- Technologically savvy; comfortable with tablet and cloud-based solutions and able to apply technology to help grow small businesses
- Very strong consulting skills with the ability to gather information by applying approaches, models, technique or styles applicable to the situation
- Strong ability to visually translate raw data into meaningful insights