

JESSICA CLAIRE

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Executive Profile

- Visionary leader of IT organizations during a 20+ year career at Fortune 500 companies.
- As Schering-Plough's first SAP Center of Excellence leader, led business process and technology re-engineering efforts and developed a global SAP strategy for the organization.
- Noted for business / technology acumen, collaborative style and communication skills.
- Experienced in RFP development and vendor selection.
- Track record of execution and delivering investment returns.
- Well versed in intercultural business communication and practices, including remote management of globally dispersed organizations.

Professional Experience

Head, Information Technology and Information Center, 02/2015

Cheil – New York, NY

- Provide leadership and direction to the GMS Information Center - a collection of data scientists and analysts dedicated to the production of high-value analytics to support manufacturing.

Director, Supply Chain and Logistics Information Technology, 09/2010 to 02/2015

Bristol-Myers Squibb – City, STATE

- Established supply chain technology direction for global manufacturing organization.
- Established the GMS Information Center - an organization dedicated to providing advanced analytical capabilities to support the manufacturing organization.
- Delivered key transformational projects including: Demand Planning Solution (SAP APO) Supply Planning and Sales and Operations Planning (Kinaxis RapidResponse) Inventory Optimization (Kinaxis RapidResponse) Provide leadership and direction to delivery and business analysis teams executing projects.
- Lead business process re-engineering efforts and provide guidance and support to business subject matter experts.
- Supported development and execution of Global Sales and Operations process.

Senior Director, COMET Program, 10/2009 to 09/2010

Merck And Company – City, STATE

- Responsible for managing the delivery efforts for the global COMET program, focusing on the procurement, employee expense management and eSourcing areas.

- Directed ongoing rollouts in North America, Europe and Asia Pacific regions.

Director, SAP Center of Excellence, 04/2005 to 10/2009

Schering - Plough – City, STATE

- Responsible for a \$15MM annual budget; 75 FTEs and 30+ offshore (mix of consultants and employees); adept at remote management with domestic staff in New Jersey, Tennessee, Delaware and international staff in Europe and Singapore.
- Reduced compensation costs by nearly \$1MM through offshore utilization; Retooled legacy JDE personnel for inclusion on the SAP ERP team.
- Led deployment of centerpiece SAP solution for the US Pharmaceutical Business and key solutions for Asia Pacific, Europe and South America.
- Led upgrade effort for APO solution for healthcare products segment of business.
- Led the effort to design, solution and deploy a global SAP template for Schering-Plough; Solution will reduce current footprint down to a single instance of SAP.
- Acquisition team member and leader of integration efforts for US and APAC commercial operations.
- Overall responsibility for leadership development through the Management Readiness Program.
- Managed the Project Manager Capability Review Program.

Director, Supply Chain Systems, 2002 to 04/2005

Schering - Plough – City, STATE

- Led the effort to implement SAP for the US Commercial operations of Schering - Plough.
- Solution included key Order to Cash functionality and Warehouse Management for US Pharmaceutical distribution channels.
- Provided consultative support to projects being executed in Belgium (APO) and Singapore (R/3).

Manager, Commercial and Field Force Systems, 03/1998 to 2002

Schering - Plough – City, STATE

- Led a team of developers implementing web-based solutions for support of Schering - Plough's field forces in the United States.
- Key projects included Formulary Management, Account Management, Customer Relationship Management, Field Force Expense Management and Managed Care Account Planning.
- Designed, developed and delivered training programs for field force personnel to prepare them to properly utilize deployed technology.

Manager, Service Delivery Systems, 03/1997 to 04/1998

Merck - Medco – City, STATE

- Led the implementation of outbound call center solutions for key operations in the Ohio call center.
- Led the implementation of script systems for pharmacists to make and accept patient calls regarding treatment in support of the Disease Management Programs for Smoking Cessation, Hypertension, High Cholesterol, Multiple Sclerosis and Congestive Heart Failure.

Manager, Client Services Systems, 01/1994 to 03/1997

Prudential Global Advisors – City, STATE

- Led the implementation of the Marketing and Client Services application for the front-office organization of the global bond operations.
- Led the implementation of a Portfolio Accounting System for the Global Advisors subsidiary of the Prudential.
- Oversaw the implementation and support of the LAN and PC technology teams for the Global Advisors subsidiary.

Project Manager, 1992 to 01/1994

Prudential – City, STATE

- Led the implementation of a new cash management system to support the treasury operations of Prudential.

PC Coordinator, 1990 to 1992

Prudential – City, STATE

- Responsible for day-to-day support of PC hardware and software for the Prudential Help Desk.

Education

Master of Business Administration: 2003

University of Maryland

Master of Science: Computer Science, 1994

New Jersey Institute of Technology

Bachelor of Science: Computer Science, 1990

New Jersey Institute of Technology

Skills

SAP

Business Process Design

Dispersed Team Management