

ROBERT SMITH

Sr. Business Services Manager

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Business professional with 20 years of experience in process transformation and system implementation skills across multiple industries and functional streams of business. Effective liaison with global and offshore teams, developing process improvements, implementing improvement initiatives and delivering results.

CORE COMPETENCIES

SAP HR, Sap Solution Manager, HP Quality Center, Business Management.

PROFESSIONAL EXPERIENCE

Sr. Business Services Manager

Transfield Services Americas - 2012 – 2020

Key Deliverables:

- Responsible for development, training and execution of implementation of ECC 6.0 procurement functionality and global security.
- Responsible for additional functionality such as enhancement packs, procurement enhancements, Intercompany RRB, ESS/MSS.
- Responsible for system integration testing, regression testing, identifying defects and finding resolution using HPQC testing tool.
- Deep understanding of system integration across all functional streams.
- Managed and directed project and sustainment team with multiple rollouts.
- Participated in post go-live support on the ground and part of the Hyper-care team using the Remedy ticketing system.
- Utilized Sharepoint to identify gaps, record and track action items, log change requests, manage project phase documentation and project status.

Business Services Manager

Delta Corporation - 2010 – 2013

Key Deliverables:

- Provided advisement, testing when needed or review of test results for approval to proceed with change.
- Managed the budget of \$3M for all onsite services, service agreements and contracts with onsite vendors including food service, break rooms.
- Participated on the design and construction teams for cafes and break rooms in new facilities.
- Developed standards for food service operations, and break.
- Developed metrics for vendor strengths and weaknesses to measure vendor performance.
- Prepare bi-weekly payroll reports, mileage logs and expense reports.
- Maintained/updated personnel files, prepared new hire, change and termination .

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EDUCATION

- BS - (University of Houston)