Justin Yung, PMP

Phone: (650) 868-6623

Projects Lead, M-GTM Active Renewals Operations at SAP

San Francisco Bay Area

Information Technology and Services

Current

SAP,

TV2 Consulting

Previous

BD,

BD Biosciences Clontech

Education

UCSD

500+connections

Connect

Send Justin InMail

Contact Info

www.linkedin.com/in/justinyung

Background

Summary

Global IT and Operations Leader with over 14 years of experience in project management, systems implementation, operations, business analysis, and process improvement within consulting and medical industries. Proven track record in delivering projects on time, on budget and with high customer satisfaction. Extremely organized and action oriented individual with intense attention to detail and great oral and written communications.

Specialties: Project Management Professional, Certified SAP CRM Solution Consultant, Certified Six Sigma Green Belt

Experience

SAP

Projects Lead, M-GTM Active Renewals Operations

SAP

October 2014 – Present (3 months)Palo Alto, CA

TV2 Consulting

Business Operations Manager

TV2 Consulting

April 2013 – Present (1 year 9 months)San Francisco Bay Area

Oversaw all backend operations for the 25+ person company (HR, Finance, Accounting, Administration, Planning, Recruiting, Reporting). Lead the design and deployment of processes and tools to efficiently scale company (number of employees doubled in first year on the job). Lead Project Manager managing 4-5 simultaneous deployment and software projects for Tier 2 and Tier 3 operators in North America, South America, and Europe. Implemented benefits program for US and Canadian employees which helped them save on medical costs while also receiving richer benefits every year. Provided all Business Analytics for upper management (P&L, Employee utilization, project profitability).

BD

EVEREST PMO Core Team

BD

February 2012 – March 2013 (1 year 2 months)San Jose, CA, Franklin Lakes, NJ

Partnered with Design, Build & Test (DBT) leaders for multi-year global ERP implementation (EVEREST). Ensured program methodology adherence across business functions and regions. Worked with DBT program implementation Activity Track Owners to facilitate detailed planning for each Track and across DBT teams on Implementation Wave Schedule, Capacity Management, Deliverables, Issues, and Risk Management. Provide PM Leadership in driving status reporting, integration of Approaches, and Issues identification and escalation. Developed plans for Activity Preparation, Execution (including deliverables and milestones), and Closure. Determined best methods for meeting cadence, status reporting to stakeholders during activity, and escalation processes. Drove execution by leading schedule and status collection cadences. Partnered with DBT Vice President and Track Owners to drive solution development and timely escalation of problems and resolutions. Developed Resource Management Strategy including tools and reports to track resource utilization.

BD Biosciences

Web Project Manager

BD Biosciences

September 2010 – February 2012 (1 year 6 months)San Jose, CA

Worked with a global cross-functional team consisting of IT, Sales and Marketing departments to implement the next iteration of BDB’s eBusiness growth strategy using SAP’s CRM Webshop. Developed a B2B and B2C portal for online shopping connected to the SAP CRM and ECC backend systems.

BD Biosciences

IT Customer Service Core Team / Everest Project

BD Biosciences

May 2008 – September 2010 (2 years 5 months)San Jose, CA

Worked with a global team to design and implement SAP CRM 2007 and SAP ECC 6.0 IT Lead for Complaint Management, Return Creation & Management, Web Self-Services, Solution Database, Interaction Center, Interaction Center Management, and Recall/Product Service Letters.

(Open)1 recommendation

Debbie Purcell-Huynh

Debbie Purcell-Huynh

SAP Business Core Team Member at Becton Dickinson

I have worked with Justin in various capacities from 2003 to the present. From 2004 to 2007 I was the Director of Customer Support at BD Biosciences, and Justin worked within the SAP Applications Support team. He supported my department with a...View

BD Biosciences

Project & Process Manager

BD Biosciences

August 2003 – May 2008 (4 years 10 months)San Jose, CA

Supported the business on the Enterprise Business Support Team, focusing on

customer facing issues. Was a primary member of the Internet Sales implementation team and supported the pilot and launch of Internet Sales, delivered production support in the areas of master data, free goods, claims processing, Internet Sales and EDI. Participated in implementation upgrade from SAP 3.1h to 4.7 system of BDB’s SAP entERPrise project, with focus on Sales & Distribution. Helped customize design, configure, and test SAP R/3 4.7 to meet corporate needs. Wrote technical documentation as well as wrote & presented training documentation to end-users.

Software Technical Support Specialist

BD Biosciences Clontech

August 2000 – August 2003 (3 years 1 month)Palo Alto, CA, Mountain View, CA

Technical product coordinator for all software programs. Provided technical support for all computer and software related inquiries to both internal and external customers. Supported Web-based products and services through email support, desktop support, and telephone support. Interacted with customers and troubleshot problems to provide a high level of customer satisfaction.

(Open)1 recommendation

Gene Tang

Gene Tang

Director of Business Development, Instavia Software

Justin was hired in 2002 or 2003 (going by potentially faulty memory, as I no longer work at Clontech and do not have access to employee files), initially as a data entry, general purpose associate in my group. However, our need at the time for...View

Certifications

Project Manager Professional (PMP)

Project Management Institute, License 1532843

August 2012 – Present

Skills

Top Skills

39Cross-functional Team...

29Program Management

18Business Process

16Project Management

15Six Sigma

14Integration

9Process Improvement

8Testing

7Medical Devices

7Management

Justin also knows about...

7PMO

6Product Management

6CRM

5Product Development

5Strategy

5SAP

5ERP

4Process Engineering

4PMP

3Visio

3Biotechnology

3Leadership

3Process Simulation

3Enterprise Software

2Biomedical Engineering

2Quality Assurance

2Technical Writing

2Data Analysis

2Product Launch

2Design Control

2MS Project

2Analysis

2E-commerce

2R&D

See less

Education

UCSD

UCSD

BS, Bioengineering

September 1996 – June 2000

(Open)2 recommendations

Hung Nguyen

Hung Nguyen

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Justin is a bright, talented individual. I had the pleasure of working with Justin in school. He is a very reliable,...View

Kanaka Hettiarachchi

Kanaka Hettiarachchi

Scientist at Theravance

I have had the privilege of knowing Justin for over fifteen years. As can be seen from his work experience, he has a unique...View

Additional Info

Interests

digital photography,

professional networking,

international travel,

gourmet cooking,

skiing,

biking (mountain and road),

scuba diving,

hiking,

camping,

backpacking