Zachary Granger

7531 Minoru blvd

Richmond, BC V6Y 1Z3

CANADA

647-985-3808

zachary.g@hotmail.ca

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EProcurement Analyst with a focus on achieving operational efficiency. Employs root cause analysis to target issues and develop solutions that lead to cost savings. Leverages a blend of programming knowledge, quick learning, and interpersonal skills to promote cross-functional business processes. Seeks opportunities to continue expanding professional scope, as well as transform and improve company practices.

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# CAREER HIGHLIGHTS

* When our team (2021) faced issues with an existing ticket intake form, built a new form from scratch using Power Apps, Power Automate, and Python scripting (connecting to the Atlassian API). This provided a reliable solution and allowed us to add improvements without depending on third party functionality.
* Came into the analyst role in 2017 to a folder of 8000+ document failures that were unaddressed. Built clear processes to handle each type of failure and caught the folder up within a month. Internal teams are now able to be proactive about customer ordering / invoice failures. These processes have been documented and rolled out to new team members.
* Identified multiple customers that required daily manual interaction on their orders. Worked directly with technical customer contacts to create fully automated solutions.

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SKILLS & ACCOMPLISHMENTS

* Fully Bilingual (French & English).
* Enjoys collaborating with internal teams as well as customer contacts.
* Provided extended mentorship to multiple team members, helping raise their quality of work as well as improve their mindset towards the work.
* Extensive SAP knowledge.
* As part of career development; fully integrated new customers using the cXML and EDI standards as well as built integration maps using the IBM mapping tool.
* Experience developing applications (internally / externally) in Java, Python, and C#.

# EXPERIENCE

## Grainger Industrial Supply *—* Analyst, eProcurement Development Operations, eCommerce

September 2017 - PRESENT

* In-depth knowledge of SAP IDOC, cXML language and EDI ANSI X12 standards.
* Working with internal teams to create automated solutions for repeated manual work.
* Strong knowledge of IBM Sterling and its mapping tool (reading and creating maps).
* Implementation of new integrations, meeting with customer IT and internal Sales to track progress.
* Post go-live support / investigation and resolution of electronic document failures.

## Acklands-Grainger Inc. *—* Web Admin, eCommerce

October 2016 - September 2017

* Resolving customer data issues within the SAP Hybris, CMS, and HMC environments.
* Grooming new website features by working with Project managers (Agile/Scrum methodology).
* Creating HTML landing pages for large customers in both English and French.
* Bilingual web chat support on the Acklands-Grainger website.

## Acklands-Grainger Inc. *—* National Accounts and Customer service

March 2015 - October 2016

* Supporting bilingual national phone queues.
* Manually processing new orders as well as reviewing open orders daily.
* National KeepStock support.

## Westeel *—* IT Service Desk

Summer 2010 - Summer 2013

* 4 years of summer work, hardware / software troubleshooting and repair.

# EDUCATION

## Oracle 1Z0-811 Certification *—* Java Foundations SE 8

January 2022

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