

Erica Chambers

Global Ops IT Solution Manager

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Willing to relocate: Anywhere
Authorized to work in the US for any employer

WORK EXPERIENCE

Global Ops IT Solution Manager

BP, Global Operations Organization -

2013-09 - 2016-03

Managed portfolio of engineering technology software solutions specific to information management, visualization and dashboard solutions (SaaS,.Net, ASP, Oracle, SQL Server, C++,HTML, SharePoint)

Developed the Information & Data Management professional discipline and 3 year resourcing plan

Defined IT governance and change management strategy for the portfolio of solutions under my scope of work

International travel to perform third party strategic planning, project sourcing, implementations and assessments

Created compelling I&DM value propositions & business cases for the total cost of ownership of developing, deploying and operating the changes.

Defined the detailed requirements for I&DM software licenses and negotiated successful contracts

Recommended a prioritised plan for investment and operational improvements

Created a vendor management roadmap for all software suppliers defining key objectives

Increased cross-functional alignment through data management governance

SDLC Project and Program Manager for large scale global IT solutions for engineering data management and visualization software applications

Managed team of IT business analyst, developers, and outsourced solution techs to deliver global operations solutions to Engineering and Production organizations

Responsible for insuring a steady IT governance which include creating procedures, assessing security, and managing IT business continuity for business services applications

Managed implementation of capital projects with budgets of 5 - 10 million USD.

Responsible for implementation and delivery of SaaS and other technology programs

Performed IT business processes health assessments to identify cost savings and benefits to current solutions

Determined best fit tools for Engineering Information Management

Managed IT delivery projects, overseeing teams of technical and project support

Developed and maintained IT/IM scorecard and cost model to align Upstream and Continuous Improvement business models with subgroup functional models

Project Information Manager

Worley Parsons -

2013-04 - 2013-09

- Developed and implemented an EPCM Information Technology/ Information management strategy aligned with client project work scope.
- Responsible for the managing Information Technology/ IM project execution plan and budget from FEED to Operations Handover
- Manage and supervise Information Technology, Information Management, Document Control and Design departments
- Liaison and focal point for all Project IT/ IM activities with client organizations, including key focal point of contact for Business Service Manager, IT Manager, CAD & Engineering Manager

Information Technology and Management Lead

Chevron -

2010-09 - 2013-04

- Manage the IT/IM requirements for projects handover to Operations
- Gather existing industry and company standards, processes, and plans to define project deliverables and other DFO requirements
- Develop project IT/IM guidelines, specifications, and work procedures to manage data life cycle
- Coordinate IM activities between company and contractors which included reconciliation of data deliverables
- Develop As-Built delivery plan to ensure all changes and corrections in end of project phase met company specifications
- Facilitate the structure and development of equipment tagging and asset key identifier assignment
- Lead work sessions to gather technical and functional requirements from key stakeholders

Project Manager/ Business Consultant

ELJ Solutions -

2008-08 - 2010-09

- Worked as a project manager, project lead supporting small to mid-size organizations in the IT business units, providing remote and onsite consulting to IT and Business Operations
- Liaison with teams of developers, analysts, business decision makers, and end-users
- Create and execute independent process audits

- Develop business solutions, marketing strategies and other business tools for supporting accounting, operations, and IT
- Perform Cost Analysis, Risk Assessments, Benefits Asset Realization Assessments to help identify business opportunities

Business Analyst Lead

FMC Technologies -

2006-05 - 2008-04

- Determined cause and effect relationships for Information Management and Quality Assurance business processes
- Implemented project procedures based on client requirements adhering to project specific and company standards
- Developed change management strategies that identify and mitigated risk
- Consolidated and analyze information from workflow audits ensuring processes aligned with WBS (work breakdown structure) assignments
- Performed critical path analysis for Aftermarket process to identify cost effective opportunities

Planning Analyst (Contract)

ConocoPhillips -

2005-11 - 2006-05

- Research marketing strategies
- Create process maps, outlining marketer proposals
- Designed a web tracking tool for proposals and contracts
- Retrieve profit and loss data using Business Warehouse/ SAP
- Host marketing events such as sales road shows, conference private cocktail dinners, executive sales retreats, and other client relations activities

Accounting Analyst (Contract)

CenterPoint Energy -

2005-05 - 2005-07

- Researched accounting documents to provide support for legal
- Provided regulatory reporting for the accounting department
- Query and retrieve purchase order information from SAP and compare to SAP Cost Center Reports
- Review employee expense reports
- Provided general accounting support

IT Finance Business Analyst (Contract)

Invista -

2003-01 - 2005-05

- Supported efforts surrounding the implementation of SAP Modules, PM, MM, FI/CO
- Trained plant personnel on SAP Purchasing transactions and inventory management module

- Configure legacy data for transfer and migration to SAP
- Mapped company's supply chain management standards with SAP supply chain and procurement processes
- Designed and implemented an d reporting tool to track costs for 3rd party suppliers not able to access our company ERP systems

Business Analyst

Shell Oil Products US -

1999-04 - 2002-11

- Define key organizational change needs, creating strategies for delivering procedural change and training
- Provided business process analysis to improve the performance of Commercial Marketing Client Support Teams
- Developed and implemented web-database system in order to track, classify, and audit customer request by Commercial sales representatives
- Measured performance an d tracked results that identified opportunities for improvement and weaknesses within the department.
- Managed a team of analysts responsible for call center and help desk client relations

SKILLS

Microsoft Excel, Visio, Excel, Project Management, SAAS, Information Architecture, Business Analysis, Word, ERP, Process Improvement

ADDITIONAL INFORMATION

Skills

- Subject Matter Expert Engineering Information Management software solutions
- In Depth knowledge and experience of ECM & ERP Systems
- Strong experience with SAP R/# SD, MM, and FI, supporting, training, and streamlining work processes

Software Knowledge

JDE, SAP, Bentley IM Systems, AVEVA, Documentum, eB, SmartPlant, Microsoft Business Applications, Oracle, (Visio, Project, Access, Excel, Word)