**Ann L. Telford**

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**Business Process Leader | Information Architect**

**Implementing and Improving Processes to Drive Efficiency, Boost Revenue, and Exceed Overall Objectives**

Time + Resource Optimization **||** Intelligent Problem Solving **||** Data Analysis + Deployment **||** Team Direction + Alignment

Versatile, results-focused strategic leader and Lean Six Sigma Green Belt trained with 25+ years of progressive success driving technical excellence and efficiency related to IT in domestic and global locations. Adept at implementing programs and projects to optimize productivity and profitability through continual process improvement. Specialized strengths include:

**Proven Project Management Expertise:** Able to apply best practices, industry standards, and relevant tools to effectively oversee projects from planning through execution to ensure delivery within time, cost, quality and scope requirements.

**Superior Communication Capabilities:** A clear, efficient communicator, with proven capability to grasp business needs and translate them into both short- and long-term solutions which directly enhance revenue production and client growth.

**Efficiency and Process Improvement Leadership:** Adept at translating overall organizational objectives into practical, measurable and actionable plans to streamline processes, reduce costs, enhance revenue and increase overall quality.

**Cutting-Edge Technology Driver:** Proactive leader employing all available technological resources to enhance job performance, complete workflow studies, identify defects and effectively analyze, forecast and close knowledge gaps.

Data Analysis & Interpretation ▪ Data Cleansing & Transformation ▪ Master Data Management ▪ Global Test Coordination ▪ Forecasting & Resource Optimization ▪ Troubleshooting & Resolving Issues ▪

Process Improvement & Program Development ▪ Expense Control & Cost Savings ▪

Service Metrics & Performance Improvement ▪ Vendor Selection & Management ▪ Training & Coaching ▪ Quality Assurance

Process Flowcharts ▪ Customer Advocacy ▪ Budgeting & Cost Control

**Professional History**

Main Sail, LLC — Mechanicsburg, PA ▪ October 2016 – January 2017

**IT PROCESS ENGINEER**

Reviewed existing Service Delivery Model (SDM) and created new SDM process to incorporate current industry best practices.

* Ensured that new SDM process complies with government audit guidelines.
* Interviewed stakeholders to determine existing process gaps and inefficiencies.
* Reviewed industry best practices and make recommendations for improvements.

Oxford Solutions (Mylan, Canonsburg, PA) — Pittsburgh, PA ▪ August 2015 – January 2016

**Information Architect**

Worked as part of the project team to move EU operations from legacy systems to Global SAP ECC 6.0.

* Assisted with determination of data cleansing & conversion needed from legacy systems to Global SAP ECC 6.0.
* Determined data needs for conversion from multiple legacy systems to Global SAP ECC 6.0.
* Created files with table names and fields for conversion data.
* Created Visio diagrams to show to be processes.
* Reviewed SAP ECC 6.0 processes to determine fit/gap for processes.

E&E Consulting Services LLC (Ahold, Carlisle, PA) — Mechanicsburg, PA ▪ October 2014 – May 2015

**Process Engineer**

Collaborated with management to design processes to track defects, set policies and establish best practices for data entry and management. Also worked with IT, both on-shore and off-shore, associates to identify solutions to defects found in the testing process. Maintained Quality Center for testing control and reporting.

* Served as testing coordinator for the upgrade the customer's RDF demand forecasting tool, allowing for more accurate demand planning and ordering activities which predicts consumer demand for retail, in this case grocery purchases.
* Trained departmental employees on writing test scripts to ensure they covered all business requirements and design specifications for both Integrated Testing and User Acceptance Testing.
* Loaded completed test scripts into automated HP Quality Center for use by testers.
* Tracked issues encountered during testing and ensured that all issues were resolved within the agreed to turnaround time by developers and business users.
* Developed process for updating Computer Assisted Ordering (CAO) and created daily reports to management tracking defects in Computer Assisted Ordering items.
* Worked with users to determine best practices for maintaining item master data and created daily reports of issues surrounding mismatches of item data.
* Made recommendations for further store personnel training to include overall data purpose, use and needs reasons.

DISYS (VA Medical Center, Clarksburg, WV) — McLean, VA ▪ May 2014 – July 2014

**Implementation Manager**

Led a team of seven employees to roll out new inventory management system. Trained employees on the process, provided onboarding training as well as overall business knowledge for several of the employees who were new to the job market.

* Implement new secondary storage equipment installation, allowing for automated replenishment of high volume items in the auxiliary supply. Items that are frequently used, but not at a high volume, are tracked via a Kanban inventory that provides a visual reorder point for the person stocking the auxiliary storerooms.
* Established new inventory levels to leverage new storage techniques, reducing the need for personnel to work manually and make multiple trips, one to take inventory, one to deliver inventory.
* On the second day of employment, provided an overview to warehouse personnel and floor personnel to explain how the new system would work.

TE Connectivity — Middletown, PA ▪ June 2013 – April 2014

**Supply Chain Analyst**

Worked on various Global Process Improvements projects, creating documentation for new processes (e.g. updated procedures and flow diagrams). Attended Global Process Improvement group meetings. Managed Small Quantity Fulfillment Program. Submitted monthly inventory for scrap inventory at distribution centers.

* Submitted process improvements for the SAP ECC 6.0 Small Quantity Fulfillment Program to streamline and simplify original process format. Primary intended impact was to have a beginning and end date for each material added to the table, allowing for more proactive maintenance to add and remove items from the program.
* Served as EDI Coordinator for the business.
* Also submitted a proposal to train all personnel in the program, eligible items and use of the table. Previously, marketers had submitted multiple materials that were not eligible for the program.
* Gathered requirements for scrap process, Small Quantity Fulfillment Program process issues and order entry

issues arising from existing functionality in SAP ECC 6.0.

* Proposed changes to EDI Inventory customers regarding the existing 846 Inventory Feed.
* Brought two EDI partners on-board to test changes for 846 Inventory Feed.
* Completed Six Sigma Green Belt training.
* Selected to attend conference for new company leaders.

Nalco Company — Naperville, IL ▪ 1990 – 2012

**Business Process Manager** ▪ 2008 – 2012

Ensured that global testing for all new applications, changes in functionality and upgrades was completed and approved by management. Directed the activities of seven employees and answered process questions for all global personnel, approximately 50 people globally. Supervised personnel managing internal Help Desk tickets for NalcoDirect and (Extranet support), mostly process/security issues. Trained employees on new processes, as necessary, and provided performance reviews with employees on a scheduled basis. Worked with internal and offshore IT personnel on a daily basis to resolve production issues or for ongoing project work. Held bi-monthly staff meetings with global personnel to update, review and provide feedback on any pending issues. Updated flow charts and process flow documents to illustrate correct processes. Responsible for managing personnel in the (Customer Master Data) group in NA.

* Developed global SAP ECC 6.0 Business Process Standards and Data Standards for all countries.
* Served on the SAP team that was responsible for Extract, Transformation and Load (ETL) from legacy systems to SAP ECC 6.0 in North America, Europe, Argentina, Chile, Australia, New Zealand, Singapore, Malaysia and Vietnam Customer Master Data. Served as part of the project team to convert EU, Asia Pacific operations from legacy systems to Global SAP ECC 6.0, assisting with data mapping required to convert to SAP ECC 6.0 and CRM.
* Served as Global Testing Coordinator for SAP Support Stack implementation, SAP upgrades and implementation of new SAP ECC 6.0, CRM or WebPortal functionality.
* Utilized Agile methodology to manage projects.
* Conducted Scrum sessions with multiple users to ensure that requirements and design have value and satisfy the business needs.
* Named a SAP ECC 6.0 Global Super Power User and Subject Matter Expert (SME) for Sales and Distribution (SD), Customer Master Data and OTC process owner.
* Managed IT support tickets for SAP ECC 6.0/CRM/NalcoDirect support and served as tier 2 support – primarily SD but also issues with associated Finance (FI), Materials Management (MM) and Production Planning (PP) modules.
* Centralized Customer Master Data Group and invoicing operations for all European countries.
* Played a key team role on the development and implementation of “Smart Forms.” These forms allowed for customer, customer changes, customer modifications, Billing Arrangement/Special Pricing modifications. Requests were automatically routed for any required approvals.
* Trained European, Australia, New Zealand, Singapore and Malaysia teams on SAP ECC 6.0/CRM/NalcoDirect functionality and processes.
* Implemented new credit card functionality for Order to Cash (OTC).
* Teamed on various projects to modify and upgrade SAP ECC 6.0/CRM/NalcoDirect.

**Early Career Roles**

From 1990 to 2008, served in a number of rules including Customer Database Specialist, Logistics Specialist and Business Process Analyst with projects spanning the creation of customer databases, data standardization, program implementation in Europe, and broad training of personnel domestically and overseas.

**Education**

**AAS in Business Administration,** Benedictine University, Lisle, IL

**Technical Skills**

MS Office Suite (Word, Excel, Visio, PowerPoint)—SharePoint—Agile—SAP ECC 6.0—SAP CRM—Documentum—Informatica

Data Analysis—Vendor Managed Inventory—HP Quality Center—SAP WebPortal—ServiceNow —Vertex