**EMILY M. MCLAREN**

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**PROFESSIONAL SUMMARY**

Strong financial and project management skill, build relationships across organizations to influence initiatives, managed business operations, obsessed with customer experience, and provide technical and business leadership.

**CORE COMPETENCIES**

SAP ERP, BI, Agile/Scrum, ITIL, SDLC, JIRA, Confluence, VersionOne, SharePoint, Service Now, Remedy, Excel, MS Access

Relationship Building, Inspirational Leader, Problem Solving, Project Management, Budget / Spend

**EDUCATION / CERTIFICATION**

Bachelor of Arts, Business Administration (Majored in Finance, Minored in Economics),Seattle Pacific University

**EXPERIENCES AND ACHIEVEMENTS**

**CITY OF BELLEVUE, Bellevue, WA**

**IT Applications Lead/Project Manager, 2016**

Managed city’s Commercial Off the Shelf (COTS) applications comprised of but not limited to Sharepoint, Maximo Asset Management, JD Edwards, Class (POS), My Utility Bill, and Amanda Permitting both on premise and SaaS. Managed 8 Systems Analysts and 5 vendors for remote and technical services. Collaborated actively with IT, business leaders, consultants, business partners, and vendors to set direction and priorities for application initiatives.

* Project Manager for JDE Tools and Applications 9.2 Upgrade project budgeted at $350K.
* Responsible for monthly execution and metrics, ensure all incidents are resolved within defined SLA.
* Responsible for estimating resources and support requirements for project initiatives. Provide expertise, both functional and technical, to incidents, service requests, projects and business processes.
* Managed incidents and technical service requests as projects (gathering requirements, defining and communicating with stakeholders, track and manage effort through to completion, and facilitate implementation).
* Managed third party resources for task assignments and knowledge transfer. Monitor and report quality of services provided by resources and vendors.
* Prepared Statement of Work, Agenda Council Memo, and required Addendums. Managed and monitored vendor technical, run and operate contracts. Enabled cost savings by $90K through consolidating technical contracts into one.
* Created data awareness and elevated business knowledge of data through onsite BI Crystal tool training for 60 users.

**T-Mobile, Bellevue, WA**

**Manager of Development, Engineering Intelligence and Analytics, 2014 to 2015**

Managed team of 10 developers and 8 onsite consultants, and added business analyst, ETL development, reporting, and technical project managerial roles. Supervised 20 consultants for run and operate services including 30-day transition plan. Provided monthly KPIs to measure quality, business value, and SLA. Chaired Intake Process and allocated monthly resources across more than 20 projects and 180 Intake.

* Conducted RFP's for managed services comprised of top 5 vendors with annual contract of $2.5M.
* Implemented Agile Framework POC, SDLC process, Project Roadmap, Intake process, brown bag sessions for data and tools, and online or web-based tool training to reach offsite customers.
* Chaired code migration of approximately 335 data extracts from previous platform to new platform with new ETL and data model in 6 weeks. Conducted aggressive audit of over 600 data extracts and consolidated into 335 data extracts.
* Provided alternative solution to critical customer impacting issue due to broken extract for device warranty and exchange later instituted as long-term solution.
* Initiated discussions on standard methodology in projects and Proof of Concepts with architects resulting in clarity on accountability for each role and creation of artifacts required for successful self-service business intelligence.
* Changed deployment process so production documents are created, reviewed, and implemented internally, reducing dependence on contractors.
* Elevated team and customers’ knowledge of Big Data through onsite Hadoop and Hive training.

**Nike, Inc., Beaverton, OR**

**Business Systems Analyst Lead, Supply Chain Information and Analytics, 2012 to 2014**

Lead and inspire a team of 10 Business Systems Analysts in the delivery of global BI solution sourced from SAP serving Customer Service organization in North America, Europe, Emerging Markets, China, and Japan. Worked closely with developers, architects, functional analysts, senior leadership, and key stakeholders to gather and define requirements, prioritization of business needs, impact assessment, elicit KPIs, and reporting solutions.

* Co-developed and socialized standard Quality Testing methodology which reduced testing duration and defects, increased data accuracy, and improved user experience.
* Drove the documentation of “As Is” processes and identify/prioritize opportunities and pain points. Own “To Be” business processes design and documentation with the team and understand and analyze gaps providing recommended solutions.
* Created Communications Template for monthly releases, application upgrade and downtime, and data quality status.
* Created data awareness and elevated business knowledge of data through onsite Cognos tool training.
* Used motivational techniques to increase performance and work quality within teams. Rolled up sleeves and do whatever it takes to help our team win.

**Microsoft, Redmond, WA**

**Senior Finance Manager, Windows Phone Division, 2012**

Managed close, budgeting, forecasting, Profit & Loss (P&L) analysis, restatements, cost allocations, hierarchy, communication, and benchmarking. Aligned people and resources, establishing standards of performance and accountability.

* Supported key initiatives and proactive projects to drive cost efficiencies, cost efficacy, and improvements to internal controls.
* Implemented business process improvements through Flowcharting and Cause & Effect Analysis.
* Authored engaging, informative, and collaborative monthly Windows Phone Division Newsletter.

**T-Mobile, Bellevue, WA (Total of 7 years)**

1. **Customer Loyalty Program Manager, Channel Management, 2011 to 2012**

Drove planning and forecasting. Partnered with Finance Planning team to provide support on weekly forecasting and variance analysis on customer retention strategies and key metrics. Collaborated with marketing, finance, and channel teams to ensure understanding of key performance drivers and impact of decisions. Reported and analyzed spending and revenue with quarterly forecasts, budget monitoring, and variance analysis of loyalty programs.

1. **SAP BI Reporting Manager, SAP Reporting, 2006 to 2011**

Managed team of 6 analysts to support more than 600 users of security, training, reporting, and communication. Improved collaboration through strategic partnership with customers and IT organization.

* Ownership of data integrity, maintenance and upgrade, security, reporting, ad hoc and standard analysis of SAP BW comprised of FICO, MM, SD, PS, HR, and POS modules.
* Enabled data analysis on POS by implementing business process improvement which reduced frequency in data refresh.
* Developed data analysis package to measure team and business performance.
* Created user experience survey and analyzed results to provide opportunities for improvement.
* Authored engaging, educational, and collaborative monthly BI Newsletter.

1. **Senior Business Systems Analyst, Business Intelligence Competency Center, 2005 to 2006**

Managed Intake process, communication, user adoption, BI forums, and training programs.

* Achieved “Poobah” recognition for significant contributions to financial operations team while “living the values” important to team success.
* Authored engaging, educational, and collaborative monthly BI Newsletter.

**AT&T, Redmond, WA, 2002 to 2005**

**Senior Financial Reporting Systems Analyst, Financial Reporting**

Represented business groups for financial system migration project, and conducted classroom and online training. Provided technical, management reporting, and operational support for new financial reporting system to more than 300 users. Managed structure and accuracy of new and legacy financial reporting system with more than 300 users.

* Developed training manual, resulting in savings of $30K.
* Designed, launched, and administered Finance Sharepoint site.
* Achieved team excellence award twice for successful deployment of new data mart and financial reporting system resulting in savings of $10K per month in hardware and maintenance and $20K annually in licensing fees of legacy system.

**Starbucks Consultant through Robert Half International, Seattle, WA, 1 year,** Business Analyst, International Finance

**Boeing, Seattle, WA, 2 years.** Cost Management Analyst, Payloads Department

**Deloitte., Seattle, WA, 5 years** Staff, Accounting Department – Worked through college graduation.