**Mark Robertson, MBA, ITIL**

**SAP Program / Project Management / SAP Functional Consultant**

Charlotte, NC

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**SUMMARY:**

* Over twenty- five years of SAP experience possessing knowledge of SAP project management, SAP operations, SAP systems design, SAP functional development and leveraging SAP solutions for business process improvements.
* Proven team leadership and project management, including leadership of many full cycle SAP implementations.
* Accomplished Senior Manager with domestic and international experience delivering SAP implementations and SAP support services to SAP customers across multiple industries.
* Performed all phases of the SAP project life cycle using (ASAP and AGILE) methodology that included: Project preparation, Blueprint (Design), Realization (Development/ Build), Final Preparation (Test) to Go Live, and Support/Optimization (Production).
* Work effectively at all levels of projects to provide solution governance and transparency and cooperation across teams, from high-level strategy definition to hands-on technical and functional system configuration.
* Extensive knowledge of implementing and configuring SAP Project Systems (ECC), SAP Solution Manager (7.1), using SAP ASAP Project Methodology and applying SAP Application Lifecycle Management Best Practices (ITIL).
* Proven success in planning, organizing, leading and managing SAP implementations and continuous business improvement projects.

**Certified in:**

* SAP ASAP Methodology (PMP Certification)
* SAP Solution Manager
* SAP Project Systems
* ITIL (Information Technology Infrastructure Library

**Specialties:**

* SAP Program / Project Management
* SAP System Integration
* SAP Application Lifecycle Management
* Clarity

*Willing to relocate: Anywhere*

*Authorized to work in the US for any employer*

**WORK EXPERIENCE:**

**Sr. SAP Program / Project Manager / SAP Functional Consultant**

BB&T Corp. / Charlotte, NC - August 2014 to Present

Achieve SAP operational objectives by contributing information and recommendations to strategic plans and reviews; prepare and complete action plans; implement production, productivity, quality, and customer-service standards; resolve problems; identify trends and determine SAP system improvements. Specific responsibilities include:

* Program Manager for SAP ECC, HANA, BW and SAP Solution Manager at BB&T.
* Provide effective management, leadership, and drive the vision for a team of SAP project managers.
* Provide governance and quality of all SAP program and professional services projects. Directly responsible for the successful delivery of:
* Project Management for SAP initiatives
* SAP Integration Management
* SAP Process Transformation for methods and tools and benefits (financial) management
* IT Governance
* Interact effectively with all levels of IT and business management, to review roadmap and project progress, systems portfolio progress, and issue management as it relates to the initiatives within the SAP PMO and beyond.
* Responsible for sustaining business and SAP IT transformations through optimized processes and organizational efficiency with a business driven IT architecture.

**SAP Program / Project Management - CONTRACT**

McKesson Corporation / San Francisco, CA - January 2014 to August 2014

Responsible for all aspects of the SAP development / implementation of SAP projects involving department or cross-functional teams focused on the delivery of computer-based systems from the design process through a finished state for internal / external customers.

* Responsible for positive customer outcomes through effective planning and management of large and complex SAP Projects / SAP Service Enhancements.
* Developed appropriate SAP Project Plans included timeline, resource plan, stakeholder plan, communications plan, financial plans and business case.
* Ensured stakeholder alignment and acceptance of plan.
* Managed plan by holding appropriate stakeholders, and project team members accountable for their respective deliverables.
* Identified project risks and managed effective mitigations.
* Partnered with stakeholders to efficiently schedule resources and facilitate delivery. Key contract points include Portfolio Management and Release Management.
* Ensured delivery of project acting as single point of contact.
* Managed to plan to deliver on-time, on-scope, on budget.
* Maintained stakeholder alignment throughout; from planning to delivery through execution.
* Facilitated appropriate checks and forums to manage SAP project dependencies and SAP integrations.
* Rapidly addressed issues and facilitated to successful resolution.
* Effectively communicated project status via defined process and tools.

**SAP Sr. Project Management / SAP Functional Consultant - CONTRACT**

The Coca-Cola Company ~ Bottling Investments Group / Atlanta, GA - January 2013 to December 2013

SAP Program Management and Solution Delivery for The Coca-Cola Companies development and worldwide Global Deployment of the CokeOne beverage solution to Coca-Cola owned bottlers.

* Manage Division Lead(s), Build SAP COE stream leads to deliver the SAP design, development, testing, knowledge transfer and deployment of SAP global template enhancements for Live Bottler divisions.
* Responsible for daily / consolidated delivery tracking and project management of the SAP Released managed scope. Includes risk mitigation, issue identification and management, management of change requests, communications to division leads and internal organizations.
* Interaction and point of contact for the SAP Release Delivery with live divisions and all HQ IT teams, including onshore and offshore in support of the delivery of the SAP released manage scope.
* Managing Delivery across all teams and delivery for SAP functionality which relates to the Bottlers needs and align those needs to major or minor SAP releases.
* Focused on the coordination of the delivery of SAP minor releases and non-release change requests.
* Delivered a phased SAP Roadmap with timelines and a recommended strategy for SAP Solution Manager 7.1 technologies.
* Served as the Solution Architect for the implementation and delivery of SAP Solution Manager 7.1 Change Request Management.

**SAP Sr. Project Manager / Principal Consultant - CONTRACT**

Stefanini Consulting; Swagelok Corporation / Cleveland, OH - April 2012 to January 2013

Led the overall end-to-end SAP Solution Manager 7.1 implementation that included: providing a phased SAP Roadmap for SAP ChARM, SAP Business Process Management with ARIS, and SAP Test Workbench based on ITIL standards.

* Responsible for the manual configuration of SAP Business Roles and Authorizations, creating SAP Solution Manager Projects to activate SAP ChARM, IBase Components and SAP Solution Manager Master Data.
* Performed the basic setup of SAP Solution Manager that includes the SAP Functional Configuration of Transaction Types (text and partner determination procedure, status profiles, and action profiles) based on the SAP Solution Manager 7.1 platform.
* Aligned and synchronized ARIS with SAP Solution Manager.
* Facilitated SAP Business Process Modeling (ARIS for SAP Solution Manager) sessions to identify processes within the organization and leverage SAP Application Lifecycle Management (ALM) best practices.
* Consulted with users, management, and technicians to assess SAP Solution Manager need and SAP System Requirements.
* Facilitated ARIS for SAP Business Architecture Modeling sessions to identify processes within the organization and the SAP Enterprise Support Design that support it.
* Meet with Department Heads, Managers and staff, to solicit cooperation and resolve complex ARIS for SAP modeling problems.
* Served as the Subject Matter Expert in ARIS to SAP Solution Manager Integration from ARIS' perspective.
* Develop and interpret organizational goals, policies, and procedures and assist with ARIS for SAP process design; then translate that design into SAP Solution Manager for proper SAP Solution Documentation Practices.

**SAP Principal Consultant for Life Sciences Group - CONTRACT**

Deloitte Consulting / Atlanta, GA - October 2011 to April 2012

Astellas Pharmaceuticals ~ Chicago, IL

* Worked with the Client and Project Manager to define the overall SAP Solution Manager 7.1 Upgrade Project.
* Prepared SAP Roadmap for the implementation and design of the SAP Change Request Management (ChARM) Validated Solution for the Life Sciences Industry based on SAP Solution Manager 7.1 platform.
* Conducted SAP Solution Manager Overview sessions, design discussions to introduce applicable SAP Solution Manager 7.1 functionality to the project team.
* Provided expert advice on the functional aspects of the SAP Solution Manager 7.1 Toolset, including ARIS to SAP Integration to support the implementation of a SAP Global Template Rollout.
* Devised a project plan to determine the resources, activities and costs for the implementation plan for the

SAP Solution Manager 7.1 implementation that included SAP Change Request Management (ChARM).

Merck Pharmaceuticals ~ Whitehouse Station, NJ

* Led the SAP Project Systems improvement initiative while at the same time analyzing fucntional processes that needed re engineering based on RUN SAP Contiuous Process Improvement Methodology.
* Led a fit / gap analysis that encompassed improving the SAP system functionality within SAP Project Systems, SAP Investment Management and SAP Appropriation Requests by analyzing whether the present SAP ECC system fits the Capital Management Process needed.
* Provided guidance and direction pertaining to SAP Application Architecture and SAP Business Process Analysis to understand the root cause at the SAP ECC Application layer for the SAP Application Lifecycle Management.

**SAP Senior Project Manager / Principal Consultant - CONTRACT**

SAP America / Washington, DC - May 2011 to October 2011

* Defined and developed the end to end SAP Solution Manager Roadmap that included leveraging SAP (ALM) Application Lifecycle Management Best Practices based on SAP Solution Manager 7.1.
* Drafted and confirmed, through approval with management the SAP Project Plan with detailed activities and deliverables pertaining to the delivery of SAP Business Process Hierarchy with SAP Change Request Management (ChARM).
* Worked with the SAP Functional team on the basic setup of SAP Solution Manager.
* Recommended the approach to the configuration of all the SAP Application Lifecycle Management tools at the USDA including the Re-engineering of SAP Solution Manager 7.0 (Business Process Hierarchy).
* Tasked to build out an initial SAP Configuration Roadmap and set of Processes for the SAP Change Request Management (ChARM) processes.
* Navigated through a complex political environment that spans multiple USDA agencies and multiple departments.
* Led the SAP Functional Configuration of High-End, Business Wide, Critical Strategies for Functional and Business Units that supported business ownership of SAP Change Request Management (ChARM).
* Provided Strategic Partnership building with Executive Management to ensure the improved SAP Solution Manager Project approval processes/procedures were planned for SAP Implementation.

**SAP Project Manager / Principal Consultant- CONTRACT**

Fabri-Kal Corporation / Kalamazoo, MI - April 2011 to May 2011

* Provided configuration, functional analysis, and process management, primarily in the SAP PS (Project Systems), SAP IM (Capital Investment) and SAP AM (Asset Management) Modules aligned with the Operations Strategy.
* Configured the integration with SAP SD (Line items on Sales Orders and Debit Memos) and SAP PP (Production Orders) and SAP MM (integration with Purchasing).
* Configured the SAP Data Entry Profiles for use SAP Work Centers (workforce planning) time writing.

**SAP Senior Project Director 🡪 SAP Global Team**

BSN Medical / Charlotte, NC - April 2010 to April 2011

* Managed as a Project manager, a Global Team, the implementation of improvements to SAP Solution Manager: SAP Change Request Management (ChARM) and SAP Enterprise Support.
* Led and implemented SAP Continuous Business Improvement initiatives that included: SAP Solution Manager based on organization area, rather than application area.
* Led the integration of a newly acquired acquisition that included a major SAP Master Data Project that provided better Governance for the continued use of utilizing SAP Best Practices.
* Implemented SAP Test workbench that included the integration with the SAP Business Process Hierarchy for a better testing approach.
* Directed the delivery of improved SAP Incident and SAP Change Request Management (ChARM) processes and procedures based on ITIL foundation.
* Overall responsibility for SAP Functional Support, SAP Configuration, SAP Systems Support, and SAP system performance.
* Participated in SAP Global Project Portfolio Management (PPM).
* Worked closely with the departmental representatives to identify SAP Systems’ Requirements, Establish SAP Project Definitions and work out proposals for cost-effective SAP System Solutions within BSN Medical worldwide.
* Liaison with the SAP Global Applications Team to agree on SAP Solutions, prioritize tasks and SAP projects as well as assure and facilitate close cooperation between both SAP Support Groups in Europe and the United States.
* Championed the identification of improvement of the principal SAP Business Processes and proposed, in close cooperation with the department heads of the operating units, new SAP Projects to further enhance efficiencies in the SAP Application Lifecycle Management (ALM) and/or SAP Business Process Management.

**SAP Program/ Project Director / Senior Manager / SAP Configuration**

Abbott Laboratories (formerly Solvay Pharma) / Atlanta, GA - March 1999 to April 2010 **(11 years)**

Primary responsibility was to manage the oversight of the SAP ERP Project(s) for Solvay. Worked within the PMO Organization and reported directly to the Global CIO. Partnered closely with global business leads in Finance, Sales, Operations, HR and R&D, along with business systems analysts, application developers, system administrators, and vendors to deliver the project(s) in line with the timing and objectives of the overall program. Some specific projects that lead up to and including promotion to Sr. Management were:

* SAP Development Lead for the SAP Project, in coordination with SAP SI (Solution Industries) that included defining an SAP Global Template to be used in SAP Solution Manger 7.0 for the Life Sciences Industry.
* Directed a Global Team consisting of technical, functional, and quality assurance members; managed the implementation as well as performed some of the functional customization of SAP Solution Manager.
* Advised and coordinated with SAP Basis and SAP Workflow organizations on integration with the Level One Support Groups for SAP Service Desk, and Business Owners for an improved Operational Governance Model, based on ITIL standards using SAP Change Request Management (ChARM).
* Provided Functional Expertise as it relates to SAP IT Service Management and SAP Change Request Management (ChARM) process management that conforms to ITIL best practices.
* Appointed the Global Functional SAP Lead for the International SAP Knowledge Center which included responsibilities for SAP Project Management and the day to day operations for Finance/Accounting/ Clinical/Marketing and R&D organizations.
* Led the SAP Global R&D Management (based on SAP ECC 6.0) program that included providing substantive leadership and motivation to a team of some 20 staff of Global Resources across multiple company codes.
* Successfully re-implemented SAP Project Systems and SAP Investment Management leveraging the integration points with SAP Solution Manager that provided better global planning for R&D activities.
* Responsible for the execution, functional development and configuration of the Global roll out SAP Project Systems throughout United States and Europe.
* Managed the detailed planning, execution of and reporting on SAP Change Requests pertaining to the implementation.
* Managed as the SAP Project Manager the implementation of SAP Project Systemsfor Medical Affairs with an incentive for improvements within the management cycle of Grants Management (paid to Doctors and Healthcare Labs).
* Configured Implemented corporate wide SAP Release Strategies for Purchase Requisitions within the SAP MM module.
* Worked with the Corporate Purchasing on improved policies/procedures that included the elimination of paper (signatures).
* Configuration experienced included: Project Coding Mask (Defined a smart numbering system), SAP Project Structures, SAP Project Execution, SAP Budget and Cost Planning, SAP Reporting, SAP Release Procedure with Classifications using characteristics and classes.
* Managed as Project Lead and Configuration Analyst within a large SAP Manufacturing Project the implementation of SAP Product Cost Controlling.
* Managed as Project Manager the implementation ofSAP Project Systemsfor Marketing, Information Technology and Research and Development (R&D).

**SAP FICO / PS Functional Consultant**

Crown Central Petroleum Corporation / Baltimore, MD - January 1990 to March 1999 **(9 Years)**

* Worked, primarily on business process re-engineering during the design phase of a large SAP ERP

Implementation.

* Worked within the SAP CO module managing Master Data and light configuration work within SAP Profit

Center Accounting and SAP Cost Center Accounting.

* Re-engineered and streamlined several business processes; annual savings of $748,800.
* Devised and documented updated operating policies and procedures from streamlined business processes.

**EDUCATION:**

**International School of Management**

Masters, Business Administration, 2003

**The George Washington University**

Quality Management, Systems Engineering, 1998

**University of Pennsylvania - The Wharton School**

Advanced Management Program, 1997

**LINKS:**

https://www.linkedin.com/in/jmarkrobertson

ADDITIONAL INFORMATION:

**Technical Skills**

* Proficient in Microsoft Office (Word, Excel, PowerPoint and advanced skills in MS Visio)
* Proficient in Clarity Project Management Software
* Other SAP areas where knowledge exists:
  + SAP MM (Purchasing Requisitions and Purchasing),
  + SAP IM (Investment Management)
  + SAP FI (Asset Accounting) and SAP CO.
* Other SAP areas where light knowledge exists:
  + SAP SD, SAP CO-PC, SAP BW, SAP Basis (Authorization Management -User Administration)

**Skills & Expertise:**

* RUN SAP Methodology
* Agile Methodology
* Project Management
* MS Project
* MS Office
* Clarity
* SAP
* Business Process Improvement
* Business Analysis
* Process Improvement
* Change Management
* Strategic Planning
* ERP (Enterprise Resource Planning) IT Strategy
* Cross-functional Team Leadership
* Functional Specifications
* Technical Specifications
* Testing Documentation
* Business Process Management
* Business Intelligence
* Project Portfolio Management
* Integration Management
* Application Lifecycle Management
* ARIS
* ITIL (Information Technology Infrastructure Library)
* Management Consulting
* SAP ERP
* SAP Implementation
* Software Documentation