

Operations IT Department Head Operations IT Department Head Operations IT Department Head - Heubach Bethlehem, PA Work Experience Operations IT Department Head Heubach - Fairless Hills, PA February 2018 to Present As the IT Department Head my responsibilities include and are not limited to: Devising and establishing IT policies and systems to support the implementation of strategies set by upper management Analyzing the business requirements of all departments to determine their technology needs Manage the company's technology operations and the implementation of new IT systems and policies Oversee all technology operations (Macola ERP, SAP, Networking, Systems DBA) and evaluate them according to established goals Identify the need for upgrades, configurations or new systems and report to upper management Purchase efficient and cost-effective technological equipment and software Coordinating IT activities to ensure data availability and network services with as little downtime as necessary Managing all or part of the IT department, including directly supervising employees, hiring team members, and handling employee concerns and performance Overall goal is to ensure IT systems and people are effective and functioning within the limits of budget, time and specifications of the company.

Project Milestones: 1. ERP Implementation a. Project Lead for Exact Macola to SAP ECC implementation 2. In-house development of Forecasting Tool & Sales Analysis Tool using Exact Macola and SAP ERP Systems. a. Tools developed using SQL/Python 3. Systems Upgrades a. Avaya IP Office to 3CX VOIP Implementation b. POP 3 to Office 365 Implementation c. Infrastructure Upgrades i. Switches - 3COM to Ubiquiti ii. Sonicwall VPN upgrade IT Operations Sr. Analyst/ SAP APO Deployer L'Oreal USA - Berkeley Heights, NJ July 2016 to February 2018 While working in IT Operations, I had the opportunity to work in 3 full SAP deployment projects with my responsibilities not limited to: ? Responsible for mid-term planning, Master Scheduling and Short Term planning in ECC and APO \* PPDS/SNP Planning ? Part of a weekly travel team to/from Mexico City for SAP ECC and APO Implementation from scratch. ? Ensuring cutover tasks/ takeover tasks are completed in ECC and APO environments ? Data migration using SAP LSMW/ Filezilla/ LeechFTP not limited to production orders, bulk orders, subcontracting order, and master data migration ? Training users on using SAP ECC and APO for production use- this included: \*

Creation/Modification of internal/external production orders for finished goods and bulk \*

Creation/Modification of Master Data parameters to ensure products are planned correctly and within MRP guidelines \*

Parameterization of MRP areas to ensure components/ raw materials are planned and delivered JIT with limited safety stock

Master Data Manager L'Oreal USA - Somerset, NJ February 2016 to July 2016

As an MDM, I analyzed SAP data and worked with cross-functional teams to:

- ? Maintain clean Master data for plant using ECC MM and APO MAT1
- ? Hold daily/weekly/monthly meetings to show trends and progress on most common errors
- ? Daily master data checks within SAP ECC and APO environments:
  - \* Consistency checks between systems using CCR1
  - \* Clearing any blocking data in CQ1 by correcting master data and then using CIF to ensure data is maintained in both SAP ECC and APO
  - \* Opening views of new products to ensure plant can see them and plan them
- ? Maintained detailed documentation of process flow diagrams and operational support on correcting Master Data issues
- ? Created and presented presentations to plant management committee on plant master data
- ? Prepared management reports relating to data cleansing and classification tasks
- ? Supported data governance processes and ERP system implementation
- ? Training our Local business owners on the affects Master data has if incorrect
- ? On boarding new hires on master data importance and general SAP training for new hires
- ? Designed and developed daily/weekly/monthly reports using SQL to send to plant
- ? Projects completed:
  - ? Apriso Flexnet upgrade from V9 to V10 (SAP-Apriso Flexnet Integration)
  - ? Identified and trained project team on new version of system
  - ? Test scenarios built around a cosmetic manufacturing facility: IE weighed bulks and Raw Materials, Opened/Closing Production orders in SAP with interface to send to FlexNet, Calling materials to line using Flexnet, scrapping bulk/materials in FlexNet system, re-integration of materials back to warehouse via Flexnet, sending picking requests to shuttle teams and warehouse teams to ensure materials and all associated forms were printed
  - ? Manage the implementation of the Apriso Software suite throughout the entire project lifecycle
  - ? Manage project scope and customer expectations
  - ? Responsible for project risk management at proposal stage and throughout project, making plans to minimize and mitigate risks
  - ? Responsible for all project planning and control including budget, schedule, customer satisfaction,

ensuring successful execution to plan (including: getting all required sign-offs, keeping all parties informed of plans, progress and issues) ? Ensure quality of deliverables via an agreed to quality assurance approach and by providing support to the project team ? Lead internal process improvement of Apriso business practices and procedures ? Identify and work with appropriate team to assure successful project completion ? Report status and issues regularly, identifying and diagnosing issues and needs, escalating as far as necessary to resolve in both Apriso and customer organization ? Present training content or other business content as required ? Support and record post- project reviews ? Experience in different modules of Apriso (Production, Quality, Warehouse, Maintenance, Time & Labor, Process Builder, Global Process Manager) ? Experience in Business Integrator or middleware for integration with SAP and other enterprise applications

**Project Engineer**  
L'Oreal USA - Somerset, NJ August 2015 to February 2016

As a project engineer, managed two projects from start to full implementation by:

- ? Reviewing project plans and proposals, then working with management to develop project objectives. Identified project responsibilities by determining the phases and elements of the project.
- ? Prepare and distribute a description and timeline of the project using MS Project
- ? Studying product design, customer requirements performance standards, then determine project specifications. Presents cost estimates and performance standards. Conducts tests assuring safe and satisfactory product performance.
- ? Reviewing contractor bids; interviews and assigns personnel to specific phases and elements of the project.

Through project coordination meetings and other forms of communication, oversees and coordinates the technical aspects of the project.

- ? Preparing status reports and regularly monitors budgets, contractors and schedules. Allocates project resources appropriately; approves expenditures; employee contractor contracts. Keeps an accurate record and electronic data base of all elements of the projects.

**Projects completed:**

- ? Infrastructure upgrade/ Wi-Fi install across plant
- \* More than 60,000 feet of Cat 5/6 and fiber optic cable ran along optimal route
- \* 85 + access points across plant to fully cover all areas with minimal "dead zones"
- \* \$1,000,000 budget, finished under budget and 8 days ahead of schedule
- ? SPI (Systems Performance Indicators)
- \* OEE/Labor Efficiency application to be implemented on 40 + packaging lines including rework lines
- \* 60 + users

trained in line and with hands on approach \* 3 month pilot phase across all internal teams to expose teams to changes from current to new process \* Daily/Weekly meetings held with internal teams to go over reporting/data received from application to better understand/tweak system to liking \* Building out existing reporting using SQL to bring in SPI data to these reports Contract Manufacturing Production Planner L'Oreal USA - Somerset, NJ April 2014 to August 2015 Proven project management skills by managing 10 different contract manufacturers with different portfolios of cosmetic products plans met on a monthly basis by:

- ? Maintaining production schedules using SAP for contract manufacturers to ensure monthly plan is achieved.
- ? Liaising with Launch Managers/ Suppliers to ensure all inventories is delivered to contract manufacturers to meet Product Availability Date to market.
- ? Working with engineering plans and production specifications to establish productions schedules and capacity requirements for each managed contract manufacturer.
- ? Utilizing capabilities of contract manufacturers to help reduce waste/cost on inventory and level load production throughout the month to ensure on time shipment of product.
- ? Working closely with supply chain to ensure that raw materials/inventory are made available JIT (Just In Time) to achieve on time shipment of product.
- ? Create, release, and maintain manufacturing work orders/Purchase orders as required using SAP to support demand requirements.
- ? Organize and run weekly production meeting with contract manufacturers and other product functions.
- ? Working closely with Quality/Engineering/Packaging/ Logistics teams to ensure that samples are delivered in time for monthly demands/ attending line trails for new products/ kick off calls with new SKU products.
- ? Support inventory record accuracy goal achievement and monthly cycle count reconciliation efforts for internal inventory and inventory at contract manufacturers using inventory tool AIR.
- ? Full understanding of product lines, schedules, customer contract requirements, material requirements, forecast, supplier material coverage, internal factory and external supplier capacity and build plans, supplier delivery schedules, any/all production issues in order to resolve, communicate and escalate where necessary, and ensure a continuous flow of material to meet customer expectations.
- ? Built and generate reports to communicate key performance indicators/metrics using MS Access for each contract manufacturer.
- ? Responsible for

evaluating inventory levels of manufactured products and for driving inventory reduction initiatives through process improvement and other inventory management methodology / tools. Technical Support Analyst MedAvante Inc - Township of Hamilton, NJ December 2012 to April 2014 Providing outstanding customer service was a cornerstone to my success in this role which I accomplished through the following activities ? Handled technical troubleshooting within a mixed Windows/Mac enterprise environment for all our in-house programs. ? Provides guidance, assistance, coordination and follow up on client questions, problems or malfunctions of all systems applications, hardware and software installed and maintained by the company. ? Provide global IT support to all users in offices across the globe. ? Document problems and solutions in help desk-tracking system. ? Create/Maintain/Deploy workstation images using Acronis and Dell Kace. ? Using Active Directory for various functions not limited to, adding new users, modifying existing user's permissions, enabling/disabling accounts and features, email forwarding, share permissions. ? Helped in the process of migrating our Exchange infrastructure from 2003 to Office 365. ? Installing and troubleshooting VMWare Virtual Desktops. ? Quality checking equipment using various scripts before deploying to external sites. ? Using WASP Inventory Management system to add/modify/depreciate existing and future assets. ? Created SQL queries to run inventory reports from WASP database to ensure that packing supplies and other daily needed products were in stock. ? Responsible for the installation, configuration, maintenance and upgrade of computer hardware and software. ? Provide support for audio-visual systems including repair and/or replacement of projectors, cabling etc. ? Videoconference administration and support using PolyCom systems. ? Maintain and support local VOIP system- ShoreTel. ? Helped develop mobile in-house app to be deployed for iOS/Android/Blackberry devices to be used with scheduling of assessments for physicians. ? Responsible for assigning tickets to rest of IT team based on expertise. ? Responsible for running weekly AD extracts using LDAP Browser to connect with external training system-Cornerstone. Technical Support Analyst StayinFront - Fairfield, NJ December 2011 to December 2012 Handled technical troubleshooting within an enterprise environment, including system crashes, slow-downs and data recoveries. ? Engaged and tracked

Priority 1 and 2 issues, with responsibility for the timely documentation, escalation (if appropriate), resolution and closure of trouble tickets using a ticketing system. ? These included Active Directory password resets/adding new users ? CRM troubleshooting ? General OS issues ? VPN issues ? Connectivity issues ? Outlook issues ? Responsible for quality control of CRM software for iOS devices. Research Analyst/Programmer Intern Optimal Solutions Inc - Bridgewater, NJ March 2012 to July 2012 Helping program and develop a working transportation model using Gurobi Solver and Python. ? Brainstorming and implementing ideas for new website using Adobe Photoshop and DreamWeaver. ? Researching pharmaceutical companies that could be targeted for an iOS mobile application using Markov models and Natural History modeling. Selected Contributions: Picked by our clients to travel to software roll-outs and to facilitate in training of our CRM software. Exceeded issue-resolution targets and achieved exemplary customer satisfaction scores, consistently scoring between 95%-100% on all calls (outperforming average of 90%). Handled 30+ technical/mission-critical calls daily and 60+ on a monthly basis to consistently meet high service standards. Relevant Courses Target Costing ? Placed 1st in 10 week simulation for developing a "phone" watch and going through the engineering phases and target costing of product. Revenue stream was dramatically higher than the other 15 students in the class. Supply Chain Engineering ? Final project that I participated in that we presented to the head of our department. We were given a company and a product and had to do everything from the supply chain, logistics, target costing, transportation model, etc. \*See attached. Environmental Health and Safety Production Science Factory Simulation Facility Planning & Design Production Planning & Control Available for Relocation & Travel Education Bachelor's in Business Technology Management NYU Tandon School of Engineering - Brooklyn, NY September 2007 to May 2011 M.S. in Industrial Engineering NYU Tandon School of Engineering - Brooklyn, NY Skills Microsoft Office (10+ years)

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