

100 Montgomery St, 10th Floor

555-432-1000

resumesample@example.com

Experience

SAP FICO Consultant

10/2019 - Current

Fujitsu Global, Canton, OH

Provided ad hoc training and user support as required

Provided appropriate system solutions

Identified, interpreted, validated, and documented customer requirements

Liaised with clients for troubleshooting, investigating, and solving software problems

Conducted and documented root cause analysis of production system failures to minimize future failures and optimize operations

Gathered business requirements for SAP reporting functionality enhancements

Prepared and presented technical proposals to clients

Developed and managed project plans, providing status updates to management

Streamlined acquisition reporting requirements and specifications across multiple business lines and support teams

Proactively identified and proposed business processes and system enhancements

Troubleshoot server-side application issues to reduce overall downtime

Maintained quality-focused performance benchmarks and schedules, directing project teams

Explored new technologies and tools for productivity, security, and quality assurance purposes

Served as a peer reviewer for scholarly publications in the field of SAP solutions

SAP FICO Consultant

03/2017 - 09/2019

Fujitsu Global, Houston, TX

Gathered business requirements for SAP reporting functionality enhancements

Developed and implemented standardized disaster recovery (DR) processes for SAP products

Troubleshoot server-side application issues to reduce overall downtime

Prepared and presented technical proposals to clients

Provided ad hoc training and user support as required

Published an article on SAP FICO integration in a professional journal

Project Coordinator

09/2010 - 12/2016

22nd Century Technologies, Omaha, NE

Produced status reports for customers and senior management

Prioritized needs and delegated assignments while simultaneously handling multiple projects

Liaised with project managers to evaluate project scope and define milestones and deadlines

Served as the point-of-contact for support, order management, testing, and reporting

Drove communication within a high-performance, cross-functional organization to meet aggressive goals

Coordinated with department leads to identify and outline solutions for client-specified challenges

Set project goals, schedules, and team members

Managed work streams for routine and special projects

Introduced change and improvement plans to achieve goals, methodologies, and initiatives

Collaborated with internal teams to develop project solutions resulting in on-time execution

Prepared presentations for customers and staff members detailing project scope, progress, and results

Assessed, monitored, and reported work progression

Assisted project manager in drafting schedules and related documentation

Documented labor hours and budget expenses for projects

Received the "Outstanding Project Coordinator" award from the National Project Management Association

Business Solutions Consultant

09/2006 - 09/2010

BrightSpring Health Services, Flushing, OH

Promoted business engagement by building relationships with key stakeholders, surfacing opportunities, and driving opportunities to delivery

Participated in the business solution design process to understand and define functional project requirements

Interpreted and advocated the company vision and direction, turning business goals into actionable plans and system enhancements

Generated reports on client outreach goals, objectives, industry intelligence, and competitor information for presentation to company leadership

Explained technical concepts to non-technical staff members in easy-to-understand language

Defined appropriate metrics and measurements to drive results comparison and trends

Checked penetration levels of various services and tracked high-net-worth individuals and average users

Worked with cross-functional teams to eliminate or reduce factors leading to customer churn, identifying key reasons for churn and managing to meet end-user goals

Supported strategic planning initiatives and applications

Gathered and organized data using Siebel to analyze current industry trends

Member of the International Association of Business Communicators (IABC), recognized for outstanding achievements in business communication

Education

Real Estate License, Real Estate Development

12/2020

Maryland Real Estate Commission, Maryland

Certification, Special Products Marketing and Operations

04/2008

Advertising Practitioners Council of Nigeria, Lagos

Master of Arts, Business Communications

02/2006

University of Ibadan, Ibadan

Bachelor of Arts, Communication and Language Arts

03/2004

University of Ibadan, Ibadan

