

JESSICA CLAIRE

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Professional Summary

Creative SAP Analyst of 7+ years adept at analyzing and improving SAP policies and procedures. Utilize technical expertise and business acumen to proficiently translate business requirements into successful solutions.

Skills

- Advanced SAP Analyst
- SCM, WM, FICO, MM, LO, SD
- System Administration
- SAP Configuration and Security
- SAP Finance and Controlling
- End-User Support and Training
- Project Management
- Database Management
- Test Management Process
- QA Testing
- Requirement Gathering
- SAP Implementation
- Microsoft Office Specialist Certified
- Written Communication
- Interpersonal Communication
- Critical thinking
- Java, SQL, ABAP programming experience

Work History

SAP Business Systems Analyst, 03/2020 to 10/2021

Honeywell – Phoenix, AZ

- Performed day-to-day customization of all SAP functional enhancements in areas of WM, SD, LE, FICO, MM, PP modules
- Partner and liaison between business users and development team to resolve functional and technical issues related to business applications, troubleshoot data or transaction issues and review opportunities to leverage new functionality
- Drove efficiency and improvement through business process definition, system alignment, and optimization of business application functionality
- Identified gaps between deployment of applications and future requirements that have evolved due to organizational growth, changes, or strategy
- Acted as SME for SAP including configuration, security, administration, maintenance, and business processes
- Translated business requirements into system definitions and solutions
- Analyzed requests or requirements for application upgrades to determine impact to business and integrated systems
- Led cross-functional efforts to address business process or systems issues
- Comprehensive project management of business initiatives, development effort estimates, resource management, gap analysis, implementation configuration, scope control, testing, training, and end-user support
- Worked with business community to document functional test scenarios, test plans, and end-user acceptance testing criteria
- Worked with technical resources to provide insight during solution development
- Provided support during period close and other major financial milestones of the company

Business Systems Analyst, 01/2020 to 04/2020

Motion Recruitment – Remote, GA

- Created analytical queries and tools for operational management
- Test software upgrades and update software validation documentation
- Conduct periodic inventory slotting and zoning analysis in warehouse
- Train employees on system processes and related device usage
- Support off-site networking team by replacing hardware such as switches
- Develop test cases and plans to complete unit testing to ensure success of changes
- Provide on-call support for production applications, hardware, and network
- Maintain appropriate disaster recovery protocols and periodically audit protocols
- Monitor and configure application performance and improve response times
- Analyze software and hardware needs, recommend changes and upgrades
- Troubleshoot and repair Warehouse Handheld Scanners / Devices, and hardware

SAP WMS Analyst, 09/2016 to 01/2020

Textron Specialized Vehicles – City, STATE

- Reduced financial impacts of E&O inventory through cost analysis performance and developing outlets for resources
- Configuration and maintenance of cross-functional SAP processes and variants
- Translated business requirements into effective SOPs for training purposes
- Analyzed business and systematic processes to develop solutions and implement change
- Completed multiple implementations of SAP Warehouse Management
- Led WM configuration including establishment of new locations, zones, search paths, reason codes
- Applied Agile and Lean methodologies throughout SDLC to meet or exceed expected deliverables during projects
- Evaluated consumption and true demand preventing new errors and maintaining system integrity
- Created physical and systematic Kanban improving visibility of material movements and inventory accuracy
- Organized and led training sessions on new process or changes to end-users ensuring knowledge transfer

Systems Test Analyst, 08/2015 to 09/2016

General Motors – City, STATE

- Analyzed client requirements through workshops, process maps, and work-flow analysis for accuracy
- Tested software upgrades and updated software validation documentation with development team
- Liaison between client and project team to identify and align business requirements
- Applied Agile and Lean methodologies to improve communication and development during SDLC
- Evaluated implementation risks associated with project requirements to prevent new errors and maintain system integrity
- Developed testing scenarios, user cases, process maps, data-flow diagrams, functional requirements

Education

BBA: Information Systems, Emphasis in SAP, 05/2015

Georgia Southern University - Statesboro, GA