

Jessica Claire

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PROFESSIONAL SUMMARY

Strategic Technical Manager possessing over twenty five years of Personable Technical Consultant with over twenty five years helping individuals and companies better utilize technology to achieve goals. Adept at IT team management and user support. Aiming to leverage advanced knowledge of process improvement development and implementation to add value to any team. Adept communicating complex concepts and technical roadmaps to everyone from Chief Technical Officers to Floor Workers. Accomplished at applying leadership to upgrading systems and operations, without dismissing invaluable human input and intuition.

SKILLS

- Daily Progress Reports
- Technical System Improvements
- Status Updates
- IT Systems Support
- Customer Inquiries
- Mission Critical Applications
- Leading Software Development Teams
- Best Practices and Methodologies
- Predictive and Preventive Maintenance
- IT Department Leadership
- Leadership qualities
- Delivery Procedures
- Team Meetings

WORK HISTORY

SAP Technical Manager, 03/2018 - Current

Ryan, Llc – New, KY

- Developed suggestions for technical process improvements to optimize resources.
- Liaised between business and technology units to manage delivery schedules for applications.
- Managed deliverable estimates, negotiated resource conflicts and allocated resources.
- Completed projects 30% faster than expected, exacting cost savings of \$100,000.
- Gathered requirements and maintained communication between project teams, internal clients and external stakeholders.
- Communicate cross-functionally with technology leaders across analysis, architecture, build, quality assurance, deployment and support teams on project execution.
- Prepared status charts for daily management meetings in Excel and PowerPoint.
- Met with clients to gather and understand requirements and coordinated with system administrators and directors to plan and schedule project activities.
- Cultivate positive rapport with fellow employees to boost company morale and promote employee retention.
- Managed implementation of new technological improvements resulting in increased efficiency.
- Communicate best practices among on-site and external personnel to align efforts and goals.
- Analyzed project-related information and made recommendations based on discoveries.
- Communicate project status, delivering audience messages and change management with clients.
- Analyze company processes to determine outsourcing feasibility.
- Work closely with customers to evaluate various types of risks such as impact, reputation and regulatory.
- Guided, coached and lead project teams, delegating tasks and evaluating performance and progression of project pace.
- Increased employee productivity through training and mentorship.

SAP Basis Manager, 06/2017 - 03/2018

Air Products And Chemicals – Tucson, AZ

- Controlled resources and assets for project activities to comply with industry standards.
- Conducted evaluations and assisted with technical inspections.
- Managed personnel working in technical and sales capacities.
- Implemented Technical process improvement initiatives within projects.
- Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.
- Trained personnel in equipment maintenance and enforced participation in exercises focused on developing key skills.
- Encouraged departmental employees to present positive, exemplary image to customers.
- Established performance goals for employees and provided feedback on methods for reaching those milestones.
- Managed 18 consultants on numerous projects.

SAP Service Manager, 03/2017 - 06/2017

OmniPoint Staffing – City, STATE

- Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.
- Launched quality assurance practices for each phase of development
- Reported issues and escalated those that required further assistance.
- Recruited and developed employees for SAP technical department.
- Managed 2 consultants on this project

SAP Technical Manager /Architect, 01/2015 - 03/2017

The Hackett Group – City, STATE

- Developed suggestions for technical process improvements to optimize resources.
- Liaised between business and technology units to manage delivery schedules for applications.
- Recruited and trained IT team members.
- Created, managed and integrated application interoperability while coordinating updates and developing test cases.
- Worked closely with customers to evaluate various types of risks such as impact, reputation and regulatory.
- Evaluated customer impact risk, reputation risk and regulatory risk.
- Met with clients to gather and understand requirements and coordinated with system administrators and directors to plan and schedule project activities.
- Designed, implemented and monitored integration between applications while coordinating updates and developing test cases.
- Guided, coached and lead project teams, delegating tasks and evaluating performance and progression of project pace.
- Managed implementation of new technological improvements resulting in increased efficiency.
- Communicated project status, delivering audience messages and change management with clients.
- Managed 15 consultants on numerous projects

EDUCATION

Bachelor of Science: Computer Science, 11/1997

Warren National - Cheyenne, WY

- Ranked in Top 98% of class
- Thesis: SAP
- Professional Development: SAP NetWeaver
- Professional Development: SAP HANA

CERTIFICATIONS

- Certified SAP Certified Technology Associate - SAP HANA 230 SOS05
- Certified SAP Certified Technology Associate - System Administration (SAP HANA) with SAP NetWeaver 7.5
- Certified SAP Certified Technology Associate - SAP Basis Administration