

JESSICA CLAIRE

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📍 Montgomery Street, San
Francisco, CA 94105

SKILLS

- Assisting with implementation and improvement of existing processes; initiating different/improved ways of providing support and delivering efficient outcomes;
- Working effectively and collaboratively with business, project and technology teams to create and implement SAP solutions in line with business requirements;
- Creating and updating functional specifications and process/system documentation;
- Providing support and training to the business to ensure effective utilization and business adoption;
- Troubleshooting, managing and resolving where possible the end-user issues related to SAP ERP, and other cloud-based applications including SAP Analytics Cloud and SAP S/4HANA;
- Planning and executing data migration and integration across multiple SAP Systems;
- Creating customized data reports for various business stakeholder;
- Managing the incidents with the SAP support where appropriate.

CERTIFICATIONS

SAP Netweaver Certification
SAP RPA
SAP ABAP Certification

EDUCATION

Jawaharlal Nehru Technological
University Hyderabad
Hyderabad, Telangana • 2006
Bachelor of Science: Information
Technology

Nalanda Jr College
Vijayawada • 2002

High School Diploma

PROFESSIONAL SUMMARY

SAP Technical Analyst and outstanding performer in SAP and **Digitalisation** across Government, Utility, Shared Services, and Telecom sectors. Proven success in leadership, operational excellence and organizational development with keen understanding of elements of SAP business. Recognized for inspiring management team members to excel and encouraging creative work environments.

WORK HISTORY

Idi Distributors - SAP Technical Analyst
Louisville, KY • 01/2020 - 03/2020

- Troubleshooting, managing and resolving where possible the end-user issues related to SAP ERP, and other cloud-based applications including SAP ECC and SAP S/4HANA;
- Planning and executing data migration and integration across multiple SAP Systems;
- Creating customised data reports for various business stakeholder;

Apple Inc. - SAP Project Lead
Palm Desert, CA • 06/2018 - 06/2019

- Reviewed SAP systems and organized training plans to avoid perpetual problems
- Advised team of 4 lead consultants to optimize efficiency of current systems by conducting training sessions
- Strengthened SAP FI, Procurement systems to enhance efficiency and minimize labor requirements
- Created and optimized xECM records management strategies to coordinate and protect information
- Evaluated diverse xECM systems to identify workflow, communication and resource utilization issues
- Provided, advised, made recommendations and implemented problem-solving strategies when business needed to re-energize VIM Systems.
- Responsible for leading and implementing a part or all of a consulting project starting from requirements gathering and analysis, strategy and solution design, development, to the actual realization phase and sub-sequent deployment and go-live
- Validating and documenting detailed content management requirements, and translating requirements into designs
- Take ownership of the activities assigned and lead them to a successful conclusion
- Hands on build activities as and when needed
- Quality checks on technical deliverables provided by the Multiple Vendors
- Engaging with business and technical stakeholders as necessary to drive the OpenText project to a successful conclusion
- Assisting the Equip xECM Lead with project documentation and associated technical artifacts
- Provide expertise on-demand in the technical space during the OpenText upgrade and migration
- Assisting with the Go-Live and closure activities
- Supporting and training the existing BaU team members

Cognizant Technology Solutions - SAP ABAP Technical Consultant
Columbia, SC • 07/2010 - 07/2018

- Trained team on all aspects of operating procedures and company services
- Implemented new working processes which delivered continued improvements
- Cross-trained and provided back up for customer service managers
- Optimized customer support by establishing collaborative service environment
- Coached team members in customer service techniques, providing feedback and encouragement toward reaching sales goals
- Provided constructive criticism regarding quality assurance on collections team phone calls
- Held meetings with employees to evaluate performance and make plans for improvement
- Mentored junior team members on protocols and procedures of each station to maximize contributions
- Analyzed blueprints and work orders to understand specifications and complete accurate assembly of products
- Took on additional job duties, including unplanned task and critical task during unexpected backlog, resulting in meeting project target date

G.M.R - ABAP Consultant
City, STATE • 10/2006 - 06/2010

- Providing SAP technical support to all business stakeholders;
- Assisting with implementation and improvement of existing processes; initiating different/improved ways of providing support and delivering efficient outcomes;
- Working effectively and collaboratively with business, project and technology teams to create and implement SAP solutions in line with business requirements;
- Creating and updating functional specifications and process/system documentation;
- Providing support and training to the business to ensure effective utilisation and business adoption;