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# JESSICA CLAIRE

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## SUMMARY

Kristy Claire is a precise, detail oriented corporate professional with 15 years' experience in the P2P arena. She is experienced in Ariba/ SAP product implementations and upgrades. Kristy has expertise with products in the Ariba Enterprise Spend Management suite with a focus on products related to Sourcing and Analysis as well as the Ariba Network and, most recently, SAP Supplier Relationship Management (SRM). She is skilled in change management planning including communication, testing, and training plan development. Kristy has a proven ability to manage functional design, test plan development and execution, training development and facilitation, and managing vendor relations.

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## HIGHLIGHTS

- SAP Expertise: MM, PM, PtA, SRM
- Ariba Expertise: Sourcing, Contracts, Supplier Performance/ Relationship Management, Analysis, Buyer, Ariba Network
- Procurement Expertise: Materials, Services, Catalogs
- Change Management: Test Plan Development / Execution, Communications, Training Development / Delivery

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## EXPERIENCE

**Business Process Lead SAP SRM Implementation**, 10/2012 - Current

**Charter Spectrum** – Murfreesboro, TN

- Defined and facilitated design of functional requirements for SAP SRM supplier collaboration and RFQ functionality (as-is vs to-be processes)
- Collaborated with technical team to coordinate system changes, enhancements and issue resolution
- Led user acceptance testing for North America region; developed user testing plans and requirements; executed user acceptance testing
- Identified training requirements; developed training courses for internal / external users (User Productivity Kit (UPK) software); delivered user training to North America region Provided post go live support to end users; issue management & reporting

**Supplier Enablement Lead**, 06/2012 - 10/2012

**Toyota** – City, STATE

- Managed supplier onboarding process for business commerce utilizing Coupa software
- Led supplier information improvement project designed to facilitate Coupa enablement

**Ariba Central Admin Team**, 05/2012 - 08/2012

**BP** – City, STATE

- Designed and implemented a supplier relationship management (SRM) process utilizing Ariba SRM functionality
- Gathered requirements and assisted in design/testing for tool used to track ticket requests within Procurement (Salesforce)
- Designed a process to Clairele data gathering for the loading of legacy contract data into Ariba Contracts module
- Claireled change requests within Ariba Sourcing and Contracts

**Communications Lead SAP Upgrade**, 09/2011 - 11/2011

**ExxonMobil Global Services Company** – City, STATE

- Responsible for execution of communication plans related to SAP upgrade
- Collaborated with communications network on the creation of upgrade communications to internal/external users for the US and Canada
- Coordinated with business lines to ensure timely release of internal/external communications

**Upstream Functional Design Lead - Ariba 9r1 Upgrade**, 09/2009 - 08/2011

**ExxonMobil Global Services Company** – City, STATE

- Led functional requirements gathering and documentation of design for Ariba Sourcing & Analysis per business guidelines
- Developed gap analysis to facilitate as-is vs. to-be processes
- Collaborated with technical team to coordinate system changes, enhancements and issue resolution
- Managed user acceptance testing
- Designed and coordinated training module production

**Supplier Enablement Team Lead – Ariba Network** , 08/2007 - 08/2009

**ExxonMobil Global Services Company** – City, STATE

- Managed team responsible for targeting and onboarding suppliers for business commerce on the Ariba Network
- Developed and stewarded communication plan for targeted suppliers
- Coordinated and facilitated supplier forums introducing the purchase to pay process tools
- Developed training modules for internal/external users

**Business Venture Manager Upstream Process Change**, 02/2006 - 07/2007

**ExxonMobil Global Services Company** – City, STATE

- Defined and facilitated design of functional requirements for Ariba Sourcing & Analysis
- Collaborated with technical team to coordinate system changes, enhancements and issue resolution
- Developed and stewarded execution of communication, testing, and training plans

**Change Management Team Lead Upstream Upgrade**, 06/2004 - 01/2006

**ExxonMobil Global Services Company** – City, STATE

- Designed and implemented global change management program including communication and training strategies related to an upgrade of Ariba Sourcing & Analysis tools
- Developed training materials and supported global end user training
- Managed power user network

**Enablement Center Team Lead**, 2004 - 05/2004

**ExxonMobil Global Services Company** – City, STATE

- Facilitated utilization of new systems technology within the procurement organization
- Managed training program coordination for Ariba Sourcing & Ariba Buyer products
- Served as procurement global operations webmaster

**Procurement Services Advisor / Ariba Upstream Lead**, 05/2001 - 11/2003

**ExxonMobil Global Services Company** – City, STATE

- Managed \$23M contract portfolio of services such as air courier, cellular, online subscriptions, multimedia, and consulting
- Worked closely with legal, audit, tax, treasurers, and risk management to ensure compliance with control requirements
- Performed system testing / quality assurance for Ariba Sourcing product
- Coordinated training team and facilitated instructor led training for global launch of Ariba Sourcing product
- Managed on-going training program for employees new to procurement and provided functionality support to end users

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## EDUCATION

**Bachelor of Science:** Business/Operations Management, 2001

**Indiana University** - Bloomington, IN

Minor: German

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## SKILLS

go live, Automotive, Business Process, Catalogs, Change Management, Consultant, Consulting, Contracts, documentation, focus, Functional, instructor, Team Lead, legal, multimedia, Enterprise, Network, Oil, plan development, processes, Procurement, quality assurance, Relationship Management, reporting, requirements gathering, risk management, SAP, tax, user training, Training Development & Delivery, training materials, training development, upgrades, Upgrade, Upstream, webmaster