

# JESSICA CLAIRE

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## SUMMARY

Certified SAP Consultant with over 5 years of functional expertise in SAP FICO & S/4 HANA including Organizational Structures, Organizational Units & Enterprise Structures General Ledger Accounting, Accounts Receivables AR, FICO integration with Sales and Distribution (SD) and Materials Management (MM), Controlling (CO) modules and Production Planning (PP). Additional 10+ years progressive experience in Business Solutions, Operations, Project Management and Business Analysis.

## SKILLS

- Variance Reporting
- User Support and Troubleshooting
- SAP Solution Designing
- SAP Migrations and Conversions
- Strategic Planning and Review
- Best Practices and Standards
- Data Management
- Problem Resolution
- Relationship Building
- Microsoft Office
- Team Management
- Conflict Resolution
- Organizational Skills
- Critical Thinking
- Information Security

## EXPERIENCE

### SAP FICO Consultant, 10/2019 - Current

#### Fujitsu - Global – Canton, OH

- Provided ad hoc training and user support, as required.
- Provided appropriate system solutions and 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 and functionality enhancements.
- Prepared and presented technical proposals for clients.
- Developed and managed project plans while providing status updates to management.
- Streamlined acquisition of reporting requirements and specifications to disseminate across multiple business lines and IT 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 when directing project teams.
- Explored new technologies and tools for productivity, security and quality assurance purposes.

### SAP FICO Consultant, 03/2017 - 09/2019

#### Fujitsu - Global – Houston, TX

- Gathered business requirements for SAP reporting and 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 for clients.
- Provided ad hoc training and user support, as required.

### Project Coordinator, 09/2010 - 12/2016

#### 22Nd Century Technologies – Omaha, NE

- Produced status reports for customers and senior management.
- Prioritized needs and delegated assignments to simultaneously handle multiple projects.
- Liaised with project managers to evaluate project scope and define milestones and deadlines.
- Served as point-of-contact to support order management, testing and reporting.
- Drove communication within high-performance, cross-functional organization to meet aggressive goals.
- Coordinated with department leads to identify and outline solutions to client-specified challenges.
- Set project goals and schedule with owners and team members.
- Managed work streams for both routine and special projects.
- Introduced change 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 on work progression.
- Assisted project manager in drafting schedules and related documentation.
- Documented labor hours and budget expenses for projects.

### Business Solutions Consultant, 09/2006 - 09/2010

#### Brightspring Health Services – Flushing, OH

- Promoted business and engagement by building relationships with key stakeholders, surfacing opportunities and driving opportunities through to delivery.
- Participated in business solution design process for client to understand and define functional project requirements.
- Interpreted and advocated company vision and direction by turning business goals into actionable plans of system enhancement.
- Generated reports on client outreach, goals and objectives, industry intelligence and competitor information for presentation to company leadership.
- Explained technical concepts to non-technical staff members in easy to understand language and concepts.
- Defined appropriate metrics and measurements to drive results.
- Comparison of Trends by checking penetration level of various services by tracking High Networth Individuals and identifying below average users.
- Worked with a cross functional team to eliminate/reduce the factors leading to customer churn by identifying key reasons for Churn and managing it.
- Met end-user goals by supporting strategic planning initiatives for applications.
- Gathered and organized data using Siebel to analyze current industry trends.

## EDUCATION AND TRAINING

### Real Estate License: Real Estate Development, 12/2020

#### Maryland Real Estate Commission - Maryland

### Certification: Special Products Marketing 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