Dorothea Witting

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EXPERIENCE

SAP PROGRAM MANAGER

San Francisco, CA
06/2015 – present

- Developing work plans, managing deadlines and coordination of project team and sub-team activities
- Budget management
- Manages delivery of programs in a manner that ensures customer satisfaction
- Daily program management throughout the program life cycle
- Builds professional relationships with clients, management and team members to ensure delivery of proposed solutions,
- Keeps close communication with ABAP development team
- Establishes executive level and operational level client relationships; and understands their concerns, challenges, and goals

SAP PROCESS EXPERT

Los Angeles, CA
04/2010 – 04/2015

- Participate in the selection, development, monitoring of, performance management and overall improvement of several process team members
- Responsible for staff development and performance management
- Develop and manage the relationship with business functions by assisting, evaluating and supporting MOG business prioritisation of IT initiatives
- Work with the team to classify and prioritize defects related to the process/product and make decisions based on the assessment
- Responsible for compliance with performance management objectives
- Effective governance and management of the Mercury control framework
- Work with Global Process owners and users to establish the overall strategic direction for the process

SAP KEY USER

New York, NY
01/2004 – 03/2010

- Development of work instructions
- Drive continuous improvement projects for lean processes
- Writing functional specs and interacting with Abapers to develop any user exits
- Develop and maintain
- Develop solution strategies together with customer planner, central IT departments and process solution teams
- Writes FCS procedures for the plant and validates factory FCS work instructions
- Manage product changes (e.g. introductions and engineering changes) with: Customer, Sales and Supplying plant

EDUCATION

BAYLOR UNIVERSITY

Bachelor's Degree in Computer Science

SKILLS

- Good knowledge of Dot Net technologies and SQL Server 2008 to 2012
- Knowledge of Java would be good to have
- Knowledge of Apache Tomcat, IIS, WAS would be good to have
- Good analysis and problem resolution skills
- Excellent communication, inter personal and presentation skills
- Flexibility and adaptability to meet deadlines
- Excellent written and verbal communication skills
- Knowledge of Oracle database
- Proven ability to work well under pressure and in a team environment
- Appreciate the business principles involved in the project