
Jessica Claire

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Professional Summary

SAP Business Analyst who responds to shifting business needs and priorities in a systematic and effective way. Effective at implementing operational assessments and conducting functional requirements analysis for businesses of all sizes. Motivated Business Analyst with the technical knowledge and business acumen necessary to translate business requirements and objectives into scalable, highly resilient and successful system solutions. Also, extensive experience in warehouse management systems and operational logistics.

Skills

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|---|-------------------------------|
| -SAP Sales and Distribution Configuration | -Transportaion |
| -Logistics | -Data mapping |
| -Workflow analysis | -Warehouse management systems |

Work History

SAP Business Analyst, 08/2007 - Current

Lockheed Martin Corporation – Hickam Air Force Base, HI

- Identified process inefficiencies through gap analysis and suggest process improvememts along with configuration of SAP to alleviate inefficiencies
- Researched and resolved issues regarding the integrity of data flow into databases.
- Responsible for all sales and distribution configuration in SAP including but not limited to pricing, sales order, deliveries, invoicing, and transportation.
- Involved in the initial implementation of SAP and the integration of Butterball and Gusto into SAP through acquisitions
- Implemented user acceptance testing with a focus on documenting defects and executing test cases for SAP implementation
- Manage inventory analysts that monitor SAP system inventory errors that occur from internal movements and external movements (interfaced movements from external systems and EDI transactions)

Shipping Manager, 07/2005 - 08/2007

Lifetime Brands – Winchendon, MA

- Gathered, logged and monitored all shipping data.
- Managed shipment schedules to maximize productivity and cut costs.
- Monitored the workshop work flow for 45 employees on 24/7 shifts.

Customer Service Manager, 08/2004 - 07/2005

Barrett Business Services – Beaverton, OR

- Investigated and resolved customer inquiries and complaints in an empathetic manner.
- Solved unresolved customer issues.
- Updated customer orders from start to finish in an accurate and timely manner.
- Effective liaison between customers and internal departments.

Logistics Manager, 08/2003 - 08/2004

Felux – Cleveland, OH

- Translated business needs and priorities into actionable logistics strategies.
- Monitored the workshop work flow for 10 employees.

Warehouse Management System Specialist, 08/2001 - 06/2003

Bob's Discount Furniture – Springfield, VA

Worked on team implementing Exceed warehouse management systems/labor manaement in multiple warehouses

Inventory Control/Warehouse Management System Administrator, 07/1999 - 07/2001

Lippert Components – New Paris, IN

Responsible for all inventory transactions, material accuracy, and damage control. Was an involved in all warehouse management system configuration and reporting

Shipping/Receiving Manager Dry Goods/Produce , 07/1989 - 06/1999

Amarr Garage Doors – Rochester, NY

- Gathered, logged and monitored all shipping data.
- Managed shipment schedules to maximize productivity and cut costs.
- Monitored the workshop work flow for 25 employees.

Shipping Manager, 07/1988 - 07/1989

Accenture Contractor Jobs – Grand Rapids, MI

- Managed shipment schedules to maximize productivity and cut costs.
- Monitored the workshop work flow for 30 employees.
- Took corrective action in the case of accidents and delays to minimize extra expenses.
- Gathered, logged and monitored all shipping data.

Assistant Distribution Center Manager, 10/1986 - 06/1988

Sysco – Berwick, ME

- Translated business needs and priorities into actionable logistics strategies.
- Minimized damage and repair costs through careful management and preventative maintenance.
- Communicated with dispatchers, warehouses and customers regarding outgoing orders.

IT Operations Manager, 10/1985 - 09/1986

Action Target – Provo, UT

- Delivered on-site IT technical and reporting support for distribution center to include sales, accounting, distribution and transportaion

Inventory Control Supervisor, 03/1982 - 09/1985

Nash Finch – City, STATE

Responsible for implementing and reviewing inventory procedures for 100000 sq ft warehouse, \$10,000,000 inventory level

Shipping Supervisor, 01/1980 - 03/1982

Nash Finch – City, STATE

- Gathered, logged and monitored all shipping data.
- Managed shipment schedules to maximize productivity and cut costs.
- Monitored the workshop work flow for 15 employees.

Education

Bachelor of Science: Marketing, 1980

Appalachian State University - Boone, NC