

JESSICA CLAIRE

100 Montgomery St. 10th Floor ♦ (555) 432-1000 ♦ resumesample@example.com

SUMMARY

Determined and goal-orientated SAP Finance Consultant with +6 years of experience in customizing, testing, implementing, end user training and support of SAP Finance module .

SKILLS

PROFESIONAL DEVELOPMENT:

Consultor SAP FI Certified - 2009

ITIL Foundations V3 Certified - 2010

Microsoft Excel Basic - 2012

Microsoft Excel Advanced - 2012

ITIL Methodology Training - 2016

Customer Services - 2016

ERP:

SAP FI ECC 6.0, SIRAX

S4 HANA - Fiori

Presales:

Solution design SAP and Non SAP.

Technologies SAP R/3:

Reports, LSMW for data migration.

Programming Languages:

Functional areas:

SAP Certifications:

Skills:

Tools:

Visual Basic (Básico)

FI – GL, AA, AP, AR

FI

Work based on objectives, Rapid Adaptation to Change, High Performance in Work under pressure, Rapid learning of IT tools or processes, Adaptation and Integration on Teamwork, Leadership.

Office: Word, Excel, Power Point, Dash (Ticketing tool), Tivoli (Job monitoring)

ERP:

SAP FI ECC 6.0

S4 HANA - Fiori

Sirax Revenue Accounting

Reports

Batch input sessions

IDOC's

LSMW and Migration Cockpit or data migration.

Work based on objectives, Rapid Adaptation to Change, High Performance in Work under pressure, Rapid learning of IT tools or processes, Adaptation and Integration on Teamwork, Leadership.

Office: Word, Excel, Power Point, Dash (Ticketing tool), Tivoli (Job monitoring).

EXPERIENCE

SAP Finance Consultant, 05/2019 - Current

Softtek – City, STATE

SAP Finance Consultant for Southwest Airlines.

- Second Level Support
- Incident, Problem and Request Management related to SAP FI, HCM, Marvview and Workday systems.
- Update ticketing tool (Dash) for all user request.
- Create and update files for Knowledge Database
- Incident and Problem escalation with other vendors
- Keep posted user on any update regarding the issue he/she reports
- Job Monitoring on Tivoli (reactive and proactive)

- SLA follow up
- Business communication
- Meetings participation

Sirax Consultant, 07/2019 - 10/2019

Softtek – City, STATE

- Second Level Support

- Incident, Problem and Request Management related to Sirax

- Update ticketing tool (Dash) for all user request.

- Create and update files for Knowledge Database

- Incident and Problem escalation with other vendors

- Keep posted user on any update regarding the issue he/she reports

- Job Monitoring on Tivoli (reactive and proactive)

- SLA follow up

- Business communication related to Sirax.

- Meetings participation

Solution Design (Presales), 05/2016 - 07/2019

T-Systems – City, STATE

- Review the technical and functional requirements with the user (RFI, RFP, etc)
- Graphic and functional solution design. (Application and Services Management – SAP, Non SAP Upgrade, Rollout, Templates, New implementations)
- Identify the best solution for the customer: quality, time and cost.
- Creation of technical proposals (Word format).
- Creation of economic proposals: generation of prices.
- Creation of corporate / executive presentations (services, solutions, proposals)
- Request quotes from suppliers / partners.
- Coordination with the different areas involved.
- Support to the commercial team to qualify the account.
- Alignment the proposal to the methodologies and best practices of IT services.
- Design and solution of tenders for SAP and non SAP applications.
- Development and updating templates for designing and solving proposals and generating prices.
- Validation of proposals with operational areas.
- Submission of proposals to the operational area

- First level support to the commercial area to show the capabilities of the company.

- Definition of Annual Strategy for the Area of

Solution Design.

- Understanding the requirements of customers (Private Initiative - Automotive, Manufacturing, Pharmaceutical, Service and Public Sector based on the Federal Government Procurement Law)
- Conceptual design of solutions.
- Presentation and validation of requirements.
- Perform risk analysis (REM)
- Costing solutions (Meeting the gross profit / EBIT parameters marked both locally and the corporate guidelines of Germany)
- Management of T-Cal V2 – Pricing tool for DeutscheTelekom Group
- Presentation and Approval with the Local BOARD and in the cases that require it with Germany BOARD.
- Collaborate to meet the sales goals of the area
- Participation in audits to obtain both RUN SAP and CMMI Level 3 certifications.

SAP FI Consultant, 07/2009 - 10/2009

T-Systems – City, STATE

- Leader for AA SAP submodule

- Customizing and adaptation for Magna Cosma template in Estampados industry.

- Document all the Project.

- Training for Magna Cosma users.

- Support for small projects development for VWM

- Customizing in SAP FI

- Functional specification

- Document all the project

. Support during the implementation for Asset Management for Volkswagen 100 Montgomery St. 10th Floor

EDUCATION AND TRAINING

BBA: Business Administration, 06/2007

Benemérita Universidad Autónoma De Puebla - Puebla - 100 Montgomery St. 10th Floor

LANGUAGES

Spanish:

Negotiated:

English:

Negotiated: