

JESSICA CLAIRE

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SKILLS

- Client communication
- Business solutions
- SAP enterprise system
- Advanced SAP HCM knowledge
- Solutions deployment

EDUCATION

Florida Institute of Technology-Melbourne
Melbourne, FL • 12/2009

Master of Science: computer information systems

University of Mumbai
Mumbai, India • 10/2001

Masters in Management: Human Resources Management

PROFESSIONAL SUMMARY

Manager with over 10+ years of successful experience in Managing, Leading and designing. Recognized consistently for performance excellence and contributions to success in Enterprise management space. Strengths in SAP, Human Resources and Finance business process backed by training in Management degree. Excellent communication skills and extensive experience working with clients and partners. Strong Experience in Utility and Airline industry.

WORK HISTORY

Enel - SAP Solution Architect

Bogota, NJ • 08/2019 - Current

- Single point of contact for any design changes to Finance and HR systems
- Responsible for S4 Roadmap for Finance and workday roadmap for HCM.
- Guided and influenced existing partners on recommended upgrades and enhancements to integrated solutions of SAP and Workday
- Worked with customers or prospective customers to develop integrated solutions and lead detailed architectural dialogues to facilitate delivery of comprehensive solution in Human Resources space using SAP
- Presented roadmap and technology infrastructure to customers, demonstrating deep familiarity with APIs, platform infrastructure, security and integration capabilities.
- Worked with business team on Cost Benefit analysis for solutions
- Providing Technical Guidance on SAP Security, GRC and Solution Manager.
- Mentoring SAP team
- Architect for Workday integration project.
- Architect for SAP ARIBA and CIG/Cloud Connector

Deloitte & Touche L.L.P. - Manager SAP

Arlington, VA • 11/2017 - 03/2019

- Responsible for SAP S/4 HANA implementation and support team after go-live
- Controlled costs and optimized spending via restructuring of budgets for labor, Hardware purchases and technology upgrades.
- Communicated best practices among on-site and off shore personnel to align efforts and goals.
- Maximized performance by monitoring daily activities and mentoring team of 2 fulltime and 8 contract associates.
- Applied customer feedback to develop process improvements and support long-term business needs.
- Maintained team efficiency by strategically delegating daily activities, monitoring output and rewarding positive contributions.
- Cross-trained existing employees to maximize team agility and performance.
- Achieved or exceeded financial goals on regular basis by controlling expenses and optimizing schedules.
- Onboarded new employees, including training, mentoring and new hire documentation.

Federal Mogul Motor Parts - SAP Analyst Lead

City, STATE • 06/2017 - 11/2017

- Collaborated closely with upper management to drive strategy through development and implementation of Cloud based CRM Sales module (C4C)
- Oversaw installation of software programs and hardware systems to meet business requirements.
- Lead offshore team on CRM related production support issues.
- Worked on implementation of SAP C4C
- Conversion from SAP CRM ON premise to C4C.
- Integration with SAP Hybris (external facing) with SAP CRM on Premise Backend.
- Designed and implemented SAP Hybris.

City National Bank - SAP Lead

City, STATE • 06/2013 - 05/2017

- Leading SAP projects
- Work on SAP audit activities
- Working with Vice president to manage budget
- Working with vendors on SOW's.
- Mentoring Junior resources
- Managing Technical interface development.
- Designed and implemented Security model for CRM users.
- Conduct detailed analysis sessions with end users and business subject matter experts (SMEs).
- Working on Leading efforts on implementing DNB360.
- Managed end to end interface project.

Southern California Edison - SAP Lead

City, STATE • 07/2009 - 06/2013

- Responsible for solution delivery of multiple SAP projects.
- Responsible for SDLC process.
- Provide SAP-HR design solutions for Benefits and payroll, including full life-cycle implementation.
- Lead project to implement various parts of onboarding process including e-recruiting.
- Served as the Lead Architect for all SAP related Developments.
- Managed Rebate programs on technical capacity
- Single point of contact for SAP design changes.
- Assist on Resource planning and budgeting.
- Monitor SLA's, Progress on projects / Support work.
- Prioritize enhancements/Change requests during development life cycle.

Warner Bros. Entertainment Co - SAP ABAP Lead

City, STATE • 08/2006 - 07/2009

- Reporting to the Director MIS, responsible for providing expert knowledge for software development on customer projects and for live site support projects for FI, SD and MM functions.
- Leading Release Management area by coordinating with technical and functional teams getting transports validated.

- Managed resources to support day to day activities on ABAP and Portal.
- Maintained Validations and substitutions related enhancements.
- Assisted in Configuring Special Purpose Ledgers.

- Meet with process/functional team to determine their needs, gather and document requirements.,
- Communicate with business partners throughout the development project to manage customer expectations, resolve issues and update project status to management.

- Responsible for customization of Solution Manager.

- Single point of contact for design changes in FI-CO area.

- Performed hands on development on various critical objects in FI-CO and SD functions of SAP.

- Performed lead role/activities in several in-house Upgrade projects.

- Conducted workshops for HR transformation project.

Fujitsu - SAP HCM Delivery Manager/ Sr.Consultant

City, STATE • 02/2006 - 08/2006

- Worked closely with the Functional and Technical team Leads to keep a check on Team progress and monitoring the deliverables as per the requirements.
- Managed project budget.
- Providing Project status reports and monthly plan vs.
- Actual variance analysis.
- Managed Payroll merge of two companies.
- Hands on Payroll configuration.
- Conducted weekly meeting with onsite team and offshore lead to keep a track on meeting the object deliverables and deadlines.
- Ensured the quality of the deliverables by overseeing the team lead conduct periodic reviews on couple of objects.
- Single point of contact for the for any status reporting, client escalations, scheduling different project activities, providing effort estimation and resource planning etc.
- Created a proposal and later implemented an automated process for full conversion cycle, having checks implemented in every phase of conversion for further validation.
- Handled development object allocation to team members, determining delivery schedules and keeping a track on object statuses in meeting quality and timely object deliverables.
- Implemented end to end process including MQ Series middleware.
- Managed EDI developments to ensure the HIPAA formats were maintained for benefits related interfaces.
- Managed highly complex conversion cycles for Master data (Employee, Organization) from legacy systems to ECC 6.0.
- Managed other Complicated HR related design as on of the client was acquiring another manufacturing firm and we were involved in bringing in the Payroll of the acquired company.
- Handled conflict situations during merger/Acquisition.
- Coordinated with other technical partners of client to jointly implement the project.

Deloitte Consulting - Specialist / Lead SAP HCM

City, STATE • 11/2001 - 01/2006

- Traveled to client locations to implement SAP solutions, and offered post-installation support services.
- Architected SAP solutions by prioritizing quality.
- Applied widely-accepted SAP best practices to HCM implementation.
- Worked as a Specialist handling team of onsite and offshore developers.
- Single point of contact for the Client onsite.
- Conducted daily calls with the client to gather requirement and discussing possible approaches towards attaining the solution.
- Provided HR related solutions in Payroll, time Management and Benefits.
- Workflows implemented involve the whole approval process in Engineering Change Management and further related approvals in Document Management System.
- Configured system to handle ALE communication from HR to Various internal systems.
- Worked as part of EDI team for a client during implementation.
- Designed integration of customer payroll with ADP for multiple clients.
- Developed Specs for Payroll related reports.

Atos Origin - Client Procter And Gamble - SAP Payroll consultant

City, STATE • 08/1996 - 10/2001

- Handling team of onsite and offshore HCM consultants and developers.

- Worked on implementation with Procter and Gamble and supported the client for 5 more years post go-live support.

- Single point of contact for payroll and Benefits at the client site.

- Conducted daily calls with the client to gather requirement and discussing possible approaches towards attaining the solution.

- Provided HR related solutions in Payroll and Benefits.

- Conducted Functional Workshops.

- Hands on experience configuring postings in FI from HR.

- Hands on experience with Wage type configuration.

- Hands on experience with payroll schema creation.

- Assisted in creation of functional specs.

- Designed Specs for forms using SAP Scripts.

- Worked extensively on Internal and External Interface designs.

- Participated in several in-house upgrade projects.