

# JESSICA CLAIRE

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## Profile

An accomplished Information Technology Business and Technical professional with 7 years of SAP R/3 HCM Functional experience in implementation, customization, testing, interfaces, reports and support in Personnel Administration and Organizational Management. Advanced knowledge of SAP Human Resources, Organizational Management, Benefits, Time and Payroll master data. Results Oriented IT Professional with extensive expertise in applying System Development Lifecycle Methodology for quality business solutions. Strengths include project management capabilities, ability to multi task, and effectively collaborate with subject matter experts, fellow Analysts and technical team members on projects. Extensive problem solving, decision-making skills coupled with excellent teamwork, interpersonal and communication skills. Involved in 2 successful SAP module full life cycle implementations, SRM and PEP, during my SAP career.

## Qualifications

- Experienced in functional configuration, customization and maintenance of SAP HCM involving Personnel Administration and Organizational Management.
- Extensive experience in design and implementation of work flow for Organizational Management (OM), creating organizational units, positions, reports to, and chiefs, integrating all of these with ESS, Remedy, and SRM.
- Extensive experience in configuration of Personnel Administration using IMG with creation of Personnel Actions, Dynamic Actions, Reasons for Personnel Actions, Info groups, Info type maintenance, and Features.
- Extensive experience with complete system development life cycle include business requirement gathering, process analysis, design, configuration, writing functional specifications for ABAP development, testing and deployment of functionality in SAP HR modules, non HR modules, and Third Party Software.
- Experienced with implementing inbound and outbound Third Party Software Integration to include Remedy, SRM, Neo Gov, Telestaff, PEP and Moodle.
- ECC upgrade Experience and SAP and SEM/PEP Service Pack implementations.
- Extensively worked on batch data processing using Toolbox, LSMW, and SECATT Scripts.
- Working knowledge of reporting tools such as Ad Hoc Query, SE16 Data Browser and developing custom reports to extract an analyze system data.
- Possesses a thorough understanding of all aspects of the Human Resources business process, comprising the life cycle of an employee including recruiting, hiring, employee maintenance, payroll and benefits.
- Promote and maintain exemplary internal/external team relationships. Manage expectations and provide innovative solutions to ensure flexible options designed to meet trend setting department needs.
- Motivated Team Player with a can-do attitude and concern for maintaining quality at all levels.

## Professional Experience

### SAP Business Solutions Senior Analyst, 03/2007 to Current

State Of Maryland – Somerset, NJ

- Team Leader/Member on multi-simultaneous technology projects from original concept, planning sessions with customers requiring business improvement designs and requirements to successful implementation and completion of all goals pertinent to the SAP systems and functionality of SAP application tools.
- Responsible for managing system enhancements related to the HR division including Personnel Administration, Organizational Management, and PEP/SEM.
- SAP Functional Liaison between the customer and the IT organization, tasked with negotiating technical solutions and projects on behalf of changing user needs.
- Manage short-term projects (author and implement tables and trees, upgrades and fixes), while simultaneously managing large scale, 6-month projects.
- Co-team member on the successful deployment of new modules such as SRM (Supplier Relations Management/ Procurement), part of the purchasing module and PEP/SEM (Personnel Expenditure Planning), a new budget component supporting human capital projects.
- Co-team member on the deployment of Third Party Software integration such as Neo Gov (a comprehensive recruitment system); Remedy (customer ticket system); Telestaff (fire uniform scheduling system); and Moodle (Training and learning system).
- Apply testing/integration testing by creating and executing test scripts and documenting defects using the Quality Center System for all software and SAP functionality changes. Subject matter expert and primary trainer to customers on basic application features.
- Respond to Tier II and I support following established policies/procedures. Conduct root cause analysis to identify customer problems, and resolve or escalate issues as necessary.
- Develop checklists, user guides, and training documentation for manual and web enabled systems.
- Project Coordinator involving scheduling, tracking, and reporting of all assigned system-change initiatives. Follow organizational SAP standards for full life-cycle projects.
- Recognized SAP system expert, as one of the senior SAP team members. Established contributions as a team member willing to go above and beyond to assist other team members, and self-educate to advance technical knowledge.

### Special Projects Officer, 07/2005 to 03/2007

City Of Antioch – Antioch, CA

- Managed a myriad of special projects related to the department's payroll function.
- Supervised and preformed performance evaluation for assigned staff. Conduct daily staff supervision as well as documentation of individual employee progress.
- Investigated and researched, gathered and analyzed complex data, detailed report presentations, and related projects. Prepared recommendations for improvements and solutions.
- Monitored and developed the personnel and Fire/EMS budget. Co-team member on employee hiring.
- Developed critical timetables, and collected information pertinent to internal and external requests, including but not limited to open records requests and pending litigation issues.
- Coordinated with department sections and divisions to identify and correct payroll issues.
- Prepared written summaries, reports, and presentations of project reports and action plans to address identified problems.

Developed and implemented policies and procedures as related to projects.

- Identified, reported and corrected hundreds of errors within the SAP system. Improved accuracy and overall production affecting 2,800 Fire Department employees.

• Retrained staff on SAP system usage. Progressed from novice to expert level SAP technician based primarily on self-education.

### Accounting Office Technician, 02/2003 to 07/2005

University Of Texas At San Antonio, Business Managers Office – City, STATE

- Assisted students with class withdrawals, drops, and refund policies and procedures.
- Authored demand letters and implemented follow-up as necessary for student NSF checks.
- Notified students of the Business Manager's final appeal determination.
- Reconciled and maintained agency accounts.
- Reviewed students' residency to determine appropriate tuition rates. Served as cashier during payment deadline periods, collecting up to \$125,000 per diem.
- Successfully identified problems with the electronic check and advance payment system prior to student roll-out. Authored procedures for university-wide implementation of the advance payment system.

### Accounting Technician, 2000 to 02/2003

University Of Texas At San Antonio, Payroll Office – City, STATE

- Assisted faculty and staff with questions regarding payroll functions and regulations.

• Reviewed and processed manual payroll vouchers and authorization for service agreements. Transitioned expense reimbursements and electronic overtime vouchers.

• Verified bi-monthly payroll before finalizing for distribution. Organized and distributed 1,500 monthly and 300 bi-monthly paychecks and earning statements.

• Processed garnishments and levy collections monthly. Distributed funds to appropriate agencies.

• Trained all new payroll staff on university policies and regulations on payroll functions.

• Promoted after reconciling four years of the HRIS system in six weeks.

## Education

### BBA: Tourism Management, 2005

University of Texas at San Antonio - San Antonio, TX

Minor in Marketing