
JESSICA CLAIRE

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SUMMARY

Certified SAP Consultant with over 5 years of functional expertise in SAP FICO & S/4 HANA including Organizational Structures, Organizational Units & Enterprise Structures General Ledger Accounting, Accounts Receivables AR, FICO integration with Sales and Distribution (SD) and Materials Management (MM), Controlling (CO) modules and Production Planning (PP). Additional 10+ years progressive experience in Business Solutions, Operations, Project Management and Business Analysis.

SKILLS

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|------------------------------------|-------------------------|
| • Variance Reporting | • Relationship Building |
| • User Support and Troubleshooting | • Microsoft Office |
| • SAP Solution Designing | • Team Management |
| • SAP Migrations and Conversions | • Conflict Resolution |
| • Strategic Planning and Review | • Organizational Skills |
| • Best Practices and Standards | • Critical Thinking |
| • Data Management | • Information Security |
| • Problem Resolution | |

EXPERIENCE

SAP FICO Consultant, 10/2019 - Current

Fujitsu - Global – Canton, OH

- Provided ad hoc training and user support, as required.
- Provided appropriate system solutions and identified, interpreted, validated and documented customer requirements.
- Liaised with clients for troubleshooting, investigating and solving software problems.
- Conducted and documented Root Cause Analysis of production system failures to minimize future failures and optimize operations.
- Gathered business requirements for SAP reporting and functionality enhancements.
- Prepared and presented technical proposals for clients.
- Developed and managed project plans while providing status updates to management.
- Streamlined acquisition of reporting requirements and specifications to disseminate across multiple business lines and IT support teams.
- Proactively identified and proposed business processes and system enhancements.
- Troubleshoot server-side application issues to reduce overall downtime.
- Maintained quality-focused performance benchmarks and schedules when directing project teams.
- Explored new technologies and tools for productivity, security and quality assurance purposes.

SAP FICO Consultant, 03/2017 - 09/2019

Fujitsu - Global – Houston, TX

- Gathered business requirements for SAP reporting and functionality enhancements.
- Developed and implemented standardized Disaster Recovery (DR) processes for SAP products.
- Troubleshoot server-side application issues to reduce overall downtime.
- Prepared and presented technical proposals for clients.
- Provided ad hoc training and user support, as required.

Project Coordinator, 09/2010 - 12/2016

22Nd Century Technologies – Omaha, NE

- Produced status reports for customers and senior management.
- Prioritized needs and delegated assignments to simultaneously handle multiple projects.
- Liaised with project managers to evaluate project scope and define milestones and deadlines.
- Served as point-of-contact to support order management, testing and reporting.
- Drove communication within high-performance, cross-functional organization to meet aggressive goals.
- Coordinated with department leads to identify and outline solutions to client-specified challenges.
- Set project goals and schedule with owners and team members.
- Managed work streams for both routine and special projects.
- Introduced change improvement plans to achieve goals, methodologies and initiatives.
- Collaborated with internal teams to develop project solutions resulting in on-time execution.
- Prepared presentations for customers and staff members detailing project scope, progress and results.
- Assessed, monitored and reported on work progression.
- Assisted project manager in drafting schedules and related documentation.
- Documented labor hours and budget expenses for projects.

Business Solutions Consultant, 09/2006 - 09/2010

Brightspring Health Services – Flushing, OH

- Promoted business and engagement by building relationships with key stakeholders, surfacing opportunities and driving opportunities through to delivery.
- Participated in business solution design process for client to understand and define functional project requirements.
- Interpreted and advocated company vision and direction by turning business goals into actionable plans of system enhancement.
- Generated reports on client outreach, goals and objectives, industry intelligence and competitor information for presentation to company leadership.
- Explained technical concepts to non-technical staff members in easy to understand language and concepts.
- Defined appropriate metrics and measurements to drive results.
- Comparison of Trends by checking penetration level of various services by tracking High Network Individuals and identifying below average users.
- Worked with a cross functional team to eliminate/reduce the factors leading to customer churn by identifying key reasons for Churn and managing it.
- Met end-user goals by supporting strategic planning initiatives for applications.
- Gathered and organized data using Siebel to analyze current industry trends.

EDUCATION AND TRAINING

Real Estate License: Real Estate Development, 12/2020

Maryland Real Estate Commission - Maryland

Certification: Special Products Marketing Operations, 04/2008

Advertising Practitioners Council of Nigeria - Lagos

Master of Arts: Business Communications, 02/2006

University of Ibadan - Ibadan

Bachelor of Arts: Communication And Language Arts, 03/2004

University of Ibadan - Ibadan