

# JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105  
(555) 432-1000 - resumesample@example.com

## PROFESSIONAL SUMMARY

Motivated Business Analyst with the technical expertise and business acumen necessary to translate business requirements and objectives into highly resilient and successful system solutions.

## SKILLS

- Superb Communication skills
- Proven Problem Solving skills
- Excellent Critical Thinking
- Quick Learner
- Multi-tasking While Prioritizing
- Relationship-Building skills
- Business Process Mapping
- Requirements Gathering
- Microsoft Office Suite
- Process Analysis
- Documentation and Writing skills
- SAP ERP

## WORK HISTORY

11/2011 to Current **SAP Business Analyst**

**Lockheed Martin Corporation** – Elmendorf Air Force Base, AK

- Primary liaison between the business units and technology teams for the Procure to Pay process (Sales and Distribution, Materials Management, Pricing, and Purchasing modules of SAP) for Straumann and Instradent North America
- Provide daily production/operational support to Customer Operations, Supply Chain, Pricing, and Procurement teams to ensure business operations are not interrupted
- Collaborate with developers and subject matter experts to establish the technical vision and analyze gaps and trade offs between business requirements and systems capabilities
- Assisted with the implementation of a pick to light system in the US headquarters distribution warehouse
- Responsible for implementing Electronic Data Interchange (EDI) between Straumann and its customers and vendors
- Manage the lifecycle of enhancement requests related to the Procure to Pay process
- Manage testing cycles, including test plan creation, development of scripts and coordination of user acceptance testing
- Mapping of current processes and offer recommendations for improvement
- Conduct interviews with key business users to collect information on business processes and user requirements
- Lead the analysis, planning and implementation of projects
- Guide and support business users through the appropriate change management process for process improvements and system implementations
- Carried out quality assurance testing and provided feedback to developers
- Primary support for the UPS carrier interface with SAP
- Conduct end user training

06/2009 to 11/2011 **SAP Business Analyst**

**Lockheed Martin Corporation** – Flint, MI

- Identified and reported system bugs to SAP development team
- Gathered and documented user and system requirements as it related to requested systems or process changes
- Carried out quality assurance testing and provided feedback to developers as needed throughout the change management process
- Primary contact to the purchasing department providing daily support for assistance with creating purchase orders, bids/RFPs and all other SAP related tasks involved with the procurement process
- Coordinated and assisted with user acceptance testing (UAT)
- Provide daily tier1/tier 2 level support for the SAP R/3 (ECC), SRM, and BW systems
- Promoted the use of best practices and methods related to all SAP systems and processes

03/2007 to 01/2009 **SAP Business Analyst**

**Lockheed Martin Corporation** – Fort Carson, CO

- Established, implemented, and documented global release process for SAP Quality and Production systems
- Deployed and enforced standards for the release management process
- Coordinated and conducted scheduled release meetings
- Initiated the implementation of new fields and functionality within Remedy system to support SAP Release Management process
- Implemented process improvement of only auditing change requests that have been approved for release by SAP application managers
- Automated reporting of metrics data utilizing Business Objects tool to allow for more efficient use of time for all team members
- Analyzed and evaluated complex business problems associated with the SAP system
- Assisted in developing SAP system procedures that are cost effective and meet user requirements
- Direct day-to-day liaison with business units regarding incidents and statuses
- Established and managed oversight and reporting of SLA metrics on daily, weekly, monthly basis
- Established and maintained relationship with all business groups regarding status of help desk tickets, resolution schedules, turnaround time
- Lead cross-functional teams to address business or systems issues
- Provided first level support for SAP production issues

06/2006 to 03/2007 **SAP Specialist**

**Cass Clay Creamery** – Middlebury Center, PA

- Provided first level support for SAP production issues related to the materials management module and escalated issues to functional teams as necessary
- Supported Materials Management (with Warehouse Management/Inventory Management) from both the end user and business process perspective
- Responsible for the integrity of Master Data in the SAP system (create, change, and maintain master data) for materials, bills of materials, and recipes relating to the manufacturing of pharmaceutical drugs
- Conducted training on new systems functionality and processes
- Trained end users in the use of applicable system modules including RF guns
- Monitored and resolved IDOC errors
- Assisted in system upgrade/validation related projects
- Monitored and assisted in resolution of interface issues between systems

05/2003 to 06/2006 **SAP Help Desk Lead**

**MIT Lincoln Laboratory** – City, STATE

- Provided SAP support to a community of approximately 1,000 SAP users on a daily basis
- Managed reporting on support statistics and training needs for users
- Performed quality assurance testing
- Worked closely with training team members and provided feedback on content and structure of materials and classes
- Assigned parameters and roles (authorizations) to user ID's in the SAP systems
- Installed necessary SAP software and associated system files on end user computers
- Troubleshoot software conflicts with SAP system
- Assisted end users with using transactions in the SAP system
- Effectively communicated technical information and procedures to non-technical end users via telephone, email, and personal contact
- Troubleshoot system problems in a timely manner with assistance from the functional teams if necessary