JESSICA CLAIRE

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📍 Montgomery Street, San Francisco, CA 94105

QUALIFICATIONS

Microsoft Office Excel, Word and PowerPoint applications to support project documentation, presentations and business analyses.

EDUCATION AND TRAINING

Franklin Pierce College
May 1994

Bachelor of Science: Financial Management
Financial Management

CAREER OVERVIEW

Highly motivated Sales Associate with extensive customer service and sales experience. Outgoing sales professional with track record of driving increased sales, improving buying experience and elevating company profile with target market.

ACCOMPLISHMENTS

WORK EXPERIENCE

Asrc Federal Holding Company - SAP Functional Analyst
01/2012 - Present

- This position involves performing lead functional analyst responsibilities including managing SAP project activities and leading the design and development of SAP functionality, and includes: Writing functional specifications and owning configuration of new International price procedures in conjunction with the migration to a new Vertex tax engine.
- Defining new tax price conditions and access sequence to replace existing conditions used in current production environment.
- Provided business analysis and SAP SD configuration for the implementation of a new global Cloud services program that introduced customer PO tracking capability via Value Contract document types with focus in Usage based billing.
- Developed functional specifications to detail SAP collection of daily usage data and translating it into monthly customer and internal billing processes via SAP ABAP programs.
- Worked with SAP technical team in developing SAP reporting for PO tracking analysis and communication which included the update of customer invoice forms.
- Manage unit and quality assurance testing of the newly developed business processes to ensure regional implementation.
- Provide knowledge transfer and assistance to SAP production support team as required.

Scadea Solutions Inc - SAP Consultant
06/2010 - 12/2011

- This transition position was derived from Avaya's acquisition of Nortel's Enterprise portfolio and involved providing business process definition for global repair and maintenance contracts businesses.
- This role also participated in project assignments that included:.
- Providing consulting expertise on extending Nortel's contract billing process, integrated with Clarify, to the International regions of Avaya.
- Participating in general SAP SD support activities and projects, with focus on Services businesses, in conjunction with ongoing Avaya processes.

Amerisourcebergen Corporation - Corporate - SAP Business Solutions Analyst
Morrisville, NC • 10/1999 - 03/2010

- This position involved leading or participating in various projects and support activities with a focus on SAP Maintenance Contracts and Global Repair Services.
- In addition, I was responsible for SAP add-on pricing application, Vendavo; when this tool was implemented by the company.
- My roles through the years in order of length of service include: Maintenance Contract Services Define SAP functional specifications for new business process definitions to support contract billing and amortization.
- Execute SAP SD configuration for new sales documents, billing types, item categories, sales offices and groups along with maintaining account determination tables.
- Partner with ABAP programmer to develop an interface program to automatically load contract orders, including billing plan details, into SAP for billing and amortization, and then feed completed results back to the maintenance entitlement tool.
- Interact with consulting partners to automate service contract revenue amortization according to GAAP regulations and as defined by the company's finance department.
- Complete unit testing for all new SAP designs and provide support during UAT of the new functionality with the impacted business teams.
- Work with business leads to gather requirements for all the SAP related functionality to deliver a complete Order to Cash business process for the company's repair services organization.
- Execute SAP configuration within the SD module of SAP R3 related to multiple sales document types, item categories (both stock & non-stock), and assignment to schedule line categories.
- Develop new invoice output types and update the SAP Output Control in order to designate the appropriate invoice output for each international country.
- Vendavo Pricing Tool Manage and validate SAP transactional and pricing data extracted daily into the Data Warehouse, monitor the business object loads including delivering bug fixes and process enhancements.
- Provide the business pricing team working in Vendavo with ongoing SAP R3 subject matter expertise related to Order to Cash transactional processes.

Bay Networks / Nortel Networks Inc - Service Order Administration Manager / Financial Analyst
City, STATE • 10/1995 - 10/1999

- Manage an Order Administration staff of four, focused on SAP data entry and sales document creation from customer service related purchase orders including maintenance contracts, professional services, & training services businesses.
- Review and approve customer purchase orders and credit requests associated with order management activities of my staff.
- Provide monthly financial analysis and perform journal entries for the Customer Service Controller.
- Manually amortized new contract orders based on their contract start & end dates while incorporating them with the existing active outstanding contract data base to determine monthly contract revenues - NOTE: Automated this task after moving to the IT area.

SKILLS

ABAP, analyst, automate, Avaya, billing, business analysis, business process, business processes, Clarify, consulting, Contracts, Controller, credit, Customer Service, data entry, Data Warehouse, data base, documentation, finance, financial analysis, focus, forms, functional, managing, access, Excel, Microsoft Office, PowerPoint, Word, migration, Enterprise, Nortel, order management, presentations, Pricing, processes, programmer, quality assurance, reporting, sales, SAP, SAP R3, SAP SD, SD, tables, tax, translating, Vertex