

Melissa Conroy

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EXPERIENCE

SAP BW PLATFORM MANAGER

New York, NY

01/2016 – present

- Operations management of the SAP BW platforms to ensure the delivery of a consistent level of service provision to different customers around the world
- Managing external resources for the delivery of the platform services
- Planning and coordination of system maintenance activities
- Implementation & Administration of systems and their components according to given guidelines
- Implementation and management of release management execution
- Incident, problem and escalation management; manage remediation plans
- Supports projects to ensure consistent design and implementation within the existing/planned infrastructure

SAP BW DEVELOPER

Dallas, TX

07/2011 – 10/2015

- Assisting with identified stabilisation & simplification initiatives to improve overall BW processes & performance
- Work on projects during the design, development and test phases and on user support in accordance with the context provided by project leadership
- Develop back-end design, construction and unit testing of the Advanced DSO, Info Cubes, Composite Providers, Multi-Providers, and Info Packages
- Responsible for root cause analysis and providing solutions for production and development issues
- Build strong partnerships with senior management to drive the development of the company's strategy across IT and other functions
- Develops, maintains, monitors and manages data loads and functions
- Provide support and maintenance of the existing BW environments (development, quality assurance and production for both traditional BW and BW on HANA)

SAP BW

Los Angeles, CA

07/2006 – 04/2011

- Worked on at least 2-3 Full Life Cycle Implementations in SAP including conducting Blueprint / Design workshops for one or more processes
- May lead a particular work stream, reviewing, and directing the work of more junior staff
- Incident and Problem management process, handling 2nd and 3rd level functional support
- Deep knowledge within SAP BW including ETL, data modelling and frontend development
- Change and Release management process handling system corrections, enhancements and improvements from end to end (specification, development, test, documentation, implementation, training)
- Coordinates activities between work streams and identifies changes in scope
- Understands the benefits of using state of the art methods and tools and their application on a particular engagement; contributes to continuous development of methods and tools

EDUCATION

GEORGIA SOUTHERN UNIVERSITY

Bachelor's Degree in Computer Science

SKILLS

- German desirable
- Working knowledge of interfacing SAP BW to other SAP products, such as APO, SEM, FICO or CRM
- Proficient with SAP BW on HANA system architecture design and performance optimization
- Strong understanding of the different HANA usage configurations so as to be able to guide client conversations
- Strong understanding and experience with at least one front-end reporting and analytical tool
- Communication skills: strong presentation/ communication / facilitation skills (oral and written)
- Mastery level of BW Extractors from the R/3 system and working knowledge of SAP structures, object dependencies and tables in R/3 version 4.7 environment and above
- Proficient in SAP BI/BW Back-end development and configuration, testing and pre-production support
- Experience training BW Power Users including providing technical training of key toolsets such as BEx Analyzer, Query Designer, Web App Designer, as well as BusinessObjects tools such as Web Intelligence, Explorer, and Analysis for Office
- Should have excellent customer interaction skills