

JESSICA CLAIRE

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Professional Summary

- Senior IT Professional with 14 years of experience in implementation, operation and support of business technology
- Lead multi-cultural project teams in different roles providing strategic direction & solution expertise
- Experienced in engaging both IT & Business leadership to prioritize and align technology roadmap with strategic objectives of the organization and industry standards
- Experienced in Value Capture, ROI & TCO analysis for multi-phased programs with focus on key business drivers such as Time-to-Market, Efficiency & Automation
- Experienced in rapid deployments using Agile Methodologies

Skills

- SAP Technology: ECC, Ariba, CRM, PI, Enterprise Portal, Solution Manager, BW, Business Objects
- Platform: Cloud & On-Premise systems on HANA, Oracle or SQL databases
- Project Methodology: Agile – Scrum, Kanban; Traditional – Waterfall
- IT Operations: Application support and continuous process improvements, Backup & disaster recovery, Batch Process management, Critical System Monitoring and Alerting, Support of Key Business Milestones and Business Calendar Events
- Industry Expertise: Retail, Manufacturing, Wholesale Distribution
- Line of Business: Finance, Supply Chain, E-Comm, Store Operations, Manufacturing, Production Planning, Sales & Distribution
- Other Skills: Solution & Enterprise Architecture, Product Life-Cycle Management, Software Solution Evaluation, Solution Integration

Work History

IT SAP Manager, 07/2013 to Current

Alston & Bird – Los Angeles, CA

- Implementation, Operations & Production Support of SAP Business Systems with Finance and Retail functionalities.
- Define and deliver SAP Portfolio and Roadmap to drive business & technology transformation
- Maintenance and Up-Keep of SAP Technology platform per Industry standards and trend. Defined roadmap for Cloud up-lift of SAP system landscape.
- Define and maintain 24/7 Production Support of system functionalities for undisruptive business operations with SLAs and SOPs. Put in place a support team of external onsite and offsite consultants to manage and drive support activities
- Defined and setup SAP Center of Excellence with Business & IT cross-functional team.

Technology Project Manager, 11/2011 to 07/2013

Caterpillar – Irving, TX

- Manage and deliver multiple technology projects in parallel
- Implementation of full life-cycle ERP projects with pre-configured Industry-Specific for Retail, Manufacturing, Finance, Wholesale Distribution line of business.
- Architect End-End solutions with integration of cross-platform applications in an IT Eco-System

Technology Team Lead, Current to 10/2011

Aktify – Irvine, CA

- Lead technology development team to plan, deliver and maintenance a Global ERP template solution to cover business process operations in Americas, Europe and Asia.
- Technical solution architecture and rollout to multiple countries with focus on country-specific localizations and government regulations.
- Formalization of a Core Competency Center for production support and continuous process improvement.

Senior Software Engineer, 07/2005 to 01/2008

Belvedere Trading – New York, NY

Provide technology expertise and lead a team of developers and system configurators in multiple ERP projects. Hands-on design and development of critical & complex business process.

Software Engineer, 2004 to 07/2005

Shellsoft Inc. – City, STATE

Provide technology expertise in multiple ERP projects. Hands-on design and development of business processes

Education

Master of Science: Computer Science, 2004

University of North Carolina - Charlotte, NC

Bachelor of Science: Computer Science and Engineering, 2001

University of Madras - Chennai, India

Accomplishments

SAP Enterprise Solution Implementation & Support:

- Implemented SAP Retail Solution for operations of 200+ stores and corporate head office
- Solution covered Order-to-Cash, Procure-to-Pay, Data-to-Report business processes
- As a part of the project implementation, performed vendor evaluation and selection to put in place a team to 'keep-the-lights-on' and to perform minor system enhancements

Cloud Adoption Program – Strategy & Roadmap

- Developed a phased-approach for Cloud Adoption at Enterprise level
- Put in place a comprehensive process to plan, assess, migrate/implement a cloud system with proper operational controls and security governance.
- IT teams were also empowered with the concept of Minimum Viable Cloud to quickly deliver cloud platforms using cloud factory models & playbooks.
- An IT roadmap was developed to lift & shift existing platforms as required and to implement new solution platforms

Global Template Rollout for Core ERP and BW

- Rolled out core ERP solution to multiple global locations using SAP best-practice solution methodology
- Engaged subject matter and technical experts in each country to handle localization and government regulations
- An integrated BW system was implemented to meet reporting requirements for business planning & forecasting and financial consolidation

Center of Excellence for Business Technology

- Championed an initiative to put in place a Center of Excellence with team of Cross-functional experts and executives from IT & Business for Governance, Operations and Development of Business Technology.
- The COE worked closely with Leadership and Business Units by creating appropriate forum to strategize, prioritize & deliver business objectives