

# JESSICA CLAIRE

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## SUMMARY

- Over 10+ years of experience in SAP Landscape/ Thin client / multiple platforms (Web responsive) / cloud-based applications as a Project Manager, Team lead, Scrum Master and Functional consultant with strong knowledge of technical aspects and Project Management methodology and processes.
- Experienced in all phases of project implementation including project preparation, Design, blueprint, realization, and final preparation, UAT for regulated environments, cut-off dates prep and go-live.
- Coordinated between Customer (Stakeholder), Offshore, Onsite Project teams .
- Proven skills in relationship management with clients and effectively guiding teams during the project development life cycle, and delivering the product within time, cost and quality parameters.
- Enthusiastic team player with excellent communication skills both verbal and written.
- Action oriented with strong analytical and problem solving skills

## SKILLS

- SAFe® 5.1 Scrum Master Certification (SSM)
- Project Management Professional Certification (PMP) ·
- Project management software (Jira, Rally) ·
- Software development life cycle (SDLC)
- Documentation ·
- Data analysis ·
- Microsoft Office (Excel, Project, PowerPoint)
- Agile (Scrum) methodologies
- Problem solving

## EXPERIENCE

01/2022 to Current **SAP Project Manager**

**Cognizant Technology Solutions** – Woodland Hills, CA

- Managed projects by coordinating with Team world-wide (North America, UK, India) and external supplier / customers in some cases.
- Studied Business Process and understand the Landscape design for SAP Implementation.
- Walk through with key business users to finalize the scope, conducting user training and preparing user manual. Responsibilities also included conducting Unit, Scenario, integration & Regression testing. Above activities were done using solution manager tool.
- Perform gap analysis on the requirements and preparing technical specifications for the given functional requirements proposed by business sponsors.
- Allocation of the development tasks, Handling team of functional and technical consultants reporting to me . And also monitor the performance and progress of individuals and the project.
- System documentation, controlling source check-in, check-out and running the forms for objects promotion from Development to testing server through Turnaround.
- Was responsible for generation of reports on Info Cubes, ODS Objects, Remote Cubes and Multi-Providers for finance, Sales and production departments using SAP CRM, CO-PA, FI-SL, LIS, LO areas. Some reports designed are: Inventory slow moving, stock balances and in transit, Scheduling adherence, production waterfall, Top Customers, product pricing, process Cost plan/actual, Incoming orders, target achievement, price history, Actual and planning reports.

09/2019 to 12/2021 **Project Manager Team Leader**

**Fedex** – Mills River, NC

- Started as team member for SAP ERP-MM/PP implementation team and moved up to be project manager handling several projects at a time.
- Proven experience in handling multiple projects and activities like estimation and budgeting, Risk Analysis, Scheduling, Monitoring and Resource Management.
- Worked on a variety of projects including user requirement analysis, software functional specifications, development, testing and implementation
- Used Critical Path method to schedule & track the activities of Project.
- Conducted requirements review meetings with Subject Matter Experts from the current customer base and prospect users.
- Ensured that the requirements document contained the appropriate level of accuracy and detail.
- Ensure that all mission critical operations are operational and accurate at Go Live so that the responsible end-to-end processes are executable without errors. The focus needs to be no impact to the customer.
- Significant customer contact to facilitate the Business Process reengineering effort, and managing client expectations via formal reports/recommendations.
- Reviewed computer logs and reports, identified program processing errors and provided recommendations that resulted in quality improvements.
- Monitored post-implementation program performance to prevent re-occurrence of program operating problems and ensure efficiency of the operation.

05/2011 to 05/2019 **Team Lead**

**Valley Health** – Winchester, VA

- Lead Customer and Partner Finance teams engaged in implementation of SAP's Financials, Procurement, Human Resources and Payroll capabilities
- Design, Configure, Test and Implement SAP's General Ledger, Accounts Payable, Accounts Receivable, Controlling and Funds Management processes.
- Lead integration between Finance, Procurement, HR and Payroll processes
- Successful planning and execution of the project on-time
- Significant value added for managing the business through enhanced reporting in support of customer credit management and Profitability dashboards providing multiple key metrics, such as: gross margin, income statement cost, etc. by key dimensions, such as: customer, customer group, plant, product group, product, and time.
- Manage deliverables to include Project timeline (preparation and maintenance): Status reporting; Identification and timely mitigation and resolution of project risks and issues; Data migration activities; Monitoring project budget; Debrief/QA Migrations, Performance Tests, Cloud Readiness Checks, Dry Runs and Cut-over to Production.
- Responsible for Customer interaction, Team leadership, Reporting and day-to-day management of project activities
- Worked with peers, customers, and team in developing better internal processes, tools and templates for overall PMO delivery effectiveness.
- Successfully developed Agile based delivery model to continuously deliver value—through shorter, tightly planned and well executed Program Increments and Sprints.

## EDUCATION AND TRAINING

04/2010

**B.Tech: Information Technology**

JNTU - ANANTAPURE