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| **Skills Highlights**   |  | | --- | | **Candidate’s name** is an experienced resource in SAP implementations and ABAP development and support for different modules such as PSS, FI. He has been in charge of important developments and analysis in the ABAP consulting, for the mention departments. In addition he has had interaction with different customers in different countries which make him a person of wide experience in ABAP.  He has been working as Project Technical Leader for the last year, on Microsoft projects that are integrated with SAP. His technical background allows him to understand client needs and development capabilities. | |

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| **Job Functions**   * Business requirement definition * Interaction with clients * Team Operational Management * Weekly reporting * Technical and end user documentation * Project Plan creation and Maintenance * Project Owner * SAP/ABAP Technical support * SAP/ABAP Implementations * SAP/ABAP Documentation * SAP/MPS Project Technical Leader  Core Competence  * Experience in ABAP Development * Customer service oriented * Experience in data bases and various programming languages  Languages  * Advanced English  Education  * Cenfotec University   Degree in Software Development  2007 Other courses  * Asesorías Creativas * Sales Techniques * Customer Service Techniques * Technical Support knowledge * Computer Skills * Quality Assurance Six Sigma Basic Curse | Relevant Expertise Summary **B&T Consulting Group S.A.**  *2SAP/Microsoft Project Technical Leader*  *February 2013 – Present*   * Senior Project Technical Leader with 4 years of experience communication skills, knowledge of process and standardization, with different areas such as FSS, PSS, GBS, with the ability to introduce both technologies in the project, Microsoft and SAP. * Capable of deliver services as PTL/PM for SAP and Microsoft environment, with the respective knowledge of both Business Solutions, able to deliver excellent service within both areas, knowing both of the process established for SAP & Microsoft environment, with great communications skills, process deliver, great sense of documentation, project control and complete analysis of specific requirements. * As part of main duties he has:   + Requirements gathering.   + Documents Creation: Requirements, technical design, user guide, and lessons learned.   + Reporting: Testing issues, weekly status.   + Project Plan creation and maintenance.   + Team operational management.   + Client main point of contact.   *ABAP Programmer*  *January 2012 – February 2013*   * Since January, assigned to support other team members. * Documents creation. * Assigned to Auto AP as a Back Office, assisting the organization according to the implementation and needs of the department. * Interaction with Front Offices located in Argentina. * Function Modules creation for Auto AP, and changes to the main application use in the department. * Reporting services provided to ERS team, project such as BUCU, SAP50, and Data Archiving. * Standardization of P&G process for Development.   *ABAP Programmer Junior*  *June 2010 – April 2011*   * Assisted to different trainings offered by ATOS for P&G Coding Standards. * Assisted to SAP Development Training. * Temporary assistance as Back Office in Work Flow department, where a new email format for upper management needed to be implemented. Email Standardization * Analysis and development high inflation project, this tool is to do reconciliation between G4P and other Systems and load text files from G4P, L6P, L7P, GBP, GMP and GSP. * Work as Back Office for P&G Capital developing the WBS Close Tool (ZAXX0018), where this tool handles the close * Develop of tool CFDL Verification report (ZFAP\_CHECK\_CFDL), validate tax number, vendor, series and show results in red when incorrect data and transparent when the data is good.   **EX2 Outcoding**  *Software Developer*  *2009 – 2010*   * Customer Service: Designed new software, implemented installations and trained users. * Software Analysis: Analyzed the software the users had installed in the PC to make a diagnosis of what was needed and arrange when the installation of new software would take place. * Data Base Management: Installed Oracle data bases and other tools for data storage. Implemented and developed best solutions. * Software Development: Developed layouts of the customization according to the user’s needs, and some other specifications on e-notebook. * Travel to Boston EEUU for different trainings according to the projects needs.   **Hewlett Packard**  *Technical Support Agent*  *2008– 2009*   * Assisted the HP Technical Support Level 5 with the chat and phone department. * Solved issues related to Microsoft tools, internet connections, email configurations and issues such as SAP management, access, and password reset.   **Alienware Corp.**  *2005– 2008*  *Sales, Quality Assurance and Software Developer*   * Quality Assurance Duty Monitor: Managed times, schedules, and call rates for the call center. Overview the quality of 400 employees, queue annalistic and report manager. * Software Developer: Worked with the software development team of Alienware and implemented new tools. * Sales Agent for 2 years and 6 months. * As for the best sales agent, had the opportunity to travel to New York, EEUU to the Digital Life Convention to assist and represent Costa Rica in the biggest technology convention. |
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