**CORE COMPETENCIES:**

SAP S/4HANA, SAP ECC 6.0, SAP FI-CO (GL, E-Ledger, AP, AR, Asset Accounting, Product Bank Accounting), SAP MM-SD Integration, REFX (Real Estate), SAP LTMC, LSMW, BAPIs, IDOCs, OpenText VIM, FIORI Apps, MDG, ABAP Debugging, WRICEF, OSS Notes, SAP BI, SAP BPC, SAP FSCM (Credit Management, Dispute Management), Payment Programs, FX Revaluation, RA Keys, MS SQL, Java, Selenium

**EXPERIENCE:**

**PNC BANK - TX 07/2021 - Present**

***Sr. SAP FI-CO Business System Analyst***

* Led multiple SAP S/4HANA implementation projects, streamlining financial close processes and enhancing compliance, resulting in **15% faster month-end closing** and improved audit readiness.
* Experienced SAP S/4HANA Consultant with expertise in GL, AR, AP, Banking, Asset Accounting, Treasury, and CO modules (CCA, PCA, Internal Orders, Transfer Pricing). Successfully delivered integrated solutions for leading financial services clients by aligning SAP configuration with regulatory, operational, and profitability goals.
* Managed LTMC and LSMW Data Migration strategies across FI, CO, and REFX modules, achieving **data accuracy** and seamless system cutover with minimal downtime.
* Designed and optimized FI-CO configurations—including document splitting, RA keys, FX revaluation, and New GL activation—improving financial reporting accuracy by **25%**.
* Implemented GL with parallel ledgers and segment reporting for IFRS/local GAAP compliance. Also designed custom financial statement versions for external and internal reporting.
* Collaborated on ABAP enhancements, SAP Workflow automations, and FIORI app customizations, boosting user efficiency and reducing manual steps by **30%**.
* Extended existing FIORI applications by modifying business logic and integrating custom workflows, increasing application usability and **reducing support tickets**.
* Delivered change request solutions (CRs) for GL, AR, AP, Asset Accounting and bank accounting processes, enhancing finance workflows and reducing manual interventions.
* Customized SAP FIORI Launchpad and created tailored tiles to improve user navigation and adoption rates.
* Supported electronic bank statements (EBS) and automatic bank reconciliation for Banking and Treasury (TRM)
* Integrated Banking Treasury operations with AP, AR for cash management and liquidity analysis.
* Led configuration of controlling areas, cost centers, profit centers, and chart of accounts, aligning SAP modules with evolving business needs and improving financial control.
* Configured chart of accounts, AR, AP, and bank accounting modules, streamlining transactional processing and enabling timely month-end closings.
* Created Cost Center Accounting hierarchies, activity types, and cost element mappings.
* Analyzed and optimized key business processes such as Automatic Payment Program (F110), Dunning, and Asset Accounting, reducing processing times by **20%**.
* Applied Procure-to-Pay (P2P) process expertise to ensure timely vendor payments and accurate financial records, contributing to improved supplier relationships.
* Designed and delivered end-user training programs, including manuals and workshops, increasing system adoption and user confidence.
* Facilitated Data Migration using LTMC and LSMW tools, ensuring **accurate and seamless integration** of legacy financial data.
* Played a key role in mapping real estate transactions to General Ledger (GL) accounts using account determination.
* Set up Profit Center Accounting hierarchy aligned with legal and management structures.
* Provided (Profit Center) profitability analysis per business line, region, or product group.
* Partnered with ABAP developers to create custom reports and enhance system functionalities, delivering tailored solutions that improved business process efficiency.
* Provided targeted SAP FICO training to end-users, improving proficiency and reducing reliance on support teams.
* Transfer Pricing Implemented intercompany cost allocations and internal pricinglogic between global entities.
* Integrated with profit center and segment reporting to reflect accurate margins and cost flows during Transfer Pricing.
* Actively participated in SAP S/4HANA implementation from ECC 6.0, contributing to successful migration and modernization of legacy systems.
* Developed custom reports using ABAP queries, including all outgoing payment reports, enhancing financial transparency and audit readiness.
* Managed end-to-end implementation of SAP S/4HANA modules (FICO, SD, MM), delivering projects on time and within budget, achieving **high client satisfaction scores**.
* Applied expertise in data modeling, mining, and mapping to effectively manage financial data, enabling **more insightful and accurate financial analysis**.
* Authored and reviewed FRDs and BRDs, ensuring development processes fully met stakeholder expectations and reduced rework.
* Provided extensive production support for SAP S/4HANA, maintaining system stability and resolving recurring issues, such as Automatic Payment Program errors, improving system uptime.
* Partnered with clients to design SAP solutions tailored to unique business needs, including tax jurisdictions and asset accounting configurations, enhancing system alignment and compliance.
* Linked VIM to vendor master data, purchase orders, and Integrated VIM with SAP FI-AP including F110, GR/IR, vendor payments, and tax handling.
* Implemented with AR, AP & **Dunning configuration** (levels, forms, intervals) for overdue customer balances. Configured and maintained customer master data including dunning procedures, payment terms, and credit control areas.
* Managed with AP automated F110 payment processing, Lockbox reconciliation, and EBS workflows, which improved financial accuracy and **cut manual processing time by 40%**.
* Delivered integrated SAP S/4HANA solutions for financial services, focusing on FI core, MM procurement, and internal service tracking via PP/CO.
* Provided support for product costing and sales & distribution issues, enhancing cross-module integration and process accuracy.
* Collaborated with project teams to define and execute the master data migration (MDG) strategy, ensuring data quality, governance, and compliance with S/4HANA data model standards.
* Supported (E-Ledger) data migration activities during SAP implementation and system upgrades, validating and reconciling data within ACDOCA against legacy systems.
* Ensured (E-Ledger) smooth period-end activities by monitoring ledger transactions, clearing accounts, accrual postings, and data consistency checks.
* Partnered with finance users to define requirements and implement enhancements (e.g., additional ledger views, parallel valuation adjustments). Supported BAPI, BADI, and custom report development based on E-Ledger data.
* Successfully configured and deployed GL processes under S/4HANA New GL framework across multiple legal entities.
* Configured and customized RE-FX master data (Business Entities, Buildings, Rental Objects, Contracts).

**JACKSON THOMAS at CROSSCOUNTRY MORTGAGE – TX 08/2018 - 05/2021**

***Sr. SAP Business System Analyst***

* Conducted proactive IDOC monitoring and troubleshooting, reducing integration error rates and enhancing data consistency between SAP and external systems.
* Experienced with the implementation of SAP S/4HANA Finance for General Ledger (GL), Accounts Payable (AP), Accounts Receivable (AR), Asset Accounting (AA), and Bank Accounting.
* Configured customer/vendor master data, payment terms, and reconciliation accounts.
* Supported internal cost tracking, asset capitalization, and financial close processes with compliance alignment.
* Implemented OpenText VIM for invoice management, streamlining AP operations and achieving a **40% reduction in invoice turnaround time**, resulting in faster vendor payments.
* Designed and delivered custom WRICEF objects, extending SAP functionality and **meeting all unique business process requirements**.
* Supported a **smooth go-live** with zero critical financial issues during cutover and early support phases.
* Provided Treasury and REFX contract accounting support aligned with IFRS 16, ensuring **financial compliance** and reducing external audit findings.
* Led end-user training and documentation for FIORI apps and automation workflows, increasing adoption and **reducing support queries by 25%**.
* Delivered SAP production support on SAP S/4HANA 1909 and Flexible Real Estate Billing, maintaining **system uptime** and serving as backup support for OpenText VIM and MM procurement issues.
* Responded to and resolved AFC-related queries, supporting clients' monthly and quarterly close cycles.
* Created reports and dashboards in SAP AFC, enhancing visibility into the financial close process and **improving stakeholder transparency**.
* Collaborated with external consulting partners to implement S/4HANA, REFX, SAP C4C, and DocuSign, including UAT preparation, script development, process documentation, and **successful go-live support**.
* Conducted FIORI application training, improving user efficiency and **accelerating onboarding** across departments.
* Participated in SAP Flexible Real Estate (REFX) Digital Leasing implementation, handling configuration (document types, company codes, tax jurisdictions) and leading cutover and post-go-live support, which ensured **seamless deployment**.
* Leveraged expertise in data modeling, mining, and mapping to improve financial reporting accuracy, supporting **better executive-level decision-making**.
* Developed and reviewed Functional and Business Requirements Documents (FRD, BRD) to ensure **full alignment between solution design and stakeholder expectations**.
* Provided post go-live support for REFX billing and contract management, achieving **high resolution rate for user-reported issues within SLA**.
* Configured Canadian tax codes and jurisdiction codes, including periodic updates, ensuring **accurate tax reporting and compliance**.
* Set up and maintained Asset Accounting configurations to enable proper tracking, depreciation, and financial disclosures.
* Configured 1099 report printing processes to support annual compliance reporting and reduce manual intervention.
* Configured Result Analysis (RA) keys for updated COGS mapping, enabling **more accurate profitability tracking** in project accounting.
* Completed foundational SAP settings including company code creation, fiscal year variant, posting periods, document types, number ranges, posting keys, and field status variants, establishing a **strong system foundation** for implementation.
* Configured and managed General Ledger Accounting components, including chart of accounts, account groups, document posting variants, clearing, and recurring entries, improving accounting accuracy and process efficiency.
* Provided comprehensive production support for S/4HANA 1909 (FICO and REFX), while also supporting VIM and MM—maintaining business continuity and **ensuring process integrity across modules**.
* Partnered with consultants on SAP REFX, C4C, and DocuSign projects, leading UAT, environment setup, and training—**ensuring end-user readiness** for go-live.
* Delivered functional training to end-users on FIORI apps, **reducing operational errors** and ensuring adoption of newly deployed tools.
* Led end-to-end SAP Flexible Real Estate project efforts, including configuration of new company codes, tax jurisdictions (CA, Mexico), UAT, and go-live support—**ensuring regulatory alignment and smooth deployment**.
* Resolved complex system issues (lockbox, EBS, IDOC, FX discrepancies) by applying SAP OSS Notes, **reducing defect resolution time.**
* Provided end-to-end support for the SAP S/4HANA (E-Ledger), resolving finance-related issues involving FI, CO, AA, and MM integration. Monitored and troubleshooted ledger postings, inconsistencies, and document splitting errors.
* Supported (E-Ledger) data migration activities during SAP implementation and system upgrades, validating and reconciling data within ACDOCA against legacy systems.
* **Experienced with End-to-End Finance Data Migration to s**upport the migration of critical financial data during SAP ECC to S/4HANA transformation, including **General Ledger (GL), Accounts Payable (AP), Accounts Receivable (AR), Asset Accounting (AA), Controlling (CO), and Cost Centers**.
* **Using Legacy System Data Extraction:** Collaborated with business and technical teams to extract financial master and transactional data from legacy systems using **SAP tools.**
* Experienced with MDA to ensure consistency and integrity of key financial master data such as GL accounts, cost centers, profit centers, business partners, and assets, aligning with S/4HANA Business Partner model and harmonized data structures.
* Managed invoice receipt, parking, posting, and automatic payment run (F110) for vendors. Configured vendor master data setup, payment terms, tolerance limits, and payment blocks.
* Mapped real estate transactions to General Ledger accounts using account determination. Supported automatic payment runs (F110) and incoming payment configurations.

**MARVICA TECHNOLOGIES- TX 11/2016 - 05/2018**

***Sr. SAP Business System Analyst***

* Managed end-to-end implementation of SAP ERP to S/4HANA modules (FICO, SD, MM), delivering the project **on time and within budget**, which improved system performance and reporting accuracy for key business operations.
* Provided production support for SAP, resolving recurring issues (e.g., F110 errors, financial postings), which led to **a 25% reduction in support tickets** and enhanced financial system reliability.
* Designed and configured tailored SAP S/4HANA solutions based on client-specific needs, including tax jurisdictions and financial statement versions, enhancing compliance and reporting consistency across geographies.
* Ensured proper account determination and GR/IR clearing for goods and service receipts.
* Managed invoice receipt, parking, posting, and automatic payment run (F110) for vendors.
* Led LTMC-based data migration, ensuring **accuracy** and completeness of legacy data transferred into SAP S/4HANA with zero post-migration discrepancies.
* Partnered with ABAP and technical teams to develop custom reports and resolve critical bugs, which **accelerated issue resolution** and enhanced system performance.
* Configured chart of accounts, AR, AP, and bank accounting modules, streamlining transactional processing and enabling timely month-end closings.
* Delivered change request solutions (CRs) for GL, AR, AP, and bank accounting processes, enhancing finance workflows and reducing manual interventions.
* Worked with procurement team to integrate Purchase-to-Pay (P2P) cycle with FI-AP.
* Supported Treasury and REFX contract accounting configurations to ensure compliance with IFRS 16 standards, minimizing audit risks and ensuring transparency in lease accounting.
* Configured Electronic Bank Statement (EBS) global settings and BAI2 file formats, facilitating accurate and automated reconciliation for high-volume banking transactions.
* Resolved bank file interface issues (e.g., file delays, missing data), ensuring **uptime and consistency** in daily financial transaction postings.
* Collaborated with offshore teams on ad-hoc and high-priority SAP support tasks, ensuring **24/7 project continuity** and timely resolution of escalated issues.
* Implemented key FI sub-modules (GL, AR, AP, Asset Accounting, Bank Accounting), enhancing financial processing efficiency and compliance with corporate policies.
* Configured Dunning processes, customer statements, and check signature updates, leading to **improved collections** and consistent customer communication.
* Configured vendor master data and linked it with payment terms and tax codes. Improving **financial accuracy** and eliminating known SAP defects.
* Maintained House Bank configurations and check printing formats, ensuring **secure and compliant disbursement processes**.
* Provided critical support and troubleshooting for the Automatic Payment Program (F110), maintaining **a high success rate in scheduled payments**.

**BORDEN DAIRY- TX 05/2015 - 10/2016**

***SAP FICO Business System Analyst***

* Assisted senior consultants in configuring SAP modules (FICO, MM, and Product Costing), contributing to accurate cost tracking for raw materials and labor, reducing reporting discrepancies by 20%.
* Conducted initial system configuration testing and documented findings, which supported process improvements and reduced issue resolution time during UAT by 30%.
* Configured and customized Controlling (CO) modules including Cost Center Accounting, Profit Center Accounting, Internal Orders, and Profitability Analysis, improving cost visibility across business units by 25%.
* Managed Asset Accounting configurations—defining depreciation areas, methods, and asset classes—which ensured compliance with corporate asset valuation policies and enabled accurate financial reporting.
* Developed inbound and outbound interfaces for banking, trade spend (Blue Planner), and travel expenses (Concur), streamlining external system integrations and reducing manual reconciliation by 40%.
* Collaborated on GAP analysis and WRICEF developments with the ABAP team, ensuring that custom enhancements met business-specific requirements and reduced change request cycles.
* Oversaw FI-MM-SD integration to ensure seamless end-to-end process flows across finance, procurement, and sales, reducing inter-module errors.
* Created and refined ABAP Queries, Report Painter reports, and Financial Statement Variants (FSVs), enhancing the accuracy and clarity of financial reporting for leadership teams.
* Implemented OSS Notes and WRICEF objects to resolve critical system issues, enhancing system stability and delivering business enhancements within expected timelines.
* Supported REFX real estate contract accounting and IFRS 16 lease compliance integration, ensuring financial transparency and legal adherence for real estate operations.
* Led SAP system upgrade testing and FIORI app configuration, helping reduce post-upgrade incidents by 50% and enabling broader adoption of mobile-friendly reporting.
* Designed automated intercompany reconciliation processes, cutting manual effort and ensuring faster month-end closing.
* Collaborated with cross-functional teams to improve AP, AR, and GL processes, which led to a reduction in processing time and improved transaction accuracy.
* Conducted SAP data cleansing and validation initiatives that improved data quality and reduced system-related delays by 25%.
* Managed legacy data load using BDC/LSMW for GL, vendor, customer, and asset master records, ensuring a smooth data migration with accuracy.
* Delivered user training on SAP navigation and reporting tools, enhancing end-user proficiency and reducing support ticket volume.
* Developed test scripts and executed test cases for upgrade projects, contributing to a 100% test coverage rate during UAT.
* Diagnosed and resolved system errors by working closely with ABAP developers, reducing defect turnaround time.
* Configured the Automatic Payment Program (F110), including company code and country-specific payment methods and bank determination, ensuring smooth and compliant payment processing.
* Managed asset legacy data transfer using LTMC, configuring all prerequisites to support a seamless data migration process with zero post-load discrepancies.
* Collaborated with ABAP teams on system enhancements and debugging, contributing to the resolution of complex integration and logic issues.
* Configured House Bank settings—cash journal, bank keys, check lots, and printing—ensuring audit compliance and improving cash handling efficiency.
* Supported Accounts Receivable processes: customer master creation, dunning, journal entries, invoice booking, and payments, streamlining AR operations and improving cash flow forecasting.
* Partnered with finance users to define requirements and implement enhancements (e.g., additional ledger views, parallel valuation adjustments). Supported BAPI, BADI, and custom report development based on E-Ledger data.
* Supported Accounts Payable functions: terms of payment, down payments, and payment method set up, enhancing AP cycle efficiency and reducing late payment penalties.

**FRONTIER AIRLINES- NY 02/2014 - 05/2015**

***Automation Tester***

* Utilized GitHub as a source repository system to share and manage code across global teams, streamlining collaboration and reducing version control conflicts by 40%.
* Performed web services testing using SOAP UI (GET/POST) for SOAP and RESTful APIs, and developed a regression suite with assertions, improving API test coverage.
* Participated in Agile/Scrum-based projects and daily stand-up meetings, contributing to sprint planning and ensuring consistent on-time delivery of QA deliverables.
* Refactored and debugged legacy regression suites into a modern API framework using Postman and SoapUI, reducing test execution time.
* Developed automated test scripts, reusable components, and functions in Java using Selenium WebDriver, cutting repetitive testing effort by 50%.
* Implemented test automation using Selenium WebDriver, Java, Cucumber/BDD, Jenkins, CI/CD pipeline, and GitHub, enabling continuous integration and reducing deployment time by 40%.
* Executed cross-browser testing using Selenium integrated with TestNG, ensuring consistent application performance across major browsers and increasing UI compatibility.
* Conducted data validation using SQL during defect resolution, ensuring data integrity and reducing backend issues in production by 20%.
* Performed back-end testing through SQL queries, uncovering and fixing critical database issues before deployment.
* Executed concurrent test cases on emulators/simulators via Sauce Labs and on real devices via Test Object, increasing device test coverage.
* Contributed to application security testing, validating authentication and authorization mechanisms, which helped eliminate critical security vulnerabilities pre-release.
* Designed and implemented Page Object Model (POM) framework with modular external data files and reusable classes, increasing automation script maintainability.
* Created a comprehensive Requirement Traceability Matrix (RTM) mapping functional requirements to test scenarios and defects, ensuring traceability and audit compliance.
* Executed Accounts Receivable processes including customer record creation, dunning, journal entries, and payments, improving financial record accuracy and cycle time.
* Authored test cases using XPath/CSS locators and Java WebDriver methods, leading to precise element handling and an increase in test stability.
* Performed extensive database validation using SQL queries to ensure accurate data population across environments.
* Led security testing efforts focusing on authentication and authorization layers, contributing to system hardening and compliance with security standards.

**SUPERDRUG THE CHEMIST- London, UK 03/2012 - 11/2013**

***Pharmacy QA Analyst***

* Collaborated with Scrum Master, Product Owner, and development teams to gather requirements and translate them into traceable test cases, improving test coverage and aligning testing efforts with Agile project goals.
* Conducted Web Services testing using SOAP UI (GET, POST) for both SOAP and RESTful APIs, ensuring reliability of service integrations pre-release.
* Created robust test data using Selenium WebDriver, Java, and SQL in the healthcare domain, accelerating test execution by 30% and increasing defect identification in early stages.
* Wrote and executed complex SQL queries for backend data validation, identifying and resolving data mismatches that reduced post-release defects.
* Developed comprehensive Test Plans, Scenarios, and Cases aligned with business and functional requirements, increasing testing efficiency and reducing rework by 25%.
* Automated smoke and regression test cases using Selenium WebDriver, TestNG, and Java, reducing manual testing effort per sprint.
* Developed scalable Selenium WebDriver automation frameworks in Java using Maven, Cucumber, and TestNG for healthcare web apps, resulting in 50% faster regression cycles.
* Implemented BDD Framework with Page Object Model for reusable, maintainable scripts, reducing test script maintenance effort.
* Analyzed bugs and tracked SDLC critical paths, contributing to continuous quality improvement and reduction in defect leakage to production.
* Performed both positive and negative system validation testing, ensuring full business rule compliance before release.
* Leveraged tools like TestNG, Jenkins, Selenium, and GitHub to support CI/CD pipelines and enable faster, more reliable releases.
* Built reusable components and functions in Java for Selenium WebDriver, cutting script development time.
* Conducted various testing types including WebUI, CI Testing, Regression, UAT, Functional, End-to-End, Smoke, and Database testing, ensuring robust application quality across the SDLC.
* Authored automated test cases using Xpath and CSS locators and WebDriver methods, improving test script accuracy and maintainability.
* Wrote test plans and scripts to track defects and fixes, facilitating a structured QA process and reducing QA-to-dev cycle times.

**Education**: Bachelor of Science (HONS) 2013

**University of Greenwich,** London, UK