

MARKUS BROCKMANN

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Summary:

Over 10 years experience devoted to SAP business technology • Specific experience in environmental compliance software development and designing greenhouse gas inventories • Highly skilled at analyzing complex business processes while ensuring quality workflows during entire lifecycle • Effective interpersonal / communication skills with flexibility to adapt to changing work environments

Core Strengths:

Environmental Software • International Product Launch • Scope & Timeline Assessment • SAP Business Software Applications • Supply Chain Management • Track & Trace • Data Warehouse & Reporting • Quality Assurance • Global Partnership • Team Leadership & Collaboration

Language Skills:

Bilingual proficiency: German, English • Working knowledge: Spanish

PROFESSIONAL EXPERIENCE

APPLE - CUPERTINO, CA

www.apple.com

Project Manager

2014 – 2015

Engaged in complex, cross-functional, global initiatives to support and enhance Logistics and Supply Chain processes • Collaborated with business and technical teams • In-depth and hands-on experience with SAP Event Management and other SAP Logistics software applications.

- Guided solution blueprinting of customer facing shipment tracking and business facing analytics applications.
- Mentored business team during collection of implementation requirements.
- Team-worked with technical teams to determine system sizing, system setup, and performance requirements.
- Managed day-to-day project activities: project time line, scope management, meeting facilitation.
- Organized and delivered design presentation sessions with a cross-functional business audience.
- Established excellent rapport in a culturally diverse environment.
- Gathered requirements for test plans and evaluated results for integration- and user acceptance test activities.

VERISAE / HARA - SAN MATEO, CA

www.verisae.com

Project Manager

2012 – 2014

Successfully managed enterprise-wide energy management software implementation projects • Facilitated customer workshops to determine implementation requirements and project plan details • Increased customer awareness of resource consumption, related environmental impact, and cost saving potential • Product Management.

- Configured and implemented Hara software as a service (SaaS) according to individual customer requirements.
- Enabled customers to comply with greenhouse gas reporting requirements and emission reduction goals.
- Supported international pre-sales engagements with existing and prospect customers.
- Designed software integration between Hara and ENERGY STAR Portfolio Manager, online software for measuring and monitoring resource consumption and performance benchmarking.

THINKSTEP (FORMERLY KNOWN AS PE INTERNATIONAL) - SAN FRANCISCO, CA
www.thinkstep.com

Project Lead

2010 – 2012

In charge of directing architecture design and development of environmental compliance software product • Collaborated with business consultants and stakeholders to determine scope, timelines, and expected priorities of all stages • Delivered product according to scope, on time, and on budget.

- Primary leader for development project launched worldwide, managing a budget of roughly \$650K.
- Established solid international business collaboration with US customers, offshore software development partner in India, and PE affiliates in Germany and Australia.
- Developed extensive knowledge foundation within PE International, Inc. of legal directives and regulations RoHS, REACH, and Conflict Minerals.

SAP AMERICA - PALO ALTO, CA
www.sap.com

SCM Senior Applications Consultant

2007 – 2010

Facilitated blueprint workshops to determine business requirements and scope of assigned projects • Implemented software tools and solutions in support of business objectives provided by clients.

- Configured and implemented SAP software applications in five significant projects, which consisted of complex integrations of multiple SAP applications and systems (Event Management, Auto-ID Infrastructure, Transportation Management, Business Information Warehouse, ECC).
- Performed acceptance testing of various SAP software products to improve quality of new software releases.

SAP LABS LLC - PALO ALTO, CA
www.saplabs.com

RFID Expert in Solutions Management

2003 – 2007

Successfully managed and executed field and partner enablement of Real-World-Awareness (RWA) products entailing Auto-ID Infrastructure, Object Event Repository, and Event Management.

- Instrumental in sales to more than 100 clients during two releases of market availability, which generated roughly \$30M in revenue.
- Strategically designed all aspects of international workshops and presentations in order to uphold market standards; gathered continuous product feedback from prospective customers and maintained a high level of satisfaction.
- Engaged one-on-one with key clients, providing onsite and remote project support for effective collaboration, quality insurance and successful go-live.

Development Manager

1998 – 2003

Developed and retained a team of 11 programmers to support the development of R/3-based business applications and the Advanced Planner and Optimizer (APO).

- Led successful launch of APO software releases in the American market by serving as an in-country, 24x7 customer development support group.
- Served as an international liaison between consultants, clients, and the development organization (based in Germany).
- Coached global support team to improve overall staff performance and efficiency levels.
- Reduced customer message volume for APO releases by more than 25%.
- Improved customer satisfaction and reduced average handling time of customer messages by faster response times and process times.
- Reassessed customers' functional design by identifying all inefficiencies and recommending alternative solutions for risk mitigation.

EDUCATION

BIB International College, Paderborn, Germany - B.S. Computer Science
(Advanced Technical College of Economics)

De Anza College (Kirsch Center), Cupertino, California -
Certificate of Achievement (Advanced) in Environmental Compliance & Pollution Prevention

SAP Certificate: Managing E2E Solution Operations (with Run SAP)

PERSONAL INTERESTS

long distance running, cycling, Yoga, cooking, wine making, exploring cultures & countries,
environmental studies, volunteering (GRID Alternatives)