**LORIMAR MAGTOTO-BESO**

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| **SUMMARY** | |
| An accomplished IT professional with extensive experience in leading and managing complex system implementations and digital transformations within the automotive industry. Proven expertise in spearheading end-to-end projects, including SAP ERP, Salesforce DMS, and custom CRM development, from initial business requirement analysis to final deployment and support. Adept at managing cross-functional teams, mitigating risks, and ensuring project timelines and budgets are met. Skilled in API integration, system automation, data analytics, and conducting comprehensive user training to ensure optimal system adoption and performance. | |
| **EXPERIENCE** | |
| * System Development Manager, Hyundai Motor Philippines, Inc. ……………………………… Feb 2022 * Led SAP ERP implementation, Salesforce DMS deployment, and API integrations for an automotive company, ensuring seamless system migration and integration. * Managed cross-functional teams to deliver project timelines, budgets, and scope, with risk mitigation and stakeholder communication. * Analyzed and translated business requirements into technical specifications, facilitating system design, testing, and deployment. * Assessed physical and technical security risks, including vulnerability and privacy impact assessments, and developed company policies to ensure data integrity and compliance. * Conducted system maintenance, troubleshooting, and support, including updates, patches, and user training to ensure optimal performance. * Sales Systems and Standards Head, Hyundai Asia Resources, Inc. …… ……… Jul 2022 ~ Nov 2019 * Led development of Hyundai CRM, Loyalty Management System, and Customer Assistance platform, enhancing customer engagement and support operations. * Designed system automations, data analytics, and documentation, ensuring high-quality customer data and streamlined system processes. * Managed system training, user support, and semi-annual audits to maintain compliance and optimal system utilization across dealerships. * Spearheaded key system upgrades for fleet registration, improving monitoring of client and government agency engagements. | |
| **EDUCATION** | |
| * STI College ………………………………………………………………………………….2007 ~ 2011   *Bachelor Science in Information Technology,* Quezon City  *Dean’s List (2008, 2009, 2010)* | |
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| **SKILLS** | |
| C#.Net …………………………………………….….  Testing (SIT, FAT, UAT) ……………………….…….  Project Management (Jira, Confluence) ………….….  Salesforce DMS ……………………………………... | API (Postman, Swagger, EAI)………………………..  Mobile Development (.Net MAUI) ………………….  SQL Server / Data …..………………………………..  SAP ERP …………………………………………….. |
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