

## BUSINESS SYSTEMS ANALYST

### Highlights

\* 5+ years of SAP ERP Finance global support experience \* Highly motivated, industrious and self-disciplined individual \* Detail-oriented, analytical and well-rounded professional team member supporting global business units \* Ability to quickly absorb complex business information, identify key issues and details, and clearly present understandable alternatives to non-technical and technical audience \* Can easily & quickly adapt to new technologies and changing work environments \* Strong organizational skills and ability to manage multiple tasks with ever-changing priorities \* Communicates effectively at all levels and work efficiently in a fast-paced environment \* Proficient in Microsoft Office Suite (Excel, Word, Outlook, PowerPoint) and QuickBooks Pro

### Experience

#### Business Systems Analyst

March 2009 to Current Flex i¼ Northfield , MN Chula Vista, CA March 2009 to present \* Serve as liaison between the business users and IT programmers by transforming users' process improvement into technical & functional specifications; facilitate the testing and on-time delivery of the requests \* Work with project implementation teams and technical staff to make configuration changes, design customizations, develop and run queries and reports, participate in data conversion and analysis, and perform functional testing \* Lead boot camp presentation to non-SAP business users for SAP Finance Modules (G/L, A/P, A/R, Cash, Assets, and Travel) \* Organize and coordinate virtual meetings for training business users and contractors from the US, Singapore, India, Puerto Rico, United Kingdom, Germany and Poland - demonstrate them how to resolve A/P, A/R, fixed assets, and workflow issues in a timely manner \* Responsible for the day-to-day support and on-time issue resolution for Accounts Payable such as invoice processing, posting and scanning & weekly check runs; Accounts Receivable, Cash, Asset Accounting, Travel Expense reporting, HR and SAP workflow \* Responsible for proper prioritization of business process enhancement requests submitted by the business user community \* Evaluate and implement business process improvements through Lean event participation

#### Staff Accountant

November 2007 to March 2009 Ols Hotels & Resorts i¼ Rohnert Park , CA \* Prepared financial statements and supporting workpapers \* Performed a variety of accounting functions for clients including transactional processing, account reconciliations, and preparation of financial statements \* Prepared and organized audit work papers, draft financial statements and note disclosures \* Prepared individual, corporate, partnership, and not-for-profit returns, and performed limited tax research

#### SAP Business Advisor Associate

June 2006 to September 2007 Goodrich Corporation - Aerostructures Group i¼ City , STATE \* Served as business users' direct point of contact for on-time issue resolution in Accounts Payable, travel management, OpenText document imaging and archiving and SAP Workflow \* Prioritized users' requests per service level agreement (SLA) and implement appropriate actions for the immediate resolution of the problems \* Conducted & facilitated conference calls with domestic and international business users for issue clarification/additional information \* Configured change requests, tested changes, and implemented solution for Accounts Payable, Travel Management & Workflow enhancement projects

#### Bookkeeper/Receptionist

May 2003 to August 2003 Trail Horse Adventures i¼ City , STATE \* Conducted daily cash count/reconciliation \* Recorded and prepared daily/weekly/monthly sales reports \* Booked tour reservations and facilitated daily guest check-ins

### Education

Bachelor of Science : Accounting Northern Arizona University i¼ City , State , US Northern Arizona University, Flagstaff, AZ - May 2006 \*

Bachelor of Science in Accounting (Public Accounting option)

Bachelor of Science : Business Administration \* Bachelor of Science in Business Administration (Computer Information Systems major)

### Skills

Accounting, Accounts Payable, Sap, Workflow, Cash, A/p, A/r, Accounts Receivable, Credit, Data Conversion, Finance, Fixed Assets, Functional Specifications, Functional Testing, G/l, Hr, Invoice, Liaison, Posting, Process Improvement, Process Improvements, Scanning, Systems Analyst, Testing, Training, Travel Expense, Writing Functional, Account Reconciliations, Accountant, Audit, Clients, Disclosures, Financial Statements, Reconciliations, Archiving, Associate, Document Imaging, Imaging, Opentext, Service Level Agreement, Aerospace, Aerospace Systems, Detail-oriented, Excel, Microsoft Office, Ms Office, Organizational Skills, Outlook, Powerpoint, Quickbooks, Quickbooks Pro, Word, Bookkeeper, Daily/weekly/monthly Sales, Monthly Sales, Receptionist, Reconciliation, Sales, Sales Reports, Public Accounting