

PRODUCT MANAGER

Career Overview

Obtain a position as a Fulfillment Manager

Qualifications

- Over 12 years of experience in order management and fulfillment, supply chain, and Operations.
- A Leader and a Go-Getter. Excellent problem solving skills and strong analytical skills.
- Excellent written and verbal communication skills. Project management.
- Knowledge of ERP systems, SAP, Oracle, OBIEE, SAP Business Objects (HANA), Salesforce (SFDC), Tableau, SupplyNet, MS Office (Expert Level in Excel)

Accomplishments

Received EMC Silver Award for Reporting and Analytics—A Star is Born. Significantly improved the DPAD Division by bringing in new analysis and reporting functionality to the operations team. Nominated and selected to participate in the Managing Success Now program for high performing, mid-level EMC women.

Work Experience

10/2015 to Current

Product Manager Valmet Corporation 1/4 Aiken, SC

- Support product releases and business initiatives by collaborating with Global Product Management, Program Management, and Pricing Operations to execute go-to-market strategy.
- Evaluates and drives product release processes such as pricing strategy, product positioning and long-term strategic plans to maximize product impact in the marketplace.
- Responsible to execute deliverables against Go-To-Market timeline to make sure products release on time.
- Create models, submit pricing and packaging proposals, define system logic and configuration in SAP, and perform User Acceptance Testing before product release.

03/2011 to 10/2015

Sr. Business Analyst @Hire 1/4 Anywhere, USA

- Identify, evaluates, analyzes, and reports key business operations metrics to SVP of Operations, SVP of Global External Mfg. and Directors of Mfg.
- Facilitate and lead quarter-end backlog execution meetings for Data Protection and Availability Division.
- Analyze both quantitative and qualitative data into actionable insights.
- Develop dashboards and reports from the ground up. Reports such as Evaluation success rate and forecast, Salesforce top deals, Worldwide On-Time-Shipment by plant, project Worldwide Booking, Billing, and Backlog Revenue, Quarter-End execution analysis, etc.
- Collaborates with IT to translate business requirements into IT deliverables.
- Streamlining and automating reports and processes for greater efficiency.
- Perform UAT, data validation, and sign-offs on projects with IT.

03/2010 to 01/2011

Sr. Supply Chain Analyst Avantor 1/4 Michigan, ND

- Process all order types including B2B, Standard, Dell OEM, Eval, Support Renewals, Internals, Beta, Credit/Re-bill, Invoice-only, and Conversions.
- Consistently process the highest number of orders in the team with <1% error="">
- Manage and monitor domestic and international backlog- process expedites, change orders, on- time shipment, etc.
- Act as a Subject Matter Expert for new products configuration for the team.

12/2005 to 12/2009

Service Sales Support Specialist Repligen Corporation 1/4 Auburn, MA

- Process and invoice all Distribution Channels Orders, Direct Orders, Activation Cards, and Time & Materials requests in Oracle.
- Resolve all issues relating to contracts, calls, and purchase order discrepancies.
- Support the Distributor with the highest complexity and the highest volume.
- Publish monthly Profitability Report, 24x7 Contracts Report, and Deferred Revenue Report for Dispatch, Field Service, Sales and TAC.
- Develop a close working relationship with Sales, Distributor, Reseller, and customers.

04/2005 to 12/2005

Office Manager Vivendi 1/4 Los Angeles, CA

- Effectively manage all business operations from assisting customers to negotiate with partners and vendors.
- Manage 15 employees.

- Help to increase revenue and decrease expenses by negotiating better pricing with customers and vendors.
- Develop, analyze, and present monthly income and expense reports.

03/2001 to 07/2001

Service Operations Specialist Autonation, Inc. 1/4 Naperville , IL

- Process all newly shipped orders, requests, service contracts, and maintenance orders for invoicing.
- Manage service orders for Multinational, Domestic, Federal, State, and Government accounts.
- Process over a million dollars in revenue daily.
- Train new team members.

08/2000 to 03/2001

Sr. Order Management Associate Cisco Systems, Inc 1/4 City , STATE

- Process change orders, expedites, and resolve order issues for AT&T Corp account.
- Act as a first level contact for Account Managers, Customer Service Specialists, Customers, and Order Entry teams regarding order management issues.
- Exceed expectations in the quantity, quality, and promptness of orders resolved.
- Train, audit, and assist new hires and teammates.
- Allocate and delegate appropriate responsibilities to team members.
- Work with drive and commitment toward achieving the goals of Cisco Customer Service by meeting deadlines, making decisions, and problem solving.

Education and Training

2016

Advanced Study in Management Certificate Northeastern University 1/4 City , State Currently enroll in MBA online program

2016

Managing Big Data with MySQL Duke University through Coursera 1/4 City

June 2011

Completed 4 courses in Program and Project Management and Accounting University of Santa Cruz Ext 1/4 City , State

1997

Bachelor of Arts : East Asian Studies Western Washington University 1/4 City , State GPA: Magna Cum Laude-Outstanding Graduating Senior

1997

Skills

Accounting, B2B, Billing, Business Objects, Business Operations, Contracts, Credit, Customer Service, data validation, Dell, expense reports, forecasting, invoicing, Managing, Manufacturing, market strategy, Materials, meetings, Excel, MS Office, negotiating, Oracle, developer, Order Entry, order management, packaging, positioning, Pricing, pricing strategy, problem solving, processes, Product Management, Program Management, Project Management, proposals, quality, reporting, Sales, SAP, strategic plans, supply chain management, Tableau