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| **Rhonda Turner**  Irvine-CA- 92614  SAP Senior Business Analyst/ FICO/ S/4 Hana  **404-952-5435**  **avayainc123@yahoo.com** | |
| ***Background Summary*** | |
| * Overall 18 years of SAP Finance and business development experience in that 10+ years of experience in SAP Implementations, Roll-out Support and Documentation testing, UAT testing and end user training * Configuration knowledge and know how in ECC and S/4 Hana Enterprise Management 1709 * Worked for 3 end to end implementations including S/4 Hana 1511, 1610 on one implementation * Experience in Financial Accounting with emphasis on New GL, Cost Center, Asset Accounting, Profit Centers, Integration with MM, SD, AP, AR CRM and COPA knowledge in S/4 Hana Enterprise Management 1709. Experience in several SAP Modules, MM, SD, AP, AR, P2P, IM, CRM, PS, SCM and OTC * Worked on Hana Financial Accounting Projects and BPC 10.1 * Worked in a Business Analysts role with In-depth knowledge of SDLC (System Development Life Cycle) and development practices (ranging from traditional to Agile methodology and exposure to QA Principles, Six Sigma and SOX compliance standards * Well acquainted with Workflows and UML (Unified Modeling Language diagrams, preparing Business Requirements Documents (BRD) and SOX * Experienced in creating business process documents and designs, requirements gathering, analysis, role mapping and role alignment for a variety of client business processes. * Extensively worked on Business Process Models, created new models and updated existing models using MS Visio * Well diverse in Technical writing and actively participated in Joint Application Development (JAD) and Rapid Application Development (RAD) Sessions for requirement gathering and brainstorming ideas * I began my SAP career as an end user and super user, therefore I can relate extensively to end-users. I possess a strong ability to direct, coach, lead and motivate teams under extreme pressure to meet required deliverables, while building collaborative, cross-functional relationships across all organizational levels. My key deliverables include Business and systems analysis, Role Matrix and descriptions, Training Plan, and Organization Transition Materials, and Support and functional development for SAP ECC 6.0, S/4 Hana SAP Enterprise Portal, SAP XI, BI and SAP Web Application Server, and writing key procedures and business processes. GAP Analysis | |
| ***Certifications & Technical Skills*** | |
| * ITIL Foundations Certification * Avaya PBX/ VOIP Certification * Certificate of completion of in-depth S/4 Hana Enterprise Management training in the following areas: * Introduction to S/4 HANA * Associate Level – Financial Accounting 1709 * Associate Level – Management Accounting 1709 * Professional Level – Financial Accounting 1709 * Training on Migration and Green field implementation with Activate Methodology, FIORI and Embedded analytics training based on professional level with real time tracker * Certification for S/4 Hana Enterprise Management in progress * Completed SAP Success Factor Employee central and XI Developer course * Knowledge in Hana Data Modeling, XI, XML, HTML, UML, SQL Queries, C programming, Database Management * Experience with Microsoft Excel BPM add –in for BPC 10.1 Business Suite on Hana * uPerform system admin including provisioning and configuration | |
| **Professional Experience:**  **Business Analyst/Training Lead at Sysco Corp Deloitte Project**  Houston, TX September 2017 – February 2018   * Conducted detailed and comprehensive business analysis by working with the client IT staff, directors and end users, in order to identify requirements and improvement. Captured business needs of financial reporting, sales forecasting and planning in SAP BPC 10.1 on Hana * Worked with SAP BPC functional and BW technical team to gather requirements for creating BPC 10.1 functional and end user training documentation * Participated in test case and test script sessions * Lead training team to ensure all functional and business training documentation needs were met and executed per requirements * Analyzed current processes, provided verbal and written specifications * Met with project leadership weekly for weekly status reports. Provided end business with updates on training timeline of the project on a weekly basis   **SAP Business System Analyst / Training at GRU Utilities Project**  ISG Consulting Gainesville FL October 2016 – May 2017   * Recognized potential system, training business processes and system client needs and championed those efforts in a system and business analyst role. Through JAD sessions gathered requirements, conducted analysis to assist in creating a project plan to meet system and training plan within a short timeframe to meet clients’ requirements Managed * Working with technical and functional team for functional documentation and was involved with analysis of client requirements, generating workflow process and necessary documents * Created business process designs for training documentations and system for S/4 Hana Simple Finance 1511, FICO, MM, Purchase Orders, PS, AP * Used software development methodologies including AGILE (SCRUM) to ensure on time deliverables * Lead additional training resource to meet system training deliverables * Provided analysis with written recommendations of post go live sustainment for training documentation, uPerform server management and future instructor led classes * System Administrator for uPerform training software including configuration and provisioning of the system * Provided key S/4 Hana functional data modeling ACDOCA table, calculation with COPA customization knowledge information to the IT systems lead * Provided S/4 Hana – HADDOOP Integration (SDA+HDFS) information to IT System lead * Responsible for making new change requests and coordinating with technical and functional team for any new enhancements or corrections * Assisted in UAT utilizing functional data test scripts   **SAP Business Analyst / Change Management at Peoples Natural Gas Project**  IBM, Pittsburgh, PA October 2013 – October 2015   * Recognized additional client needs through requirements gathering, RAD and JAD sessions and championed those efforts in a system and business analyst role. Gathered technical and functional documents to analyze and apply the correct approach for upgrading the clients training software management system. From this analyst approach, I wrote a Change Management process for this software, which the Executive leadership adopted into their business * Managed all training needs analysis at several client sites and developed training materials for SAP CRM Module ISU/Utilities, AP, IM, MM, PCard, FICO * Utilized the AGILE approach for testing * Developed and assisted in configuration in SAP ECC 6.0 * System Administrator for uPerform provisioning including assigning roles, groups and permissions * Managed and lead implementation upgrade of uPerform training software * Conducted business requirements data gathering and analysis of training plan * Conducted Instructor Lead classroom training for end users and management * Worked closely with CIO and other executive leadership to ensure clients needs and requirements were met   **SAP Training Analyst Consultant at American Water Project**  Grom Associates Houston, TX February 2013 – June 2013   * Worked with ABAP developers to ensure correct errors as well as testing for SAP functionality and end user acceptance. Worked with the Functional team with proper table configuration. * SAP Trainer conducted TTT for American Water * Environment: CRM, AGILE * Collaborated with CRM ISU/Utilities functional team to test and validate transactional data * Tested sap Transaction functionality utilizing the AGILE Approach * Developed Training Materials for CRM Billing, PP, PI and FICO Modules * Created Job Aids and updated storyboards for Meter Reading.   **SAP Analyst /Training**  **Deloitte** USDA MIDAS Project Washington DC February 2012 – June 2012   * Gathered data and process requirements as the lead for USDA farm records division, as well as developing the training materials for their training environment. * Developed instructor led training material for CRM module using RWD uPerform * Worked on gathering functional and data requirements to ensure correct business processes documentation * Lead a team of 4 to ensure effective and efficient training deliverables were met * Interviewed client and Functional SME’S for process flow content, system functionality, and business processes content to ensure outstanding issues reached resolution. * Analyzed current processes, provided verbal and written recommendations to ensure effective, efficient training documentation * Met with project leadership for weekly status reports.   **SAP Technical Writer at Southwest Water Project**  Whitaker Houston Texas May 2011 – July 2011   * Fulfilled a 3-month project requirement as an SAP Technical Writer for ISU/ Utilities Company. Writing business process designs for Contract Administration in Project systems for role based training. Ensured proper configuration of SAP transaction functionality. * Created Business Process Designs for Project Systems, AP, Fixed Assets and Treasury Master Data for role based training * Ensured adherence to established writing standards and documentation development processes * Gathered functional and technical requirements to ensure efficient training documentation * Made recommendations for changes to SAP system configuration to ensure proper SAP transaction functionality in Project Systems, P2P and MM, FICO * Ensured Master data integrity through testing and validation for SAP transactional data.   **SAP Consultant/Developer at US Army Project**  InSAP Herlong CA November 2010 – February 2011   * Created new and updated training and practice material to ensure Sierra Army Depot LMP users were fully prepared to efficiently and effectively operate within the SAP ECC 6.0 system. PP, PI and PS * Provided Government Leadership with verbal and written examples of moving towards a Role based training process. * Analyzed Sierra Army Depot current training, functional processes and provided verbal and written recommendations for a more streamlined process * Developed critical “work around” for key SAP transactions, which included screen shots and step by step work instructions * Provided valuable input on how to improve the training experience and provide effective, efficient training material to the end users, which was presented across the DOD enterprise * Assisted in classroom instruction for Project Systems for over 100 users   **SAP Training Lead Consultant/Developer at Army Project**  RCG Global Services Marlton NJ, June 2010 – October 2010   * SAP training development for ECC6.0 for MM, SD, FICO, IM, Procurement, Purchase orders, Purchase requisitions and Pricing Master Data * Provided instructor led classroom training for train the trainer in the above modules * Managed end users sustainment strategy, process mapping team, developers and worked with team leads to affectively deliver training and provide quality training material * Provided support and delivery of training solutions using RWD uPerform   **SAP Trainer/Developer at BP Oil Project**  Triad Resources Houston TX, March 2010 – June 2010   * Managed BP’S end users sustainment strategy, process mapping and developers and collaborated with Functional SME’S, training process mangers to ensure effective delivery of training. * SAP training development including process flows for ECC6.0 in MM, SD, FICO, IM * Provided instructor led classroom training for BP end users for SRM, MM modules * Managed end users sustainment strategy, process mapping, developers and worked with team leads, SME’s and training process managers to affectively deliver training and materials utilizing ON Demand software   **SAP GL/PP Training Educational and Testing Lead at USDA FMMI Project**  AccentureUSDA FMMI Project Washington DC, March 2009 – November 2009   * GL /PP lead for SAP Core financials implementation and managed subordinates and government GL lead. * Training Lead/Developer for GL and PP areas for SAP ECC6.0 Core Financials implementation * Developed and lead all the training documents including process flows for FI, AP, AR, MM, IM and P2P * Worked as an associate level functional consultant assisting on ECC configuration in FI, MM AP and testing associate * Managed self, sub-team members and government counterpart(s) to ensure deliverables were completed on time and with high quality * Managed and Identified user roles for employees within the FI area and conducted classroom training for Train the Trainer * Assisted with inter-team communication, issue resolution, client relationship management, team development, work plan/risk management, status reports and risk management * Ensured data integrity through testing and validation using CATSCRPTS * **SAP Trainer/Education Developer Lead at Navy ERP Project** * IBM Navy ERP Project Annapolis MD, February 2008 – July 2008 * Developed and provided delivery of over 40 PP and PI concept slides, exercises and work instructions utilizing RWD infopak for NAVSUP and NAVSEA * Provided instructor led classroom training for Train the Trainer program for NAVSUP Navy Base core and site trainers in the SD, MM, FI, FM, and PP modules * Briefed senior leadership daily on classroom status and potential areas for improvement * Redefined and delivered diverse training materials under strict timelines and pressure to meet localization changes   **SAP Trainer/Developer at Army PLM Project**  Northrup GrummanArmy PLM Project Falls Church VA, July 2007 – December 2007   * SAP training development for over 40 interactive tutorials, assessments and work instructions utilizing RWD uPerform tool for MM Including Material Master and SD modules * Redefined training materials under pressure to meet systems changes that directly affected the training module * Briefed senior leadership at weekly status meetings on potential areas for training and specific milestones and deadlines * Proactively determined project training requirements to organize and develop a plan to implement and evaluate the training program   **SAP Trainer/Developer at Raytheon Project**  DeloitteForrest Mississippi, February 2007 – April 2007   * Created training materials using RWD infoPak tool for documentation management and repository * Provided classroom instructor support and delivery * SAP trainer for 4.7 implementation for PM, MM, SD, FICO, PO, P2P, IM, and course development * Proactively determined project training requirements to organize an develop a plan to implement and evaluate the training program | |
| ***Education*** | * ***B.S in Management and Minor in E-Business*** |
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