**JAMES GIVENS**

**Scottsdale AZ 85255**

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**SUMMARY**

* Senior SAP Business Systems Functional Analyst WM/PP/SD/MM/PM/WM/CRM SAP modules
* Successfully completed three SAP Full lifecycle implementations
* SAP Business WM/PP Analyst consultant, Implementation, SAP WM/PP testing support, Sales Distribution
* Successfully accomplish in the following roles: Unit testing, integration testing, regression testing, translate business requirements into technical design, Senior Analyst, SAP WM/PP/MM/PM/WM Inventory production support.
* Incident management day-to-day production support Service Now tickets
* Experience with applications testing, building test scripts, deployment activities, provided solutions to managers and business testing results, CRM service tickets processing CRM Service order, ECC Sales order processing, order processing,
* Ability to effectively liaise with SAP Business Partners and increase Cross Functional Collaboration with SAP team Leaders discuss user training, Integration solutions for future technologies.
* Established communication analytical solving problem skills internally and externally working with customers.
* Experience testing tools HP Mercury tool, ALM, test management – Established leadership support off-shore test teams.

• CRM service ticket processing CRM Service order any custom developments

* Only looking to relocate in these states, CA, Austin TX, Denver, Seattle Washington

**TECHNICAL PROFICIENCIES**

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| **Expertise** | SAP ERP ECC 6.0 ERP R/3 WM/PP/SD/MM/PM/FI/ 6.0 CRM/SM Functional Process Management and Talent management solutions; ASAP Methodology; Requirements definition, Gap Analysis, System process, Implementation to post go-live support; Mercury test, Solution Manager, AS400 UAT functional testing, SAP –CRM CS module, customer service module, Business Process Reengineering. DPR Reporting, B2B Sales |
| **Technical Knowledge** | SAP ERP functional analysis, Expertise in post-live regression testing, User-Exits, UAT testing, Reporting, Function Modules, Adobe Interactive Forms, Smart Forms; Legacy System Migration Work bench, AS400, Functional user, Interface Design and FTP Process, Data, HP Mercury Tools (Quality Center and Load Runner) Oracle 12c, web base testing, SQL queries. SAP ABAP Debugging skills, working closely with business teams WMS/TMS/GLMS/Merch/BI/ teams. |
| **ERP Modules** | SAP ECC 6.0 ERP R/3 WM/PP/SD/MM/WM/PM/FI/SM/CRM, Employee Performance Management (OSA), Personnel Development, Organizational Management, Personnel Administration, SAP Query, SAP GTS Solution Manager, SAP Retail. Oracle 12c |
| **Training and Education** | SAP America, Six Sigma Greenbelt, Studied University of Phoenix Business Administration, ABAP training, AS400-DPR, SAP TAO Automation tool, GXS Trading Grid, EDI, ASN |

**PROFESSIONAL EXPERIENCE**

**Senior SAP Business Consultant – Conagra Foods (Contract) Omaha Nebraska/Reno, CA April 2018 – August 2018**

**Senior SAP Business Consultant, – SAP WM/PP Live Deployment coordinator Conagra- Foods**

Provided SAP WM/PP support Conagra Foods business associates at all levels to deploy scalable processes and system management; worked with end-user business community to collaborate trained classes define business requirements, help gather business requirements, training documents, interfaces, provided expertise and solutions to fulfill business needs.

* Functional VMU tester for; Responsible for training business user SAP process, business requirement, testing site locations, and inventory on plant sites.
* Provided SAP WM training to associates for production support thru-out the Go-live process.
* Training includes Inbound/Outbound Delivery, warehouse, manufacturing, QA, documentation thru (OPL) One-point-Lesson.

**Sonasoft Inc May 2017-April 2018**

**San Jose, CA, Senior Consultant (Remote/Contractor)**

* Managed support hundreds Corporate National accounts Sonasoft provided Email Cloud-based Archiving, eDiscovery solution, Data Export, and Exchange Migrations. Worked with the Senior management team to ensure accounts updated with the latest warranty of Sonasoft products, invoices, billing, communicating with VP sales and VP and client services, to provide the best customer service for our Sonasoft customers.

**Petsmart Inc. HQ**

**Senior SAP Production System Analyst -MM/PM/AS400-DPR Support Phoenix, AZ Oct 2011 – May 2017**

* Senior SAP PM/MM SAP production support for SAP ERP 6.0. Production support services include store replenishment, real estate, and procurement and distribution centers. Working closely with Senior SAP business teams to decreased problem incident tickets resolution. Perform periodic monitoring of IDOC’s status, service-now tickets daily basis, interfaces to and from SAP along with functional ABAP debugging, trouble tickets, resolve High incident tickets. EDI vendors -SQL, EDI-X12 file format, (820, 823, 835, 997, 824) End-to-End EDI testing with new carriers and vendors.
* Monitor daily exception reports follow up with the SAP specific interfaces between WMS (Warehouse Management system) and TMS (Transportation Management System) and GLMS (Global Management System) and BIW (Data warehouse) worked with the various IS Teams to discern the problem and get resolution. SAP project documentation to store defects within HP Quality center.
* Produced reporting - Purchase Order Reconciliation between SAP and WMS (Warehouse Management) Reconciliation between SAP and TMS (Transportation Management System)
* Works on problems of minimal-moderate scope where analysis of situation or data requires a review of identifiable factors
* Reviewed business current SAP testing requirements process and functionality to identify for improvements to business. HP testing tool, define requirements, hands-on functional testing, create test cases, leadership test teams.
* Communicating with the business teams, responsible for troubleshooting Incident management service now tickets
* Production support services include store replenishment, real estate, and procurement and distribution centers. Working closely with Senior SAP business teams for issue problem incident tickets resolution. Perform periodic monitoring of IDOC’s status, fix help-solution center service-now tickets daily basis, interfaces to and from SAP along with functional ABAP debugging, trouble tickets, resolve High incident tickets.
* Manage EDI vendors -SQL, EDI-X12 file format, (820, 823, 835, 997, 824) End-to-End EDI- testing with new carriers and vendors.
* Contribute to the development to Solution Center Service now tool which provides incident tickets from stores and business units. Helped educated solution center team on SAP tickets. Provide customer support to the stores.
* Performs analytical, technical, and administrative work in planning, installing, designing, and supporting new and existing stores.
* Escalation point between the client/business area and internal management for the resolution of moderately complex unresolved problems, complaints from stores requests.

**DC & M Partners LLC**

**Senior SAP Business Consultant, – SAP SM tester FICO coordinator First Solar Chandler, AZ March 2011 – Oct 2011**

* Provided SAP SM support First Solar business associates at all levels to deploy scalable processes and system management; worked with end-user business community to collaborate define business requirements, help gather business requirements, reports, interfaces, RIECF, provided expertise and solutions to fulfill business needs
* Functional SM tester the; Responsible for business process mapping, business requirement, testing configuration modules of the Implementation scenario using Project Blueprint. Developed create SAP project documentation to store within HP ALM Quality center, defects
* Analyzed existing documentation and project tasks from former project member to determine the solution and remaining level of effort
* Established ownership of escalations and perform trouble shooting, analysis, research, and resolution
* Streamlined business current SAP SM requirements process and functionality to identify for improvements to developer, and senior managers during daily meetings
* Communicating with the business, responsible for troubleshooting new issues and logging unresolved defects
* Managed business requirements to functional specifications and design documentation for QA teams; met with SM for input whenever necessary; Generated traceability metrics for the Business Teams and PMO
* SAP CRM/ SM Customer Service Module experience knowledge.

**SSA Inc. Scottsdale AZ May 2010 -March 2011 AS400- Senior Credit & Collections Risk Analyst – (Consultant Contract)**

* Managed hundreds A/R Corporate accounts on AS/400 system. Established daily account receivables background check on high risk customers, releasing orders, invoices, billing, collections communicating with plant managers, Sales, Customers service teams on various food shipments
* Post cash receipts, to National accounts, reconcile GL ledger, applies credits on returns goods
* Financial Electronic commerce experience ACH payments, Lockbox, wire transfers.

**BearingPoint Inc. Phoenix, AZ March 2004 – May 2010**

**Senior SAP Business Consultant, Technology Services**

**Honeywell Inc. - SAP ERP SD Functional Support / Offshore support**

* Accomplish SAP SD functional support in all areas of Workforce Process Management and Talent Management; worked with end-user business community to collaborate define CRM business requirements, provided expertise and solutions to fulfill business needs analyze the SAP Solution manager global configuration to determine how to bring all of Honeywell’s live sites to a Baseline level in Supply chain area. SAP Business Partners and increase Cross Functional Collaboration with SAP team Leaders discuss MII Technology, Integration solutions for future technologies.
* Analysis was documented to be used for future rollouts and retrofit of the live sites that was not at the baseline level. Prepared check list & methodology for future rollouts / implementation in supply chain.
* Functional tester Solution manager teams, initiative for GTS prototype. Responsible for business process mapping, testing configuration modules of the Implementation scenario using Project Blueprint. Produced create non-existent SAP project documentation to store within Solution Manager repository
* Analyzed existing documentation and project tasks from former project member to determine the solution and remaining level of effort.
* Reviewed current SAP SD/CRM processes and functionality testing to identify and help standardize areas for improvement. Audited Organizational Management, Personnel Administration, Benefits, Time Management, Talent data to identify inconsistencies and proposed solutions that aligned with SAP Best Practices

**Case Central, San Francisco, CA July 2003 – Feb 2004 Senior Credit Analyst**

**Guidant Corporation Medical Device Company - San Jose, CA March 2000 – June 2003**

**Senior SAP CRM Data Credit Analyst**

**Cisco System San Jose, CA June 1999 – Feb 2000**

**Senior Credit Analyst- Managed Major Leasing Accounts**

**Elan Financial Wholesales Account Sales Executive July 1996 – June 1999**

**AG Associates Inc. San Jose, CA Feb 1989 – June 1996 Senior Credit Lead**

**Bank of New York, New York, NY July 1982 – Nov 1988 Senior Auditor Signature Contracts**

**EDUCATION**

* SAP Americas - Solution Manager Training Seminar Las Vegas, Nevada
* SAP - ERP Retail WM/PP/MM/PM/SD/SM/CRM
* SAP01 – Overview of SAP Best Practices, SD, MM, PP, FICO, my SAP Business Suite
* SAP CRM 6.0 - *(equivalent to CR100)* Organizational Model, Business Partner, Product Master Data,
* SAP ERP R/3 Solutions Manager, SD plants and Shipments – Honeywell Inc.
* SM001/ SMI310 - SAP Solution Manager Overview and Tools in Detail
* SMI210 - ASAP Methodology
* Six Sigma Certificate – Greenbelt 2007
* 6 years On-line College courses training Yale University provided by BearingPoint
* De Anza College – Studied Business Management
* Scottsdale Community College – Studied Business Management
* University of Phoenix – Studied Business Management
* Senior Credit Analyst - Senior Credit Analyst, Medical Device Health Care – Guidant Corporation
* Elan Financial – Wholesale Sales account executive – Home mortgage Banker sales loans – Saratoga CA