

# Pamela Tholan

Chadds Ford, PA | 267.716.2275

pamelatholan@yahoo.com

## Project Management / SAP Security and System Administrator / SAP Business Systems Support / Buyer - Procurement Specialist

### Project Management | SAP | Business Systems | Procurement

Results-driven professional with successful track record overseeing procurement and utilizing SAP systems. Extensive experience with national and global procurement functions, leading SAP implementations, and performing SAP administration. Outstanding communication and leadership skills. Proficiency in Mac/PC, MS Office, SAP, Microsoft Dynamics, Kronos, Adobe Creative Suite, and Internet

- Procurement
- SAP implementations & Configuration
- Vendor Quotes
- SAP Purchasing System
- Purchase Requests
- Vendor Management
- Leadership

## PROFESSIONAL EXPERIENCE

Telerox, Horsham, PA

May 2010 – Present

### ***Project Manager II (November 2018 – Present)***

Serve as the primary contact and liaison between the Client, Client Services and Systems. Develop and execute overall project plans, ensuring that all Client objectives are met. Ensure all aspects of the system development and quality assurances processes are executed and completed.

- Act as business analyst when needed on projects.

### ***Procurement Specialist (December 2013 – November 2018)***

Oversee purchasing at all sites throughout United States and globally. Write purchase requests, request vendor quotes, and issue purchase orders to vendors. Utilizing SAP, update and maintain records of available items. Maintain relationship with SAP business support partners. Troubleshoot SAP issues and escalate to outside support partners when needed. Perform administrator function for Kronos timekeeping system including user and system maintenance for payroll, verify accounts payable for vendor management and various other invoices. Configure SAP and input master data for purchasing systems. Train employees on usage of SAP.

- Led implementation of SAP for purchasing systems at sites across entire United States and globally.

### ***Help Desk Analyst (October 2012 – December 2013)***

Provided help desk support. Resolved help desk tickets, delegating as needed. Responded to incoming telephone calls. Created and maintained account records utilizing Active Directory. Performed administrator tasks for Qfiniti systems call-recording program including user maintenance, recording schedule set-up, creation and correction of scorecard data, and troubleshooting. Responsible for purchasing.

- Oversaw completion of help desk tickets submitted through email and BMC Service Desk Express from five Telerox sites.
- Oversaw purchasing function for systems department's five Telerox sites.

# Pamela Tholan

---

Page Two of Two

## ***Facilities Specialist (May 2012 – October 2012)***

Provided facilities support providing assistance to facilities director, in addition to serving in corporate receptionist function handling WinPak and procurement duties. Coordinated schedules for meetings and reservation of conference rooms. Arranged scheduling for facility maintenance and repairs. Served as secretary of corporate safety committee. Oversaw coordination of company events and management of facilities group help desk tickets.

- Supported facilities group comprised of five Telerx sites.

## ***Corporate Receptionist (January 2011 – May 2012)***

Handled incoming telephone calls. Assisted visitors and clients by directing them to appropriate conference rooms. Oversaw mail handling and managed onsite mailboxes. Forwarded inter-office mail to other Telerx sites via UPS. Received and distributed FOBs. Utilized WIN-PAK building access system. Provide project support to finance, human resource, and procurement departments. Handled purchasing for facilities teams, utilizing Microsoft Dynamics.

- Oversaw all purchasing for facilities teams comprised of five Telerx sites.

## ***Project Resource Person (May 2010 – December 2010)***

Oversaw support for Hershey's Chocolate customer service operations and served on Hershey leadership team. Ensured compliance with Hershey quality assurance standards for email and telephone communications with customers. Monitored customer service representative phone calls and provided feedback. Resolved issues in escalated telephone calls.

## Additional Experience

**Call Floor Representative**, Telerx, Horsham, PA

---

## **EDUCATION & CREDENTIALS**

---

**Associate of Science**, Graphic Design | The Art Institute of Philadelphia, Philadelphia, PA

### ***Professional Development***

UPENN Coding Bootcamp: April 2019 – October-2019

SAP Courses: SAPTEC, ADM100, ADM900, ADM950