
Professional Summary

Cloud Computing | DevOps | SAP ERP | SAP Fiori | S4/HANA | Project Facilitation | Product Management | Client & Vendor Relations | Agile Methodology | Scrum | Customer Success | Data Visualization

Accomplished Information Technology professional with consultative communication approach and proven ability to leverage technical expertise to present, sell, and deliver value-added technology products, innovative solutions, and services. 8+ years of experience providing training, strategic direction, and leadership for colleagues and customers. Excellent technical writing skills and strong presentation skills. Valued by managers, colleagues, and clients as a knowledgeable, motivated, versatile, customer-focused professional.

Experience

SAP – \$22BN world-leading ERP solutions provider

10/2015 to Present

Atlanta, Georgia

Technical Support Engineer, SAP Digital Business Services

Support enterprise customers (Fortune 500s, banks, financial services companies, universities, hospitals).

Collaborate with Consultants, Technical Account Managers, Enterprise Support Architects, System Administrators, Database Administrators, Product Managers, Product Owners, and Software Developers in multiple countries.

- ◆ Deliver tier-2 customer-facing support of SAP Fiori UX/UI, SAP HANA, SAP NetWeaver, SAP Cloud Platform, S/4 HANA Cloud, and SAP Adaptive Server Enterprise Data Access Products (ODBC, OLE DB, ADO.NET, JDBC, Open Client/Server/Switch, SAP Software Developer Kit, Mobile Developer Kit).
- ◆ Consult technically with customers to investigate and resolve incidents, challenges, and escalations, leveraging expertise in architectures, code-level diagnostics, bug identification, troubleshooting, tracing, and debugging.
- ◆ Provide immediate response to critical incidents, managing compliance, revenues, and service level agreements. Serve globally on 24-hour on-call rotations to address production issues.
- ◆ Support software engineering and product management team in the software development lifecycle, contributing to the product roadmap and product backlog, and testing products on multiple OS, and integrations with 3rd party applications and source control management.
- ◆ Handled escalations and maintained valuable customer relationships during a fellowship opportunity as a Customer Success Manager.
- ◆ Create KPI reports on customer satisfaction, market trends, and support processing metrics and present to management.
- ◆ Serve as Innovation Ambassador, Diversity and Inclusion Ambassador, and Corporate Social Responsibility Ambassador.
- ◆ Serve as Team Lead and Subject Matter Specialist for the SAP Mobility Wiki, SAP Connectivity Wiki, Knowledge Base Article reviews, Guided Answers, and SDK Engineering Cover Letters.
- ◆ Mentor 2 new hires and 11 interns. Produce and edit training videos for remote offices. Conduct interviews.
- ◆ Publish more than 90 technical articles and create presentations on software products, published on SAP website to educate customers, provide insight, and reduce incoming incidents by 15%.

CERNER CORPORATION – \$3.4BN healthcare IT solutions & services

01/2014 to 10/2015

Kansas City, Missouri

Revenue Cycle Consultant | System Analyst, Software Implementation & Configuration Center

Recruited to implement solution design, application build, maintenance operations, and system testing. Reported to Charge Services Team Lead. Collaborated with financial analysts, patient accountants, project managers, revenue cycle managers, lab analysts, consultants, pharmacists, nurses, physicians, administrators, and IT staff at hospitals, rehabilitation centers, and clinics.

- ◆ Led full lifecycle development of 21 software implementation projects. Instituted and conducted weekly client conference calls to ensure timely attainment of project deliverables while reducing travel expenses by 40%.
- ◆ Increased knowledge base of 200 Cerner associates through monthly training sessions.

MICRO DEPOT INC. – *IT solutions for defense, health care, and other industries*
Norcross, Georgia

10/2013 to 01/2014

System Integrator, Server Production

Built, installed, and integrated high-end industrial computing and storage systems to customer specifications.

Education

M.B.A., Data Analytics – LOUISIANA STATE UNIVERSITY SHREVEPORT

Nanodegree, Cloud DevOps Engineer – UDACITY

B.S., Business Management, with honors – HUNTINGDON COLLEGE

Certifications | Technical Skills

Certifications: CPI- Yellow Belt, Certified ScrumMaster (CSM)

Networking: TCP/IP, DNS, VPN

Databases: Oracle, RDBMS, Database Modeling, SAP, Sybase

Languages: HTML, CSS, JavaScript, SQL, Python, R

Systems: Linux, Windows 7/8/10, Macintosh OS X, Windows Server 2003/2008/2012, Android

Software: JIRA, VirtualBox, Chrome Developer Tools, Git, GitHub, Infrastructure as Code, Amazon Web Services, Microsoft Azure, Jenkins, Docker, Tableau, RStudio, Visual Studio

Projects

Jenkins Pipelines on AWS

07/2019 to 08/2019

- ♦ <https://github.com/ron-nero/static>
- ♦ Deployed and ran an EC2 instance on Amazon Web Services.
- ♦ Configured Jenkins and created a Continuous Integration/Continuous Deployment pipeline to deploy a static website on S3.

Product School Community Organizer Atlanta

10/2018 to 04/2019

- ♦ Connected passionate product people with professionals and innovative businesses for collaboration and relationship building.
- ♦ Managed 130 members and secured speakers, venues, hosting, and community development across multiple platforms.
- ♦ Introduced Product School, the world's first technology business school located in San Francisco, California, to the city of Atlanta and created interest in Product Management topics.

Customer Interaction Skills Training for Next Generation Support

05/2017 to 07/2017

- ♦ Trained and certified SAP Support Engineers and SAP Enterprise Support Architects on communication skills, project management techniques, and soft skills in the day-to-day role to be productive.
- ♦ Delivered two-day workshops for Boulder, Colorado, and Vancouver, British Columbia offices.
- ♦ Improved employee engagement and increased customer satisfaction scores by 5%.