Sarah Robertson

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Professional Statement

Highly motivated and driven with a desire to achieve, I am an experienced Analyst, SAP Business One Consultant and Product Owner with 12 years' experience working in commercial markets, NGOs, and most recently the commercial side of a charity. I have over 7 years' experience in different versions of SAP Business One domain, 4 years' as a business user and product owner, 3 years' as a functional and technical consultant supporting end to end business processes. I have excellent interpersonal skills and a customer solution orientated attitude, allowing me to communicate well to a range of stakeholders, colleagues and end users.

Career Summary

September 2013 - Present │ St John Ambulance

I have established my career at St John Ambulance over the past 7 years. Starting as a business user of SAP Business One, I have enhanced and expanded my knowledge and am now the recognised business and technical expert in SAP Business One and the SJA supply chain network. I am responsible for documentation, configuration, development and implementation for all systems used by SJA Supplies. I have proven my strengths in problem solving, being a fast learner and analytical thinker.

September 2019 – Present │ St John Ambulance │ Application and Data Analyst

- Support, configure and develop a range of applications including SAP Business One 10.0, Accellos WMS, Korber Warehouse Edge, Magma Integration tool, QlikView, Nprinting Scheduling tool, PowerBI and SQL Database.
- Troubleshoot and resolve application-level issues; reviewing integrated systems to identify errors or failure points.
- Manage, investigate and resolve 3rd line business user incidents via our ticketing system (Cherwell) ensuring excellent customer service. Provide support assistance and training to users.
- Developing new and editing existing reports through SAP Business One Query Manager, SSRS, PowerBI and Microsoft Office Tools as required based on customer requirements.
- Manage and collaborate with SME's, Product Owners and third party support companies to ensure SLA's are met and key business relationships are developed and maintained in a professional manner.
- Translate complex business goals and objectives from business managers and teams to identify key requirements and provide technical solutions using existing technology.
- Application and integration testing of SAP Business One, Magma and Korber Warehouse Edge as part of the internal upgrade projects.
- Create and maintain procedural documentation and User Acceptance Testing manuals for our internal support processes. Manage UAT for SJA Supplies systems upgrade projects.
- Working knowledge and experience of end-to-end ERP lifecycles, item journey through SAP Business One modules and a detailed understanding of key processes within the supply chain business.
- Providing a full range of technical services for SME's including ETL (Extraction, Transformation and Loading), Data Uploads, Authorisations and Licence management.
- Working knowledge and experience of Query Manager and SQL query writing to meet customer requirements.
- Experience with Crystal Reports and SAP Add Ons such as B1UP.
- Thorough knowledge and understanding of SAP modules relating to the business requirements including Administration, Sales - AR, Purchasing - AP, Business Partners, Stock Management, Production and Reports.
- Practical familiarity with Agile methodology.
- Assisting the MS BI Lead Applications & SAP BI Data Analyst on major incidents, system updates and upgrade projects, configuration, development and implementation of new customer environments.
- Working in an ITIL Framework.

Feb 2015 – Sept 2019 │ St John Ambulance (SJA) │ Lead Supply Chain Analyst

- Be the main point of escalation for SAP Business One and Accellos WMS issues to gather key requirements before reporting to IT for all of St John Ambulance Supplies.
- Manage inventory control of £3.5M stock across 8 physical and 4 virtual warehouses including an offsite production facility for First Aid kits and Resource Packs. Manage all routine stock counts and reconciliation for these warehouses.
- Analyse and develop stored SQL Database/ Query Manager reports and provide any required information to the SJA Supplies business.
- Gather, interpret and document workflows for SJA Supplies applications. Analyse and manage improvements and business changes to support process improvement.
- Analyse and reconcile any system interface issues between SAP Business One and Accellos WMS.
- Oversee the creation and processing of automated and manual KPI reporting.
- Clone and edit reports on QlikView and send to the business as requested.
- Forecast and fulfilment management for Key Account Customers such as Amazon and Boots.
- Product Owner for SAP Business One and Accellos WMS

Sept 2014 – Feb 2015 │ St John Ambulance (SJA) │ Supply Chain Analyst

- Support the Purchasing team Buyers to forecast and transfer inventory to relevant warehouses.
- Forecast and create all batch controlled First Aid Kits and Resource Packs using Microsoft Excel and SAP Business One.
- Monitor QlikView business reports and investigate and escalate items or issues as needed.
- Extract and analyse data from SAP Business One to create daily, weekly and monthly KPI reports for colleagues and managers.
- Organise logistics to physically transfer stock between warehouses in a cost-effective manner.
- Support the Lead Supply Chain Analyst as required.

Sept 2013 – Aug 2014 │ St John Ambulance (SJA) │ Customer Service Assistant

- Provide high quality customer focused service for Sales and Claims using SAP Business One application.
- Provide statistics on team and individual performance to management.

Mar 2013 – Sept 2013 │ World Hepatitis Alliance │ Office Administrator

Sept 2008 – Mar 2013 │ Mocoh Broker LTD - Finance Branch │ Office Administrator

Professional Development

Present - TB1000 SAP Business One - Self Study
2018 - 2019 - Developing Future Managers
2017 - Visual Basics for Microsoft Excel
2017 - Data Analysis and Reporting
2012 - Sage Finance

Education

September 2006 - June 2008 | Orpington College, Orpington, Kent
1 A Level, 2 AS Levels
September 2001 - June 2006 | Blackfen School for Girls, Sidcup, Kent
10 GSCEs