




JACKY DOE

SAP Functional Consultant & Business Analyst

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 Chicago, IL 60601

PROFESSIONAL SUMMARY

Motivated SAP professional with 1+ year of hands-on experience in SAP configuration, testing, and user support. Quick learner with strong analytical skills and passion for business process optimization. Demonstrated ability to work effectively with cross-functional teams and contribute to successful SAP implementations. Eager to grow expertise in bridging business requirements with technical solutions.

CORE COMPETENCIES

SAP Modules: SAP ECC 6.0, FI/CO, MM, SD (Basic Configuration)

Technical Skills: Basic ABAP, SAP GUI, SAP Fiori (User Experience)

Project Management: Agile Methodology (Scrum Team Member)

Business Analysis: Requirements Documentation, Process Testing, User Training Support

Tools: MS Office Suite, JIRA, Excel Advanced, Visio (Basic)

PROFESSIONAL EXPERIENCE

Junior SAP Analyst | TechSolutions Corp | Sep 2023 – Present

- Support SAP ECC 6.0 system for manufacturing client with focus on FI/CO and MM modules
 - Assist in configuration testing and documentation for monthly system updates
 - Provide Level 1 user support and troubleshooting for 50+ end users
 - Participate in UAT activities and help validate system functionality after changes
 - Created user guides and training materials for new employee onboarding
 - Shadow senior consultants during client meetings to understand business requirements gathering
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EDUCATION

Bachelor of Science in Information Systems

CERTIFICATIONS

- **SAP Certified Application Associate - Financial Accounting (FI) with SAP ERP 6.0** (2024)
 - **SAP Learning Hub Subscription** - Active learner in MM and SD modules (2024)
 - **Agile Fundamentals Certificate** - Scrum Alliance (2024)
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KEY ACHIEVEMENTS

- **Academic Excellence:** Graduated Summa Cum Laude with 3.8 GPA, Dean's List for 6 consecutive semesters
 - **Quick Learning:** Successfully obtained SAP FI certification within 6 months of starting position
 - **User Support:** Maintained 98% user satisfaction rating for ticket resolution and support requests
 - **Process Documentation:** Created 15+ detailed process guides that reduced new user training time by 20%
 - **Team Collaboration:** Actively contributed to team knowledge sharing sessions and cross-training initiatives
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NOTABLE PROJECTS

Current Client Support Project *(Sep 2023 - Present)*

Supporting day-to-day SAP operations for manufacturing client, focusing on FI/CO modules and user training.

University Capstone Project - SAP Implementation Study *(Jan 2023 - May 2023)*

Analyzed small business requirements and designed theoretical SAP implementation roadmap for local manufacturing company.

LANGUAGES

- **English:** Native
- **Spanish:** Professional Working Proficiency

- **German:** Conversational
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PROFESSIONAL ASSOCIATIONS

- SAP User Group Network - Student Member
- Association for Computing Machinery (ACM) - Student Member (2021-2023)