**Julie Robinson**

**214/317-2123**

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**SUMMARY**

* IT Professional with 15 plus years’ experience
* Soft skills training such as Sarbanes Oxley(SOX), Operations and Controls, Reporting, Sales and New Hire-Redesign core business processes focusing on end to end processes in **HCM**, **FICO**, SD-OTC, MM-P2P, PM/EAM with workflow experience, test script execution
* Sr. Consultant fulfilling numerous roles including: Quality Testing, **Business Analyst**, Team lead, Training (IT and Soft skills) and various responsibilities with SAP implementations act as SME during post go live Support-Global rollout experience with functional experience in the areas of **HCM** sub modules, Success Factors, **FICO**, FI-CA SD, PM and P2P modules, familiar with MDM, PP, MM, PS, CRM-IC Web and BI modules
* Change Management skillset

**EDUCATION**

* Metropolitan State University 2000, St. Paul Minnesota
* B/A Human Services/Concentration Training Development & Change Mgmt.
* Numerous SAP training classes and SAP configuration classes in HR (PA, Timekeeping and Payroll)
* Workday training certificate **HCM** and Payroll

**Skills Summary:**

* Microsoft office Workday(HR) Storyline II
* Microsoft SQL Reporting SAP(ERP) (HANA S4) ADDIE methodology
* Sharepoint SAP CRM Various LMS Tools
* Solution Manager Adobe/Captivate ARIS BPM
* Infopak/uPerform Flash HP ALM
* Workforce Performance Builder SnagIt
* POS Robohelp

**PROFESSIONAL EXPERIENCE**

**Schlumberger- Houston, Tx.**

**Jan. 2017- April 2017**

**Business Analyst/Trainer**

* Provide Stakeholder communication in fast-paced RTR and OCM environments
* Interpret various sources of data and provide recommendations to management for solving highly complex concerns related to treasury, period-end close and Accounts Payable assignments to determine training needs
* Review reports to determine basic characteristics, such as data components, origin and report flow, format, frequency, distribution and purpose or function of report to create Job Aids and learning tools
* Proficient use of applications such as spreadsheet, database, presentation software and specialized business applications software
* Review reports to determine basic characteristics, such as data components, origin and report flow, format, frequency, distribution and purpose or function of report to create Job Aids and learning tools
* Effectively communicate, update, and/or facilitate discussions with all levels of management stakeholders and Business owners
* Requirements gathering for reporting requirements
* Validated test scripts and business process specifications
* Provide end to end, integration and UA testing

**Sedgwick CMS**

**July 2016 – Jan. 2017**

**Business Analyst/Trainer**

* Communicate status updates to stakeholders regarding Hybris(CRM) and FICA modules
* Hybris modules include Convergent Charging, Convergent Invoicing, Revenue and Escrow
* FICA modules include Billing (AR), Customer Service(CRM) and Contract Accounting
* Review Hybris business processes for AS-IS TO-BE scenarios
* Create/load/stage SAP training data and coordinate system refreshes, authorizations, org structures, workflow, period close, year-end closing, new year set-up, transports, background jobs, variants, and layouts
* Requirements gathering for reporting requirements; and end to end testing
* Validated test scripts and business process specifications
* Provide integration and UA testing on business processes
* Developed training curriculum for end users transactions and processes for Super Users
* Utilized the ADDIE Model of Analyze, Design, Develop, Implement & Evaluate for End User Designed and Developed training courses wit Articulate Storyline II and uPerform

**UPPCO/KPIT- Marquette MI.**

**Sr. Business Analyst- SAP**

**Oct. 2015-Feb. 2016**

**March 2016-Presently**

* Main job responsibilities included **business requirements**, **developing processes and procedures, documentation, training**
* Helped to maintain, modify and enhance existing SAP systems, with support of **FICO** interfaces
* Analyzed data sources to specify reports and created and maintained Payroll, **HCM**
* Tested end to end processes in **FICO** and SD
* Data migration and data loads

**McClaren Group/Toronto, On**

**Sr. Business Analyst- SAP**

**May 2015-November 2015**

* Troubleshoots, identifies and tracks software and hardware issues to ensure resolution and keep systems operational
* Phone and in person support/follow up
* Led **SAP FICO requirements for designs**, integrations, configuration, customization, During the development and implementation phases
* Worked together with the end user client and SAP functional consultants to **gather requirements** and devise/test technical solutions for their business processes

**7-11 Corporate Office/People Results- Dallas, TX.**

**SAP Business Analyst**

**November 2014-April 2015**

* Requirement gathering defining processes via workshops
* Troubleshoot client issues and document
* Supported the **FICO** business process, data migration, test process, and issues resolution
* Key participant on major SAP **HCM** implementation for HR. Coordinated and led the post go-live issues and multiple waves of the implementation working on multiple projects related to personnel administration, organizational structure, payroll, compensations, benefits and enterprise portal
* Collaborate with stakeholders, SME’s and PMO in order to identify goals needed for the project
* Identified current state/future state process flows with input from project stakeholders
* Business process re‐engineering, as required

**HCL Technology- Milwaukee WI.**

**Sr. SAP Analyst**

**June 2014-October 2104**

* Key member in the SAP **HCM** implementation. Worked with SAP consultants and the local team as project leader and technical lead in the implementation of SAP HR including Organization Management, Personnel Administration, Employee Self-Service portal, benefits and Payroll
* Implemented SAP FI
* CO. Coordinated the initiation, planning, development, execution, training, implementation and post implementation phases

**State of Mississippi/ISG – Jackson, MS.**

**Sr. SAP Consultant/Trainer ECC 6.0**

**April 2014 – June 2014**

* Travel to various state agencies to deliver SAP training to state employees and contractors
* Tested exercises and data to ensure accuracy
* Participated in TTT sessions with state trainers
* Tested end to end business processes
* Trained on Finance and BI modules to include AP, CO, AR and GL
* Trained SRM overview courses
* Developed exercises and QRG’s with uPerform

**PrimeSource Building Products – Irving, TX**

**SAP Business Analyst**

**July 2013 – April 2014**

* SAP **HCM** Modules: OM, PA, Benefits, Time Management, Payroll. Presentation of SAP HR functionalities to Core members and finalize the scope of project
* SAP modules include P2P, SD-OTC, AP, **HCM**(time mgmt., ESS/MSS), Overview courses, Rptg. and Mgr. training
* Presentation of SAP HR functionalities to Core members and finalize the scope of project.
* Assisting and guiding the team on **Business processes requirements** study and coordination with Project Manager of Client to understand different business scenarios.
* Developed and Maintained SDLC standard artifacts for the Configuration and Testing of the SAP HR implementation

**Fossil Group – Richardson, TX.**

**Sr. Business Analyst**

**April 2013- July 2013**

* **Plan Requirements gathering processes**, then elicit, analyze, document and validate project requirements
* Translating **business requirements into technical documentation**
* Converted design specs into business process procedures for trainer
* BPR on business processes in SD/OTC
* Master data maintenance
* User acceptance testing

**Verizon Business/Partners Consulting – Irving, TX.**

**Sr. Business Analyst**

**Sept. 2012 –April 2013**

* **Gathered requirements**
* Liaised with business and consultants on BPD’s
* Execute test scripts
* Participated in testing workflow scenarios
* Track and review the implementation of agreed price increases
* Performed value chain analysis to ensure that retail price points, discounts, and trade margins outlined in price structures are in line with commercial budgets and strategy
* SAP End-User trainer
* Delivered SD training to AE’s
* SAP 7.2

**VSP/Sparta Consulting-Contractor - Sacramento, CA**

**SAP HCM Business Analyst**

**May 2012 – September 2012**

* SAP HR Sub Modules: OM, PA & Performance Management
* Presentation of SAP HR functionalities to Core members and finalize the scope of project.
* Assisting and guiding the team on Business processes requirements study and coordination with Project Manager of Client to understand different business scenarios.
* Developed and Maintained SDLC standard artifacts for the Configuration and Testing of the SAP HR implementation.
* Developed Functional Specifications to ensure custom built system functionality **supports business requirements.**
* Worked with Concurrent Employment.
* Worked with country specific configuration for different countries.
* Worked with Personal Actions and Dynamic Actions
* Integration with Benefits &Payroll and HR &amp; **FICO**

**The Training Assoc. /Talisman Energy-Contractor, Calgary Alberta**

**Sr. Trainer**

**November 2011 – March 2012**

* SAP End-User trainer
* Developed exercises and simulations using existing templates
* Used uPerform for course development
* Populated training data base
* Updated courses

**OneSource VHR- Employee - Euless TX**

**Sr. BA**

**June 2011- November 2011**

* Payroll, and **HCM**

**Accretive Solutions/Bell Helicopter-Contractor- Hurst, TX**

**Sr. SAP Analyst**

**Oct. 2010-June 2011**

* Communicate status, issues and impacts to team lead
* Liaison between process team and end users
* Working with the process team to define **scope and gather business requirements**
* Identifying potential processes that would be changed/improved by implementing SAP **HCM**

**Telesto Group/U.S. Army-Contractor- Pine Bluff, AR**

**Sr. Consultant**

**June 2010-Oct. 2011**

* Provide ILT for civilian Army employees
* FI, PS, and HR/**HCM** SAP modules
* SAP ECC 6.0

**Training Intelligence/Sikorsky A&D- Stratford, Ct**

**Sr. SAP Trainer**

**March 2010 June 2010**

* Update training materials(SAP FI module)
* Liase with SME to gather information and create and edit classroom learning materials
* Used MS Word and PowerPoint for development and updates to material

**Commercial Metals Company ECC 6.0- Irving, Texas**

**COE Trainer**

**Jan. 2009-Feb. 2010**

* Provide training for the Process Improvement Program for RTR/Finance module specifically Cost Accounting, Fixed Assets Management, Project Systems and Sales & Distribution ECC 6.0
* Update courseware using MS Power point
* Develop new courses using uPerform
* Gap training
* Update training data for ongoing software releases
* Record BPP’s using uPerform
* Delivered ILT to steel mill and fabrication end users

**RWD Technology (Contractor- LMP Army) ECC 6.0- New Jersey**

**SAP Trainer**

**Oct.2008-Jan. 2009**

* Delivery of FI, HR,(Time Entry) and SD SAP courses
* Updated training materials

**IBM (Contractor- Brock Group) ECC 6.0- Houston. TX.**

**SAP Training Lead**

**April 2008 to Oct.2008**

* Create training plan for an SAP implementation
* Create curriculum plan for over 400 users
* Curricula included user guides, work instructions, job aids, exercise guides and simulations
* Developing strategy for creating and deploying training
* Data requirements gathering
* uPerform Administrator
* Role mapping
* Communication blasts to end users
* Road shows
* Liase with SME to gather information and create and edit classroom learning materials.
* Recorded BPP’s in uPerform

**RWD Technology (Contractor-Bemis &Comcast) - Baltimore, MD**

**SAP Training Tech Lead**

**Jan. 2008 to March 2008**

* Supported delivery of T3 to Comcast trainers
* Delivery and support of **HCM**/HR: PA OM, ESS and MSS module
* SAP Performance Management tool
* Developed **FICO** training material OTC, new G/L, Capital Assets, and Internal Order courses
* Delivery of **FICO** courses OTC, GL, Capital assets, Billing and Invoicing, Vendor Management, CRM, AR and SD

**State of North Carolina (Contractor) - Raleigh, NC**

**SAP Training Consultant**

**October 2007 – January 2008**

* Developed HR training material (PA specifically)ESS E-Recruiting course
* Liase with SME to gather information and create and edit classroom learning materials
* Delivery of OM, PA, ESS and TM courses

**Sara Lee (Contractor) - Oak Brook Ill.**

**SAP FI/ECC Training Consultant**

**May 2007 – July 2007**

* Created GL & Product Costing documentation
* Delivery of GL, AP, AR/SD, and Product Costing (SAP ECC 5.0)
* Update training materials
* Used On Demand for creation of training materials
* Curricula included user guides, work instructions, job aids, exercise guides and simulations

**AOL (Contractor) - Dulles, VA.**

**SAP Training Consultant**

**March 2007 – May 2007**

* Delivery of SAP R3(6.0) AP, T&E sub modules
* Created BW training materials
* Update training materials
* Revamped simulations in Info Pak

**RWD Technology (Contractor- Johns Hopkins) - Baltimore, MD.**

**Sr. SAP Consultant**

**September 2006 –February 2007**

* Delivery of SAP R3(4.7) HR training to over 900 end users
* Delivered training for the following sub-modules in HR and FI:
* Personnel Actions for OM and PA
* Time Entry
* Funds Management
* Budgeting
* SD
* Provide post go live support via level 1 and level 2 help desk

**Bell Helicopter Textron (Contractor) - Hurst, TX**

**Business Analyst**

**April 2006 –September 2006**

* Developed strategy for creating and deploying training
* Gathering and Documenting requirements
* Communicate daily & weekly project results to PM and core team members
* Participated in Plan & Define phase of implementation
* Participated in cut over process and transformation
* Participated in testing workflow scenarios to complete training documentation
* Supporting the creation of training materials for all Change leadership initiatives
* Assisted with getting BPP’s into RWD Info Pak
* Used Info Pak to create training documentation
* Curricula included user guides, work instructions, job aids, exercise guides and simulations
* Responsible for PM document creation
* Training administration
* Roll mapping for 1100+ end users

**Lockheed Martin (Contractor) - Greenville, SC.**

**SAP Business Process Analyst**

**September 2005- March 2006**

* Participated in Plan & Define phase of implementation
* Communicate daily & weekly project results to FI and core team members
* Gathering and Documenting requirements for E2E processes
* Create Business Process design strategy
* Created training materials for FI/AP & AR sub module
* Created training materials for the m-e, qtr-end and y-e close process
* Developed strategy for creating and deploying training
* Delivered instructor led training
* Delivered instructor led training for all close processes
* Participated in Train the Trainer workshops
* Tested training material for exercises
* Used manual processes to test data to load exercises
* Used on Demand tool to create training documentation and simulations

**BearingPoint Consulting- Las Colinas, TX.**

**Sr. SAP Consultant Lead**

**March 2005- Oct. 2005**

* Participated in Realization phase of implementation
* Create training materials for FI Public Sector client
* Delivered SD training to sales teams and Cust. Srv.. employees
* Acted in a lead role on project
* Provide post go-live support

**Bell Helicopter Textron (Contractor) - Hurst, TX**

**Business Analyst (FICO)**

**Oct.2004- March 2005**

* Participated in Blueprint to Go Live phase of the SAP 5.0 implementation
* Created training materials for **FICO** modules (Cost Center Accounting, Accounts Receivable, Profit Center Accounting, Cost Elements, Internal Orders and Fixed Assets)(SAP R/3 4.6C)
* Created and tested workflow test scenarios for FI module and business processes
* Validated data for FI conversion
* Gathering and Documenting requirements for E2E process flows
* Assisted with the implementation of change management plans that minimize employee resistance
* Created training data for Training client
* Created/edited Training material for BPP process continuity
* Communicated daily & weekly project results to PM and core team members
* Delivered instructor led training for **FICO** modules and Basic Navigation
* Delivered instructor led training for m-e, qtr, and y-e close processes
* Participated in Train the Trainer workshops
* Tested training material

**City of San Antonio (Contractor) - San Antonio, TX**

**Sr. SAP Training Consultant**

**September 2004 – Oct.2004**

* Created training materials for FI module (Petty Cash and Travel Management) (SAP R/3 4.7)
* Delivered instructor led training for FI ( Funds Management, Petty Cash and Travel Management) and SD(Sales Order Processing, Revenue Contracts) , CRM
* Used an automated tool to test for training materials

**U.S. Customs (Contractor) - Indianapolis, Indiana**

**SAP Business Analyst**

**April 2004 – September 2004**

* Created training data for Training client
* Created/edited Training material for BPP process continuity
* Communicated daily & weekly project results to PM and core team members
* Design SAP end user training materials (Accounts Payable, Accounts Receivable, Travel Management) for FI module to include Quick Reference Guides and Student Exercises
* Quality test data to use for exercises
* Conduct Instructor led training

**North Carolina Department of Transportation (NCDOT) - Raleigh, NC**

**Instructional Designer**

**December 2003 – March 2004**

* Redesign existing **FICO** training materials SAP R/3 (4.6) documentation for instructor led role based training such as participant guides, exercises and quick reference documents
* Quality testing of business scenarios and transactional processes within SAP to capture design for training
* Used Info Pak to design user guides and exercises
* Met with client super users and functional consultants daily for process information and area specific updates

**DSM Pharmaceuticals (Contractor) - Greenville, NC**

**Business Process Instructional Designer**

**September 2003 – Jan 2004**

* Participated in Blueprint to Go Live phase of the SAP implementation
* Instructional design/develop of SAP R/3 (4.6c) training materials and or documentation such as participant guides, exercises and quick reference documents for **FICO** modules to include m-e close processes
* Test transaction documentation for use in training documentation
* Validate BPP’s
* Evaluate team training material
* Attend and facilitate client and SME meetings
* Interface with SME’s and clients to update documentation

**City of San Antonio (Contractor) - San Antonio, TX**

**Training Cslt. /Instructional Designer**

**March 2003 – June 2003**

* Designed and created training materials for FI, SD(Sales Order Processing(OTC), Revenue Contracts) and HR modules (SAP R/3 4.6c)
* Tested HR training material
* HR Personnel Development, Personnel Administration, Maintain Master Data and Training Events
* FI- General Ledger, Accounts Payable, Funds Management and Asset Management
* Test transaction documentation for accuracy
* Workflow test scenarios for use in material creation
* Hansen software integration testing
* Evaluate team training material
* Continued process enhancement through on-going communications with process team members and business process owners

**ALLTEMPS1 Personnel- Dallas, TX**

**SAP Consultant**

**September 2001 – March 2003**

* Work closely with the team to assure business process designs are in synch with system designs
* Serve as the primary channel of communication to senior management in the businesses for systems impact issues
* Coordinate the resolution of business issues affecting the SAP project
* Assess organization/business/staff impacts and associated risks
* Work closely with the individual project teams to:
* Identify detailed requirements for training, documentation materials, communications (internal and external), and business alignment
* Develop training plan
* Develop training materials, courses, and schedules
* Develop user documentation
* Develop detailed communication plan
* Develop communication schedules, materials, and content
* Assisted with the implementation of change management plans that minimize employee resistance
* Test training documentation
* Post go-live support via help desk
* Recruit qualified staff to fill positions in the clerical and administrative fields
* Develop training programs for temporary employees
* Coordinate and performed site readiness for all on site job fairs
* Test potential employees for temp and temp to permanent positions
* Weekly payroll responsibilities for a staff of 90-100 employees
* Responsible for in-house bids and quotes