

# SUMMARY

Senior level SAP Training professional & Subject matter expert with over 10 years experience in Development, Classroom Training, and User support for the following modules:

CS – Customer Service	CM – Contract Management	PS – Project Systems
MM – Materials Management	FA – Fixed Assets	TE – Time Entry
IM – Inventory Management	SD – Sales and Distribution	TM – Travel Manager
WM – Warehouse Management	PM – Plant Management	CO – Controlling
AR – Accounts Receivable	HR – Human Resources	AP – Accounts Payable
FM – Funds Management	LIV – Logistics Invoice Verification	

Additional experience includes: RWD uPerform, Business Workplace, Workflow, Annual Fixed Assets Inventory, Annual Physical Inventory, Overview & Navigation, PS for Disaster, SAP Reporting Basics and IXOS.

Described by colleagues and students as a, patient, flexible, knowledgeable, highly effective and personable individual. Over 7 years of additional hands on experience in SD configuration.

# EDUCATION

Cleary College, Ypsilanti, Michigan  
B.B.A., Management, 1994  
Graduated Summa Cum Laude with a 4.0 GPA

Michael J. Owens Technical College, Toledo, Ohio  
A.A.S. Glass Engineering, 1984

# Training

SAP Versions 3.1G, 3.1H, 4.0, 4.5, 4.6A, 4.6B, 4.6C, ECC 6.0

4 years	Siemens IT Solutions & Services	CS, FI, HR, IM, MM, PM, PS, SD, TE
	<ul style="list-style-type: none"> <li>• 120 branch locations</li> <li>• Captivate video and RoboHelp knowledge database creation</li> <li>• Classes ranged from ½ day to 3 consecutive days</li> </ul>	
3 years	North Carolina Department of Transportation	CM, PS, MM, IM, WM, TE, TM, LIV, FA, PM, SD
	<ul style="list-style-type: none"> <li>• 5,000 employees</li> <li>• Classes ranged from ½ day to 5 consecutive days</li> <li>• Business Process Review lead trainer</li> <li>• Captivate video</li> </ul>	
1 year	Avaya	Process Analysis, Re-design, Training, Documentation, Go-Live support, User Support
	<ul style="list-style-type: none"> <li>• 5,000 employees</li> <li>• Regional contact for Gulf Coast States (Florida, Mississippi, Louisiana, Alabama).</li> </ul>	
1 year	Lucent/Avaya	Process Analysis, Training, Documentation, Go-Live support, User Support
	<ul style="list-style-type: none"> <li>• 5,000 employees</li> <li>• Regional coordinator for Georgia, North Carolina, South Carolina</li> </ul>	
5 years	Philips Display Components	Process Analysis, Re-design, Training, Documentation, Go-Live support, User Support

# Documentation SAP Versions 3.1G, 3.1H, 4.0, 4.5, 4.6A, 4.6B, 4.6C, ECC 6.0

4 years	Siemens IT Solutions & Services	, FI, HR, IM, MM, PM, PS, SD, TE
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3 years	North Carolina Department of Transportation	CM, PS, MM, IM, WM, TE, TM, LIV, FA, PM, SD
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- 5,000 employees
- Documentation lead trainer for Travel Management and Plant Maintenance
- Documentation team member for Contract Management

1 year	Avaya	Process Analysis, Re-design, Training, Documentation, Go-Live support, User Support
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- 5,000 employees
- Regional contact for Gulf Coast States (Florida, Mississippi, Louisiana, Alabama).

1 year	Lucent/Avaya	Process Analysis, Training, Documentation, Go-Live support, User Support
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- 5,000 employees
- Regional coordinator for Georgia, North Carolina, South Carolina

5 years	Philips Display Components	Process Analysis, Re-design, Training, Documentation, Go-Live support, User Support
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# RWD - uPerform ECC 6.0

<1 year	PA Turnpike Commission	HRM, HR
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# ISPS

3 years	North Carolina Department of Transportation CM, PS, MM, IM, WM, TE, TM, LIV, FA, PM, SD	Training, Documentation, Go-Live support, User Support
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- 5,000 employees
- Classes ranged from ½ day to 5 consecutive days
- Business Process Review lead trainer
- Documentation lead trainer for Travel Management and Plant Maintenance
- Documentation team member for Contract Management

# Applications

Years	Application	Experience Level
15	SAP	Subject Matter Expert [SME]
10+	Acrobat 9	Intermediate
9+	Dreamweaver CS4	Advanced
9+	Fireworks CS4	Advanced
4+	Photoshop	Intermediate
4+	Captivate 4	Advanced
4+	Flash CS4	Intermediate
2+	RoboHelp 8	Intermediate
5+	Visio 2003	Advanced
10+	Microsoft Office 2003	Advanced
10+	Word 2003	Advanced
10+	Excel 2003	Advanced
10+	PowerPoint 2003	Advanced
5+	Access 2003	Advanced
10+	Outlook 2003	Advanced
5+	PHP 5	Intermediate
5+	MySQL 5	Average
5+	LotusNotes	SME - old knowledge
1	LSMW	Beginner

# Change Management

4 years	Siemens IT Solutions & Services	Training, Documentation, Go-Live support, User Support
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- Process End to End for Customer Service and Project Systems

<1 Year	Coca Cola Company	SD module including Billing plan
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- Process analysis Quote to Cash for CCC Legal Department revenue stream and customer royalties.

1 year	Avaya	Process Analysis, Re-design, Training, Documentation, Go-Live support, User Support
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- Process analysis Quote to Cash
- Regional contact for Gulf Coast States (Florida, Mississippi, Louisiana, Alabama).
- Create Technical Specifications for Report Generation

1 year	Ericsson	Process Analysis, Training, Documentation, User Support
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- Process analysis Quote to Cash
- Maintain Technical Documentation on System Change Requests
- Change Request Team Member for SD
- Create Technical Specifications for Report Generation

5 years	Philips Display Components	Process Analysis, Re-design, Training, Documentation, Go-Live support, User Support
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- Process analysis Quote to Cash
- Process analysis Sales
- Process analysis Production Planning
- Maintain Technical Documentation on System Change Requests
- Change Request Team Member for SD, PP, MM
- Create Technical Specifications for Report Generation

# CM - Contract Management

3 years	North Carolina Department of Transportation	Training, Documentation, Go-Live support, User Support
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- 5,000 employees
- Classes ranged from ½ day to 5 consecutive days
- Contract creation through completion
- Limited Service Contract [Service Agreements]
- Contract PO
- Retainage, Escrow, Anticipated Liquidated Damages, and Liquidated Damages
- Workflow Approvals and Tracking

<1 Year	Coca Cola Company	SD module including Billing plan
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- 4 different SD configuration setups were provided using a BAPI to generate sales doc based on customer input from web system. Billing plan generated statistical values for profitability analysis and documentation of customer sales along with royalty amounts due, invoice printed automatically. No human intervention needed. Customers billed themselves - CCC Legal Dept reviewed invoice and mailed.

5 years	Philips Display Components	Process Analysis, Re-design, Training, Documentation, Go-Live support, User Support
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- All SD activities
- Inquiry, Quote, Order, Delivery, Invoice, Warehouse functions, Inventory functions, Production planning, Purchasing

# CS - Customer Service

4 years	Siemens IT Solutions & Services	Training, Documentation, Go-Live support, User Support
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- Notification, Service Order, Contract, Quote, and DNR creation
- Equipment and Functional Location creation and maintenance
- Work Center creation and maintenance
- End to End processing - Customer Call to Cash Posted
- Parts and Services ordering, inventory, warehouse
- Mobile device for technician reporting and tracking

## FA - Fixed Assets

3 years	North Carolina Department of Transportation	Training, Documentation, Go-Live support, User Support
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- Create, Maintenance, Selling, Depreciation

## FM - Funds Management

3 years	North Carolina Department of Transportation	Training, Documentation, Go-Live support, User Support
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- Major project funding and tracking

## HR - Human Resources

4 years	Siemens IT Solutions & Services	Training, Documentation, Go-Live support, User Support
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- Organization assignment
- Personnel assignment
- Time Entry

3 years	North Carolina Department of Transportation	Training, Documentation, Go-Live support, User Support
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- Organization assignment
- Personnel
- Payroll
- Time Entry
- Travel Management
- Workflow approval and tracking

## IM - Inventory Management

3 years	North Carolina Department of Transportation	Training, Documentation, Go-Live support, User Support
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- Cycle count
- Monthly adjustments
- Spot Check
- Material Forecast
- Run & Analyze MRP
- Annual Physical Inventory

## LIV - Logistics Invoice Verification

3 years	North Carolina Department of Transportation	Training, Documentation, Go-Live support, User Support
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- Workflow notifications and approval for discrepancies

# FI/CO - Finance/Controlling

4 years	Siemens IT Solutions & Services	Training, Documentation, Go-Live support, User Support
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- AR, AP, FI, CO, GL
- Revenue Recognition
- Profitability Analysis
- Cost Center Control

3 years	North Carolina Department of Transportation	Training, Documentation, Go-Live support, User Support
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- AR, AP, GL, FI, CO
- Revenue Recognition
- Profitability Analysis
- Cost Center Control
- Workflow payment notification approval and tracking

1 year	Avaya	Process Analysis, Training, Documentation, Go-Live support, User Support
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- AR, AP, GL, FI, CO
- Revenue Recognition
- Profitability Analysis
- Cost Center Control

5 years	Philips Display Components	Process Analysis, Re-design, Training, Documentation, Go-Live support, User Support
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- AR, AP, GL, FI, CO
- Accrual

# MM - Materials Management

4 years	Siemens IT Solutions & Services	Training, Documentation, Go-Live support, User Support
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- Parts ordering through Project Systems
- Parts ordering through Service Orders
- Parts ordering through Product Orders
- PO creation
- Transfer orders
- MIGO - Receiving

3 years	North Carolina Department of Transportation	Training, Documentation, Go-Live support, User Support
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- Purchase Requisition - Materials & Services
- Purchase Order - Materials & Services
- MIGO - Receiving
- ML81N - Service Entry Sheet
- Delivery Tickets
- Internal Purchase Orders
- Manual Fuel
- Rebuilding Parts
- RFQ
- Stock Piling

1 year	Lucent/Avaya	Process Analysis, Training, Documentation, Go-Live support, User Support
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- Purchase Requisition
- Purchase Orders
- MIGO - Receiving

5 years	Philips Display Components	Process Analysis, Re-design, Training, Documentation, Go-Live support, User Support
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- Purchase Requisition
- Purchase Orders

# PM - Plant Management

4 years	Siemens IT Solutions & Services	Training, Documentation, Go-Live support, User Support
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- Preventative Maintenance Scheduling
- Work Center Creation and Maintenance

3 years	North Carolina Department of Transportation	Training, Documentation, Go-Live support, User Support
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- Fleet Management
- Preventative Maintenance Scheduling
- Work Center Management

# PS - Project Systems

4 years	Siemens IT Solutions & Services	Training, Documentation, Go-Live support, User Support
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- Project Creation, Execution, Warranty, and Closure
- Project Management, Design Engineering, Project Coordination

3 years	North Carolina Department of Transportation	Training, Documentation, Go-Live support, User Support
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- Project Creation, Execution, Warranty, and Closure
- Project Management, Design Engineering, Project Coordination, Project Administrator, Project Planner, Project Accountant
- Disaster Readiness and Control
- 23 Different Project Templates

1 year	Lucent/Avaya	Process Analysis, Training, Documentation, Go-Live support, User Support
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- Variant Configurator used with Template to build Projects that would create Sales Orders for designed systems

# PP - Production Planning

1 year	Lucent/Avaya	Process Analysis, Training, Documentation, Go-Live support, User Support
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- Production Planning and Scheduling

5 years	Philips Display Components	Process Analysis, Re-design, Training, Documentation, Go-Live support, User Support
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- Daily discussions with Production on multiple plants and multiple lines of project
- Evaluation Planning and Scheduling to meet customer needs but maintain level production line and fewer change overs

## SD - Sales and Distribution

4 years	Siemens IT Solutions & Services	Training, Documentation, Go-Live support, User Support
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- Product orders for counter parts sales

1 year	Lucent/Avaya	Process Analysis, Training, Documentation, Go-Live support, User Support
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- Quote to Cash process and activities
- Siebel System integration for Sales Support and Quote or Estimate
- Variant Configurator use with Template to build Projects that would create Sales Orders for designed systems

1 year	Ericsson	Process Analysis, Training, Documentation, User Support
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- Quote to Cash process and activities

5 years	Philips Display Components	Process Analysis, Re-design, Training, Documentation, Go-Live support, User Support
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- Inquiry to Cash process and activities

## TE - Time Entry

4 years	Siemens IT Solutions & Services	Training, Documentation, Go-Live support, User Support
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- Personnel Time Entry and Approval

3 years	North Carolina Department of Transportation	Training, Documentation, Go-Live support, User Support
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- Personnel Time Entry and Approval
- Fleet Management and Rental equipment Hours of Use
- Workflow Approval and Tracking

## TM - Travel Manager

3 years	North Carolina Department of Transportation	Training, Documentation, Go-Live support, User Support
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- Advance Request
- Trip Request - Single day, Multiple day, Move, and Relocation Travel
- Multiple Mandated and Regulated rules per State Legislated Regulations
- Workflow Approval and Tracking

# WM - Warehouse Management

4 years	Siemens IT Solutions & Services	Training, Documentation, Go-Live support, User Support
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- 120 branch locations

3 years	North Carolina Department of Transportation	Training, Documentation, Go-Live support, User Support
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- Forecast
- Storage & Bin Management

# Business Analysis

3 years	North Carolina Department of Transportation	Training, Documentation, Go-Live support, User Support
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- Business Process Review lead
- Quote to Cash Analysis

1 year	Avaya	Process Analysis, Re-design, Training, Documentation, Go-Live support, User Support
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- Regional contact for Gulf Coast States (Florida, Mississippi, Louisiana, Alabama).
- Quote to Cash Analysis

1 year	Lucent/Avaya	Process Analysis, Training, Documentation, Go-Live support, User Support
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- Regional coordinator for Georgia, North Carolina, South Carolina

5 years	Philips Display Components	Process Analysis, Re-design, Training, Documentation, Go-Live support, User Support
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- Inquiry to Cash Analysis

# SD Configuration

<1 Year	Coca Cola Company	SD module including Billing plan
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- 4 different SD configuration setups were provided using a BAPI to generate sales doc based on customer input from web system. Billing plan generated statistical values for profitability analysis and documentation of customer sales along with royalty amounts due, invoice printed automatically. No human intervention needed. Customers billed themselves - CCC Legal Dept reviewed invoice and mailed.

1 year	Ericsson	SD Module
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- Maintained SD module for North & South America through Competency Center
- Improve System Performance
- Correct System issues
- Maintain Technical Documentation on System Change Requests
- Change Request Team Member for SD, PP, MM
- Create Technical Specifications for Report Generation

5 years	Philips Display Components	SD Module
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- Maintained SD module for North America
- Improve System Performance
- Correct System issues
- Maintain Technical Documentation on System Change Requests
- Change Request Team Member for SD, PP, MM
- Create Technical Specifications for Report Generation
- Pricing procedures, worked with four pricing procedures, also created three specific discounts
- Rebates, working with creation and settlement procedures
- Transportation routing issues, creation, maintenance
- Partner functions, created new partner functions
- Customer master data, all views, customer info records
- Material master information, all views
- Sales documents, order confirmation, delivery note, picking list, bill of lading, packing slip, performa invoice, commercial invoice, billing invoice
- Sales order types and activities, sample orders, over forecast orders along with standard SAP types
- Output determination, auto faxing specific documentation based on condition technique
- LIS/SIS reporting, info structures, evaluations structures, standard reporting
- ABAP/4 queries, used as quick temporary reporting tool, preliminary to ABAP/4 programming