

## INFORMATION SYSTEMS | INFORMATION TECHNOLOGY

**Information systems, SAP subject-matter expert, with an aptitude for programming** – Executing large-scale quality and functional testing of SAP systems in support of global business functions, enterprise-wide implementations, and ongoing system upgrades, to ensure continuous business and production operations.

**Go-live support** – Providing expert support for end users, facilitating the smooth transition to new systems/applications.

**Resourceful problem solver** – Skilled in analyzing issues, uncovering root causes, and bridging the gap between business and technology to realize essential integrations.

### IT/IS STRENGTHS

- SAP Implementations
- SAP Upgrade Testing
- SAP Go Live Support
- Data and System Integrations
- Test Plans | Test Cycles
- Regression Testing
- Test Scenarios
- End-User Training & Support

SAP | SAS | REMEDY | TAULIA | READSOFT | OCR | HP ALM | PROPRESENTER

## PROFESSIONAL EXPERIENCE

COMPRESSED AIR | Shelby, SC

1990 – 2018

**Applications Business Analyst** (1998 – 2018)

Selected to provide ongoing support for the company's global SAP platform and applications within the purchasing/supply chain business functions, including ReadSoft, Taulia, and OCR. Prepared test plan strategies, executed large-scale regression testing projects, and set up testing scenarios for system upgrades and enhancements, while leveraging world-class tools, including Application Lifecycle Management software. Managed quality and delivered complete functionality for all systems and processes, ensuring continued business and production operations.

- Troubleshoot and resolved issues affecting end users through Remedy software to ensure continued operational performance within the business unit.

### Key Projects

- ⇒ Integral part of the SAP implementation team, supporting a 10-year project to stand-up SAP and managed systematic go-lives enterprise-wide within up to 60 countries, testing for system issues/failures and supporting end-users.
- ⇒ Assisted with the transfer of data following 2 large-scale company acquisitions, meticulously reviewing legacy systems and data, and ensuring smooth integration into SAP.
- ⇒ Contributed to a 6-month configuration and testing project, which added an early vendor payment function to Taulia.

**Programmer Analyst** (1990 – 1998)

Programmed processes and enhancements within the purchasing and supply chain business unit to support end users in the processing of trouble tickets.

## PROFESSIONAL DEVELOPMENT

TRAINING	Formal SAP Training
EDUCATION	<b>BS in Computer Science – Minor in Math</b> • SOUTH STATE UNIVERSITY   Sanford, NC
ACCOLADES	<p><i>"She has once again stepped up to take on new responsibilities and will have the opportunity to step into the lead position and utilize her knowledge on Taulia and Readsoft."</i> – VANCE T. SUPERVISOR EVALUATION</p> <p><i>"Your contribution for purchasing-related testing has helped us accomplish our goal. You have always been one of our key testers and Testing Lead."</i> – KEN E. – SUPERVISOR EVALUATION</p>