

Client Name

Contact info

Summary of Qualifications

I am an Implementation Manager who supports the successful implementation of software and workflow solutions, utilizing Waterfall and Agile methodologies to manage large-scale projects and collaborating with stakeholders on each phase of implementation. I leverage my background as a Systems Administrator to ensure that implementations are seamless, on time, and within budget. As a team lead, I develop an ongoing, collaborative rapport with colleagues. Additionally, I am a bilingual Spanish speaker.

Career Highlights

- Integrated Coupa with Oracle EBS, developing business requirements, aligning them with functional & technical requirements, & creating specific roles to allow segregation of duties throughout the business
- Managed 5-month project to seamlessly implement Workforce & Coupa at MSG's new venue in Las Vegas, creating timelines to meet go-live date
- Collaborated with Data Analytics team to develop Tableau dashboard that enabled managers to monitor employee information
- Created test cases for >9K end users of Workforce that ensured seamless implementation
- Configured Workforce mobile clocking with geofencing that enabled employees to clock in/out from remote locations or designated venues
- Created punch-out integrations to vendor sites such as Amazon Business, B&H Photo, & WB Mason that allow Coupa users direct access to suppliers' websites
- Reconfigured Coupa Supplier Information Management (SIM) form to include integration of supplier information to Oracle EBS
- Served as system administrator during ServiceNow implementation, configuring incident reporting modules, change management, & application access modules, while ensuring compliance with audit requirements
- Mentored 6 interns to develop professional skills that led to FTE positions as business analysts

Professional Experience

Employer

2008 - present

Business Analyst

(promoted from Lead Systems Administrator)

- Project manager for multiple software & workflow integrations: requirements gathering, Quality Assurance Testing, documentation, User Acceptance Testing, Application Integration testing, scheduling, action item follow up, IT power user training
- Modify activities to respond to changes in projects
- Provide stakeholders with project status reporting
- Track workflow across multiple departments
- Create workflow processes for Workflow, Coupa, & Workforce applications to alert business & technology teams to issues with integration
- Enable available APIs
- Collaborate with software developers to integrate applications into Workforce
- Serve as systems administrator for Coupa & Workforce, maintaining quarterly upgrades & Sarbanes-Oxley reviews
- Investigate & analyze systems-related tickets logged into ServiceNow

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Software

MS Office: Excel, PowerPoint, Word, Visio; Coupa; Workforce; Service Now; OracleR12
EBS; Jira; Confluence; CCure; Box.com; Monday; Puridiom; Active Directory; PeopleSoft
InfoGenesis; MediaPulse; CCure; Infor Workforce Management

Certifications

Developing User Requirements: The Key to Project Success (Learning Tree International)
Business Analysis Introduction: Defining Successful Projects (Learning Tree International)
Taking on Greater Responsibility: Step-up Skills for Non-Managers (American Management Association)

Education

York College of The City University Of New York
Courses toward B.S., Business Administration