

# JANE SMITH

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## EXPERIENCED TRAINING & DEVELOPMENT SPECIALIST

Instructional System Design & Delivery/Resource & Process Management/Performance Assessment & Testing

### PROFESSIONAL SUMMARY

A results-driven and employee-focused Technical Training Specialist contributing 20 years of increasing responsibilities, quantifiable achievements, and diverse experience successfully leading and educating management and front-line employees in a combination of enterprise, blended, multi-modal, and classroom learning techniques. Forward-thinking leader with the ability to foster consultative alliances with vendors, technical staff, clients, and management, influence key internal/external stakeholders, and develop and implement explosive strategies that lead project teams to success. A skilled communicator, motivator, and facilitator capable of inspiring commitment, directing all types of personalities, and building winning environments that consistently exceed organizational objectives and vigorously defend and enhance company viability, growth, and development. Superior interpersonal, analytical, and assessment skills. Strong written, oral, and technical aptitude with extensive SAP experience in implementation, customization, development, integration, testing, and support of SAP R/3 Advertising Media Solution (AMS), Sales and Distribution (SD) & FI modules. Willing to travel.

### CORE COMPETENCIES

- *Instructional Design & Delivery*
- *Resource/Process Management*
- *Client/Vendor/Staff Relations*
- *Policy/Procedure Development*
- *Alliance/Partnership-Building*
- *Project/Program Management*
- *Curriculum Design/Modification*
- *Technical Training/Guidance*
- *Business Process Outsourcing*
- *Customer Service & Support*
- *Process Innovation/Optimization*
- *Leadership/Talent Development*
- *Performance Assessment/Testing*
- *Group Presentations/Facilitation*
- *Data Reporting/Tracking/Analysis*

### CERTIFICATIONS

- Information Technology Infrastructure Library (ITIL) Foundation Certification
  - Gathering & Documenting User Requirements, ESI International

### TECHNICAL ADDENDUM

#### Operating Systems:

MS Windows 2000 and XP, MAC OS

#### Software Competencies:

SAP R/3 (4.6), SAP Media Solution, ERP ECC 6.0, Netweaver 7.0, MAM/C release 2.0, SAP SD, SAP BW, SAP FI, SAP M/AM, RWD Infopak, Snag It, ABS, Admarc, SII, Track It, MQC, Microsoft Suite (Word, Excel, Powerpoint, Access, Project), Element K, Lotus Notes, Avaya CMS, Diver, Demanddesk, Mercury, Altova XML Spy

### PROFESSIONAL EXPERIENCE

#### ABC Company

Any Town, USA

Nov. 2009 - Jul. 2011

#### Consultant - SAP Function Lead (Client: ABC Company)

Managed support project as the Function Lead overseeing all day to day activities, projects, incidents, and requests for M/AM and FI teams for a leading SAP consulting and staffing firm, named the 2010 Best New SME Partner by SAP, authorized to resell the SAP Business All-in-One solution to midsize companies in North America and Canada.

- Streamlined processes, documentation, training, and workflows; stabilized the business process outsourcing effort.
- Created instructional documentation including PowerPoint presentations, simulations, quick references, user manuals, and course evaluations.
- Met and exceeded all expectations as Chief Analyst; served as liaison between client's business principals and the offshore support team.
- Analyzed client requests; wrote functional specifications and presented consultative process solutions for system enhancements and defects.
- Conducted additional analyst duties; configured, tested, and documented system functionality in Order Management and Fulfillment, Pricing, Accounts Receivable, Sales Agent, Master Data, Workflow, FI General Ledger, and FI Billing.
- Participated in new product evaluation and marketing initiative meetings while staying on top of assigned work requests and reported incidents.

## PROFESSIONAL EXPERIENCE (CONTINUED)

**Selected Accomplishments/Primary Projects:**

- Promoted from FICO Consultant to Functional Lead within the first thirty (30) days.
- Earned two (2) bonuses at the top scale, 2010 and 2011.
- Acted as a champion of training on company policies, guidelines, and best practices and created and fostered a culture that accepts and responds rapidly to change; maintained exceptional technical and product knowledge.
- Spearheaded the deployment of more than eighty (80) new development initiatives by conducting product evaluation and marketing initiative meetings with a representation from all business and technology owners.
  - Gathered and confirmed requirements and design strategy.
  - Led the support team in configuration, unit testing, and documentation.
- Successfully led eight (8) small to mid-size projects to completion.
  - Planned and managed timelines, gathered requirements, allotted proper resources, and developed configured, tested, trained, and deployed.
- Directed a number of high-profile projects with oversight responsibility for requirements gathering, gap analysis, testing, training, documentation, configuration (master data, pricing, GL) including:
  - 2010 and 2011 Rating Projects which are a collective of over forty (40) unique initiatives and configuration updates for over 600 rate tables in an intense ninety (90) day deadline.
  - Led the FICO, Pricing, Contracts, and Master Data teams through two (2) SAP upgrades.
  - Received accolades for leadership, design, and team management for ABC Business.
  - Successfully trained thirteen (13) consultants in an offshore office on business practices and SAP.
  - Created knowledge transfer and configuration documentation process for the offshore team; process was eventually adapted by a multitude of other outsourcing teams, 2009.

**ABC Company**

Any Town, USA

Jul. 1989 - Oct. 2009

**SAP Configuration Analyst (Dec. 2007 - Oct. 2009)**

Oversaw the analysis, configuration, and development of SAP IS-MAM, SD, and FI in accordance with departmental standards for a diversified education company, and leading source of national, world, and Any Town area news.

- Configured, tested, and documented system functionality in Order Management and Fulfillment, Pricing, Accounts Receivable, Master Data, Workflow, FI General Ledger and FI Billing.
- Analyzed client requests; wrote functional specifications and offered consultative process solutions for system enhancements and defects.
- Developed and compiled cross category queries and reports in M/AM, FI and BW.
- Documented processes and trained the training staff and super user community on FI Accounts Receivable, FI General Ledger and M/AM.
- Conducted functional validation for newly configured data in Development and Q&A clients; created and executed test scripts to ensure test results corresponded to client expectations.

**Selected Accomplishments/Primary Projects:**

- Recipient of two (2) Commendations for Unbilled Solutions, 2008.
- Selected to lead team skills, knowledge assessment, and design knowledge transfer process and documentation, 2008.

**SAP Training Analyst (Sept. 2005 - Dec. 2007)**

- Partnered with a dynamic training team to develop and institute an Advertising System (AS) University: a packaged curriculum with a combination of Instructor Led Training, Web Based Training, quizzes, exercises, surveys, and assessments to instruct all end-users on the SAP software system.
- Managed and trained thirty (30) Super Users in preparation for system testing and training support.
- Performed as the Instructional Designer for several modules which included SCORM compliant training material with end user manuals, simulations, web-based content, and course evaluations.
- Collaborated closely with the Organizational Change Manager; facilitated meetings with business stakeholders and their constituents, provided project updates, and restructured business processes and metrics.
- Took on the role of RWD InfoPak Administrator (Training and Documentation Development Software); created Business Process procedures for end-user community using RWD InfoPak.

**Selected Accomplishments/Primary Projects:**

- Earned an Achievement Award for SAP End-User Training development, 2007.
- Created a comprehensive certification program; successfully certified 500+ end-users.
- Improved employee performance and fostered employee engagement through development of training programs and organizational initiatives.

## PROFESSIONAL EXPERIENCE (CONTINUED)

*Advertising Training Manager (Mar. 2004 - Sept. 2005)*

- Planned, coordinated, and developed all training logistics including oversight of all department-wide training programs.
- Conceptualized and introduced curriculum, materials, and narrative lesson-plans, delivered high-quality presentations and learning programs, and monitored impact/success of structured training programs; applied frameworks and best practices.
- Partnered with Advertising Management to develop a course offering that met department needs and tailored solutions for individual groups.

*Selected Accomplishments/Primary Projects:*

- Trained fifty (54) Service Representatives in eight (8) months; produced a group of representatives with a cumulative quality score of 98% and less than 1% in errors resulting in adjustments.
- Developed and delivered an intense introductory program for Advertising Service representatives that encompassed working knowledge in the areas of Customer Service, Relationship Skills, Advertising Products and Rates, Order Entry, Materials Processing, Adjustments, Credit, Contracts, and Billing.
- Led process meetings and training to launch the Business Development STARS program.

*Sales & Service Manager (Apr. 1999 - Mar. 2004)*

- Managed a unique team of Inside Sales Representatives and Advertising Service Representatives dedicated to telephone sales and consultative customer service; maximized resources and created a more customer-focused team which delivered significant revenue gains in the Automotive category.
- Hired, mentored, and evaluated Representatives to maximize their performance; offered clear growth and development paths.
- Implemented a variety of assessment techniques designed to measure employees' progress in learning including differentiation in instruction to meet the individual needs of each employee.
- Contributed to a team of Advertising professionals tasked with analyzing business needs; documented processes and captured business requirements in order to assess the need for a replacement system for our Advertising order entry and billing systems.
- Strategically identified new market places; implemented technology to advance revenue and team efficiency.
- Served as business stakeholder for multiple technology products in leader for Avaya CMS upgrade and implementation and E-tearsheets.
- Participated in numerous blue-printing sessions with project leaders and SAP consultants.

*Selected Accomplishments/Primary Projects:*

- Created a results-oriented environment and consistently met and/or exceeded revenue goals and service performance metrics.
- Led business group in working with IT and outside vendor to develop and implement an online ad order entry solution for classified advertisers and commercial automotive advertisers.
- Three (3) time recipient of the Outstanding Service Team Award; led the department in calls answered, lowest adjustments, and customer service call monitoring, 2000, 2002, and 2003.

*Additional ABC Company Experience:*

Outside Sales Representative, Aug. 2000 - Feb. 2001/Advertising Service Supervisor, Sept. 1997 - Apr. 1999/Advertising Service Representative, Mar. 1996 - Sept. 1997/Advertising Sales Aide, May 1994 - Mar. 1996/Circulation Customer Service Representative, Jul. 1989 - Mar. 1996

## EDUCATION

Coursework Completed Toward a Bachelor of Arts in Communications and Broadcast Journalism  
Howard University, Washington, DC

## PROFESSIONAL AFFILIATIONS

- American Society for Training and Development (ASTD) ▪ American SAP User Group (ASUG)
- Alumni Association, Howard University ▪ National Advertising Association (NAA)

*References Furnished Upon Request*