**Ahmed Hasan**

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**Experienced Business Analyst/Program Manager/Project Management**

Talented and versatile leader with 16+ years of cross-functional business and information technology expertise delivering end-to-end lifecycle projects across multiple industry verticals and data domains. Proven track record of managing and delivery of large global B2B Marketplace integrations, Saas + On Premise ERP integration (Salesforce, Successfactors, TradeShift), Supply Chain, and Business Intelligence projects, while streamlining internal and external business processes where applicable. Company revenue and Customer Success driven

**Key Skills and Abilities**

**Certified SAFe Scrum Master**

Project/Program Management

Data Mining/Analytics/KPIs

User Stories/Epics/BRD/FRD

Cloud/SaaS, ERP, EDI,

Requirement Gathering/Analysis

Documentation/Testing/UAT

System Integration/Implementation

Stakeholder Management

Excellent Communication Skills

Customer Relationship Management

Offshore Resource Management

**Professional Work Experience**

**Taulia Inc., San Francisco, CA 2017 - Present**

Business Analyst/Project Manager

The collaborative culture has allowed me to wear multiple hats within the organization. I serve as a Business Analyst for our internal applications as well as manage external customer implementation projects. Managed programs for fortune 500 clients resulting in over 6 Mil in annual subscription revenue.

* Work with cross functional teams to improve business processes, implementation and integration of Salesforce CRM with on Premise SAP, Marketing Cloud, and Tradeshift utilizing integration tools.
* Practice core Business Analyst responsibilities such as requirement gathering, facilitation, problem solving, creating business functional documents (BRD), perform user acceptance testing (UAT), stakeholder and user management.
* Serve as a Scrum Master for Taulia products, lead and facilitate, manage sprints, user stories, epics, themes in Jira.
* Develop best practices, update documentation, methodologies, and tools for project execution and future implementation
* Manage end to end B2B Marketplace integration projects, review SOW, project scope, resources planning, gap analysis, technology evaluation, testing, project tracking, configuration, pre and post go-live support.
* Successfully implemented electronic invoicing solution for several high revenue accounts, by automating 90 to 97% of manual invoices. Implemented custom solutions to streamline procurement and accounts payable business processes.
* Troubleshoot electronic invoicing trading partner documents (EDI/cXML.csv) mapping, API set up, configuration and processes.
* Mentor and manage a team of four offshore implementation consultants to ensure timely delivery of projects.
* Currently managing a project in collaboration with Google Cloud Artificial Intelligence powered Invoicing solution, enabling customers to process millions of invoices in a robust manner with 100% accuracy, resulting in significant AP cost.
* Prepare regular management status reports, data visualization/dashboards, and client status reports to offer critical insight into program management.

**Genentech Inc., (Roche) South San Francisco, CA 2011-2017**

SaaS/ERP/BI Business Analyst

Advise and consult with clients on to balance business and technology considerations while liaising between stakeholders and IT organizations. Coordinate with business-side project teams to gather requirements and mapping, and work with IT-side/Development teams to deliver on various projects such as, procure 2 pay reporting, vendor management team, Ariba migration, SAP BW to S/4 HANA migration, consolidation of multiple regional reporting platforms to a single global reporting solution of truth, source 2 pay (S2P), KPI and Dashboards

* **Highlight: successfully lead a team of Business Analysts and developers to consolidate five regional procurement reporting BW system to a single global reporting system utilized by over 15,000 global work force. Worked in collaboration with regional business stakeholders on requirement gathering, KPIs, and prioritization**
* Lead successful cross department workshops to gather business requirements (User Stories, Epics, Themes) and work with development teams to ensure business requirements are met to improve internal processes and reporting/KPI solutions
* Ownership and control of UAT environments. Defining system and User Acceptance Test (UAT) procedures and test scripts and execution. Leading identification and driving resolution of issues in timely manner
* Requirement gathering and user facilitation for SAP BI migration to S/4HANA
* Worked in collaboration with business to develop various reports to capture metrics on Shopping Cart Approval process, Shopping Cart Activity, Approval thresholds resulting in streamlining of processes and
* Developed a business and reporting solution for global supplier diversity team that enabled client to capture all minority spend to gain benefits from State procurement
* Partnering with business leaders and technical teams to plan, integrate, document and execute complex project plans on time and on budget. Actively coordinating with project team from the business side to grasp the underlying data requirements and IT side for reports & analytics deliverables.
* Creating reporting infrastructure/dashboards, identifying Key Performance Indicators (KPIs) for business process management and data mining.
* Acting as a conduit and bridging communication gap between business stake holders / end users and IT team. Proffering project management and leadership to define the functional and technical direction for the company application and systems.

**Global Healthcare Exchange & Neoforma Inc. 1999-2011**

Implementation Project Manager & Business Analyst - GHX (2007-11)

Retained and promoted to management role overseeing implementation of 60+ end-to-end **Healthcare Supply Chain** implementation projects following GHX’s acquisition of Neoforma. Stakeholder management. Managed teams of up to four consultants to direct project launch, procurement and resource allocation, UAT/testing activities, data validation, go-live activities, post-go live training. Supported sales teams by providing subject matter expertise and identifying upselling opportunities.

* Generated approximately $20M in revenue while achieving 5M annual cost savings; achieved an additional $7.5M in revenue by advising hospitals and their third-party subject matter experts on incorporating customized solutions
* Managed connection of 200+ trading partner relationships between healthcare manufacturers and 12 hospital IDNs supporting a variety of MMIS systems including Lawson, SAP, PeopleSoft, Meditech, Oracle, and legacy systems
* Collaborated with internal development teams to create customized solutions for hospitals requiring non-standard approaches to utilizing GHX cloud-based products
* Review Statement of Work (SOW) with business consultants and stakeholders to ensure revenue quotas
* Hands-On System configuration, data mapping, GAP analysis, requirement gathering, testing, go-live, ensuring project is delivered on time. Post-go live support and training
* Worked with hospital stakeholders to identify the need for and define data elements for EDI/XML electronic transactions that complied with GHX standards and maximized cost savings; coordinated end-to-end testing between hospital, GHX marketplace, and suppler teams to ensure functionality, data integrity, and security
* Trained hospital procurement and material management teams on utilizing GHX online portal services to streamline processes and reduce labor needs by 50%

Systems Integration/EDI Developer - Neoforma (2002-07)

Led three EDI Data Analysts on trading partner setup, mapping, maintenance, and system migration projects while serving as primary liaison with hospitals and suppliers. Oversaw ERP technical specifications, server configurations, data gathering, gap analyses, and data analyses for e-commerce solution. Worked in concert with account managers, hospital staff, and outside vendors to plan and coordinate activities.

* Migrated 80+ customers from Neoforma to GHX as part of acquisition; completed project in 18 months
* Collaborated with healthcare suppliers (Cardinal Health, J&J, Boston Scientific, Guidant, Abbott Labs, Bosch, Medline, Stryker, Bayer, McKesson, etc.) on enhancements to technical specifications and gap analyses

Customer Service and Support Manager - Neoforma (1999-2002)

Supported customers through establishment and leadership of a well-trained customer service organization. Ensured proper training and evaluation of employees to anticipate and swiftly resolve customers technical or account issues. Hired and mentored a multi-tiered team of 20 Customer Service Representatives. Early adopters of CRM

Additional experience as **IBM** **data analyst consultant** (1998-99), and **Sun** **technical support consultant** (1997-98).

**Certifications**

**Certified SAFe Scrum Master |Certified Tableau Developer|Certified Salesforce E Specialist**

**Technical Skills & Applications**

**ERP and Business Intelligence Tools:** SAP ECC, SAP BI, Oracle 7.x, Tableau, Sisense, SAP Business Objects, SQL **SAAS Platform & Integration:** SAP Successfactors HCM, Salesforce, Tradeshift, Marketing Cloud, Ariba, API, Mulesoft, Oracle Integration Suite, EDI, cXML **UAT/SCRUM/Project Management:** Tools: JIRA, HP-ALM Mercury, MS-Office Suite including Project and Visio

**EDI Transaction Sets:** 850, 855, 810, 856, 832 | Gentran, Tradeshift, Babelway| sFTP, AS2, HTTPS

**Education**

BS in Information System – Pursuing

Working towards PMP Certification