**Kristen Long**

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**Business Analyst/Sharepoint and Apttus Administration**

8 years Business Analysis and SharePoint and Apttus configuration experience resulting in demonstrated process improvement and workforce cost savings.

|  |  |
| --- | --- |
| * Productivity Improvement | * System Configuration |
| * Process Mapping | * System Testing |
| * Business and Functional Requirement Documentation | * Training Documentation |

**Professional Experience**

Mckesson Technology Solutions 2010 – PRESENT

**Implementation Analyst/Apttus CLM, SharePoint**

* Worked with internal clients to analyze and identify business process needs, identify business requirements, and design both technical and non-technical solutions to meet the business needs.
* Configured and Implemented Apttus CLM to be used as the primary contract authoring system for McKesson Technology Solutions.
* Developed SharePoint tools to improve department workflow and metrics reporting.
* Led multiple cross functional project teams to design new tools
* Revised and maintained legal document templates with the guidance of Attorneys
* Created and delivered training to legal department for program implementations.

***Key Accomplishments***

* Documented savings of over $650,000 in combined Green Belt projects
* Obtained Six Sigma Green Belt Certification
* Worked with in house Salesforce team to develop cross org Apttus CLM contract authoring solution
* Developed SharePoint portal providing a method for submitting contract and amendment requests to the Technology Legal Group.
* Developed SharePoint portal to handle both Business Associate Agreement Requests and document exchange during negotiations. – Green Belt savings have not been identified yet
* Developed SharePoint portal used by all of McKesson Corporation to submit Invention Disclosure to Intellectual Property Group
* Developed SharePoint request portal used by all MTS marketing groups that facilitates complex approval workflow gathering across many cross-functional departments.
* Integrated Amendment Request process with Finance Amendment approval tool.

TXU Energy2008 – 2010

**Operations Analyst / Contract Management Developer**

* Evaluated daily contract management business processes to identify and correct gaps to ensure alignment of business processes with company policies.
* Supported contract negotiations and drafted and assembled contracts / contract documentation.
* Provided guidance to other business units regarding contracting issues.

***Key Accomplishments***

* Designed contract management business processes with the implementation of SAP CRM solution in May 2009 that is still in use today. Developed and implemented Excel and Word VBA application that saved department 112+ man hours per month, culminating in total savings of 784+ man hours during 2009.

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TXU Energy *(continued)*

* Saved company $100,000 by designing and administering all contract management developer functions during Selectica implementation, including templates, clause library, dynamic inclusions, and approval workflows using JavaScript and user roles.
* Created and delivered all training material related to the Contract Management department for both SAP CRM implementation and Selectica implementation, generating savings of ~ $10,000.
* Reengineered internal document management and tracking processes within Contract Management department, creating efficient tracking systems for customer agreements.
* Collaborated with other business units to push process improvements across end-to-end processes to enhance customer service to commercial clients and overall efficiency of operations. Efforts freed up one department member of 80% of previous duties to work on other company projects.

Nokia Siemens Networks 2008

**Project Assistant** *(contract assignment)*

* Created and maintained Sales Catalog for Services Solutions department; reconciled Change Orders, Quotes to Customers, and Purchase Orders.
* Utilized Excel VBA to automate segments of quote creation process.

Sunshine Pages, Metairie, LA 2005 – 2007

**Executive Assistant**

* Managed process changes with sales and production department based on post-Katrina market conditions, resulting in forward growth for company despite labor market issues at that time.
* Provided project revenue models based on prior statistical performance, enabling directors to make meaningful decisions on future projects.
* Compiled, created, and maintained historical sales analysis & trending across all revenue channels, providing parent company with meaningful data for making informed decisions.
* Improved training of sales staff by developing consistent and thorough training materials for new product implementation and policy changes.
* Researched advertising market and geographic populations to identify areas of possible expansion, resulting in the creation of two new directories.
* Monitored information flow between Sales and Collections departments for revenue assurance.
* Analyzed and maintained sales policies for revenue assurance and to create back-end process efficiencies.

Sprint PCS, Metairie, LA 2002 – 2004

**Customer Service / Communications Consultant**

* Resolved customer billing and equipment issues, building a loyal customer base.

Radiofone / SBC / Alltel,Metairie, LA 1995 – 2001

**Business Process Analyst / Designer / Auditor (1999-2001)**

* Analyzed business processes to locate inefficiencies and made recommendations to improve workflow, resulting in a reduction of full-time employees required to produce same level of work.
* Coordinated with departmental managers to facilitate implementation of recommended changes, resulting in smooth transition during implementation phase.
* Created training material and conducted training seminars for implementation of new procedures.

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radiofone / SBC / alltel *(continued)*

**Fraud Analyst & Pre-Paid Program Manager (1996-1999)**

* Maintained accounts payable / receivable for all inter-carrier cloning fraud, investigating suspicious activity on customer accounts.
* Researched prepaid cellular customer complaints and corrected problems to ensure high satisfaction rates.
* Maintained communication with engineering groups and prepaid service provider to correct system problems in a timely manner.

**Sales Representative (1995)**

* Generated sales leads through incoming calls, conducted sales presentations and demos, and resolved customer inquiries concerning billing and service.

**Education**

Louisiana State University

**Bachelor of Science in General Studies**