Highly driven, solutions oriented and accomplished technology leader with 20+ years of experience in application delivery, operations and management. A pragmatic leader with great communication skills focused on building strong business relationships and exemplary customer service. Extensive experience in implementing, delivering, training and supporting business solutions aligned with organization goals. Visionary change agent that can quickly adapt to changing business needs, identifying opportunities, and building successful service organizations to meet the business needs.

|  |  |  |
| --- | --- | --- |
| * Management & Leadership | * Enterprise Business Applications | * Master Data Management |
| * Customer, Vendor and Partner Relationship Management | * Business Process Analysis and Re-Engineering - Improvements | * Oracle Applications: SaaS Cloud, on-premise models |
| * Global Transformations, Program and Project Management | * IT Operations, Service Org setup, Service level agreements | * Implementation and support of Oracle ERP, HCM, PBCS, etc. |
| * System Evaluations, Selections, Strategic Planning and Execution | * Cross-Functional and Offshore Team Management | * ADP, BlackLine, BirchStreet, Salesforce, Sharepoint, IDM |
| * Mentoring and Team Development |  |

**EXPERIENCE**

**Highgate Hotels, TX 06/15/2016 – 06/30/2020**

Senior Director, IT Business Applications: HR-ADP, Finance-Oracle ERP Cloud, Birchstreet Procurement, Blackline, Oracle PBCS, Egencia Travel Management, SharePoint etc.

* Collaborated with the Senior Business Leadership Team, Operations, Infrastructure Team, Implementation Leads, and BI Teams for gathering requirements and understanding current capabilities
* Developed and maintained detailed descriptions and analysis of current and future state processes and workflows
* Worked with internal audit leadership team to ensure compliance requirements are incorporated into planning and specific reports developed for controls and checks
* Developed and designed integrations for processing Payments(ACH/Wire) with various banks, PO and Receipts interface from Birchstreet to Oracle ERP Cloud, Automated Scanning Process for Invoices, Exchange Rates Automation from FXLoader, Bank Statements automated loads to ERP to use Cash Management for cash position and forecasting, Enabled and supported integration between ERP and PBCS, Fintech integration for Invoices etc.
* Developed and maintained extensive number of reports using OTBI – both direct SQL and converted to data models starting 20A inclusive of simple and complex sql logic based on business need for Accounting and Finance teams, Internal Audit team, VP reports and also for external auditors usage. Also developed and trained users using subject matter to develop their own reports for analysis with drill down capabilities. Also used Oracle SmartView for adhoc reporting and Financial Reporting Studio (FRS) for financial statements
* Review contract agreements with vendors and provided inputs and assisted with negotiations on rates
* Established change management process using JIRA to ensure IT policies are followed per established guidelines
* Collaborated with helps desk systems to generate metrics to ensure support operations and deliverables are met according to expected business outcomes
* Developed UAT scripts based on scope and coordinated development of test defects to debug the system and participates in trial runs of the application
* Developed training material and held monthly training sessions for users on a regular basis
* Instrumental in assessing business performance and suggesting corrective actions.
* Planned, facilitated, and reported on quality assurance testing efforts.
* Involved in special projects and provided ad hoc analysis as required
* Created RFQ documentation and scoring model for evaluation of vendor responses on projects

**MoneyGram International, Dallas, TX April 2014 – June 2016**

IT Program Director/Sr Manager: Global Deployments - HR, Finance & Legal Portfolio

* Managed and led implementation of Oracle HCM Cloud along with responsibility of ongoing support/deliverables for Oracle R12 Financial Applications & Legal/Internal control, audit applications management
* Translated business user concepts and ideas into comprehensive business requirements and design documents
* Worked in a Scrum team environment and participated in backlog review and MGI planning sessions, following Agile methodology
* Led development of business capability maps and mapped functionality requirements to application systems
* Continually evaluated project progress, understanding and identifying problems/issues, developing and implementing organization policies and procedures
* Conducted feasibility study and performed scope analysis for the proposed enhancements, and made recommendations to the business users
* Accountable for delivering 3-5-year road maps, business buy-in in prioritizations, leading projects with solution design. Serve as the primary contact with related external network and technology partners
* Directed all aspects of cross-functional business solutions department and oversee deliverables of projects.
* Owned program relationship with executive management including keeping them apprised of program status, milestones, and metrics; securing buy-in, approval, and support as necessary.
* Actively managed relationship to ensure proper execution against contractual statement of work documentation and or contractual agreements.

**Michaels Stores Inc., Irving, TX April 2006 – April 2014**

Manager, Systems & Processes: HR, Finance, Sourcing & Security

* Responsible for Oracle EBS Applications – HR and Financials, EQOS-Sourcing, BMC-Identity Management, Associate Portal etc.
* Managed and owned budget, contracts, international rollouts, vendor integrations and translation of applications.
* Oversee upgrades, development and support of applications within scope
* Interviewed business teams to analyze business requirements, map them to current capabilities and recommend technological improvements to our processes and operational procedures
* Created Business Requirement document and Functional Requirement document and maintaining the Requirement Traceability Matrix related document
* Initiated and re-designed procedures for standards and security around data reporting
* Led efforts in gathering user requirements, documenting process flows and translating business needs
* Managed scope, code delivery timelines, vendor service agreements
* Supervised and mentored team in system designs, integration issues and resolutions
* Instrumental in understanding need, gathering requirements, defining scope, architecting framework and development
* Ensured project deliverables conformed and adhered to internal and external compliance/regulatory requirements
* Assisted vendors in defining key capabilities that enabled their strategy and meet the integration requirements of Michaels
* Designed and set up application monitoring systems to proactively alert support staff of potential problems/issues
* Setup release management and established guidelines for organization to follow to minimize production impacts and help business with establishing leaders to partner with IT and help drive priorities.

**Zale Corporation, Irving, TX Feb 2005 to Apr 2006**

Senior Systems Analyst, Oracle Incentive Compensation: (Oracle EBS, Hyperion, Payroll)

* Lead the team to conversion of in-house Variable Compensation System to Oracle Incentive Compensation module
* Instrumental in gathering requirements, UAT and change control
* Performed key role in supporting and development of Oracle HR and Payroll modules
* Recommended changes to processes and training documents to reduce support calls
* Conversion from Hyperion Legacy system to Oracle EBS Application System

**Hilti, Inc., Tulsa, OK Jan 1998 to Aug 2004**

Senior Analyst/Project Lead: Inventory, Supply Chain and Order Management

* Led migration of Oracle Application Modules INV, PO, BOM, WIP, OE from 10.7
* Managed reporting strategy using SAP BIW from SAS
* Instrumental in analyzing user requirements to customizing new features, project management, stress test, product integration testing and deliverables to end user based on the application migration.
* Managed Implementation and Customization of Manugistics
* Led interface design, development and support of Manugistics application to support the supply and demand planning
* Led design and development of forecasting, replenishment and re-order information
* Introduced improvement processes for lower inventory levels while maintaining desired service levels and customer satisfaction thru an integrated and automated supply chain system
* Designed, developed and supported Hilti Online using Broadvision system
* Developed process for content development and migration of technical documents to Hilti Online
* Heavily involved in customization of Oracle Financials /Manufacturing Applications v10.4, 10.7 Char
* Helped streamline entire replenishment system including automatic purchase orders and export orders creation system for all the warehouses in US, Canada and Latin American countries.

**Global Technologies International Inc., Tulsa, OK Jan 1996 to Dec 1997**

Software Engineer, Custom Web Solutions/Custom product development/XRS Golf reservation system

* Designed and developed custom web-based flight scheduling system, user interface for 9088 system monitor console and voice activation golf reservation system using various technologies.

**EDUCATION**

**Master of Business Administration**, Texas Woman’s University, Texas (2012)

**Bachelor of Engineering,** Gulbarga University, INDIA (1994)

**PERSONAL DEVELOPMENT**

**Toastmasters:** VP of Public Relations &Treasurer for Michaels Chapter

**Lean Six Sigma:** Green Belt Certified

**Women’s Leadership Coaching** Workshop

**Workshops:** Situational Leadership, Conflict Resolution, Conducting Effective Meetings, Time Mastery Workshop, Interpersonal Skills, Presentation Skills, Merchandising, Lead the Way, Gung-Ho