**PROFESSIONAL SUMMARY**

I’m an ERP Specialist with just over two years of IT Professional Experience. I ‘m very professional with extensive end user interaction and training experience. I’m experienced as a functional liaison bridging the gap between business process and technical understanding. I specialize in ERP systems (implementation, training, support). My most recent position was as an ERP LN Implementation Consultant with Infor.

**TECHNICAL SKILLS**

* Infor LN 10.5, 10.6, 10.7
* CSB 12V SAP ECC 6.0
* UML
* SQL
* Java
* Bizagi
* MS Project Management
* JIRA

**PROFESSIONAL EXPERIENCE**

**Infor 03/2019 – 05/2020**

ERP LN Implementation Consultant

* Involved in the full life cycle accelerated implementation (IA) from business process, configuration, testing, end user training and documentation.
* Gathered business requirements, participated in system design, configured and tested existing system and provided post implementation support for enhancements to current system
* Configured system and tested in the areas of Master Data, procure to pay, order to cash, Warehouse Management and Factory Track (Mobile ERP).
* Liaised between client and development team to work on customization of the system, extensions and personalization of output documents.
* Trained business owners and end users in Conference Room Pilots on the LN systems (CRP 1, CRP2, UAT).
* Supported go-live and post go-live issues.

**CSB Systems 05/2018 – 03/2019**

ERP Consultant

* Worked on business process mapping & design, development, implementation and maintenance support activities.
* Gathered business requirements and documented deliverables based on client expectations for the To-Be process; identified the non-value adding events, to follow CSB Systems Methodology.
* Configured master data, procurement, sales, inventory management, finance and production/manufacturing modules for the client with the help of the CSB Systems Business Process Module.
* Documented processes and gaps between client business requirements and system capabilities.
* Troubleshot and resolved system error messages encountered by end users and pre go-live checks and activities.
* Supported go live and post go live issues on the CSB-System for end users.

**Georgia Department of Natural Resources 01/2018 – 05/ 2018**

Business Continuity Intern

* Gathering Business Requirements.
* Conducted Business Impact Analysis (BIA) in case of system failure.
* Conducted Risk Assessment on the probability of hazard.
* Created business management strategy (BCM).

**EDUCATION AND CERTIFICATIONS**

Master of Business Administration, Project Management Louisiana State University

Bachelor of Business Administration, Computer Information Systems Georgia State University Professional Certificate, Global Competence Georgia State University