



Quality Management System Deployment Program Manager

AREAS OF EXPERTISE

- Multiple ERP systems
- Development of process improvements
- Creates efficient programs that maximize income and productivity
- Continuously aligning scope with strategic business objectives
- Finance & Change Management
- Developing and implementing strategies to achieve goals
- Planning
- Program integration
- Communications

INTRODUCTION

Certified project manager with domain expertise in process/system improvement, facilities, finance & customer service. Experience in multiple ERP systems; proficient in development of process improvements. Creates efficient programs that maximize income and productivity, continuously aligning scope with strategic business objectives. Excellent analytical and decision-making abilities with strengths in planning, program integration, communications, developing, and implementing strategies to achieve goals. Demonstrated proficiency in fast-paced organizations working with management and staff of all levels. Expertise gain through working in the Medical device and Hi-Tech industries.

WORK EXPERIENCE

2015 – Present

Industry Consultant

Duties:

- Maintains, enforces, and manages a compliant and effective QMS for the activities in scope, as well as for effective and lean QMS structures and documents for Quality & Regulatory processes.
- Manages the transition/ deployment of the QMS and manage its deployment.
- Ensures proper audit planning and schedule meets the requirements of internal policies and external regulations.
- Locally manages plan for all QMS parts in scope while maintaining compliance and effectiveness.
- Plan, monitor & control multiple projects for Philips Medical Systems (Program Manager).
- Manage stakeholders, vendors, timeline; generate WBS to determine critical path.
- Ensure effective written and oral communications with internal and external customers.
- Responsible for completing project on time within scope and budget.

2011– 2015

Extreme Networks, San Jose, CA

Lead Credit Analyst

Duties:

- Managed deliverables and collaborated with cross-functional teams to determine how information should flow from SAP to Oracle R12 for ERP system integration due to the acquisition of Enterasys Inc. Project was completed in 7 months. This allowed two \$300M organizations to function efficiently as one \$600M company.
- Participated in user acceptance testing for system upgrade project (Oracle 11i to Oracle R12) Developed documentation, coached staff and provided support after go live date. Enabled a seamless transition to the new system without impacting internal or external customers.
- Coordinated global change initiatives that increased revenue generation, assisted in the development of project charter, identifying requirements and scope, identified stakeholders, created and tested scenarios.
- Determined appropriate access (R12) new users should have to perform task. Generated training documents and trained global users. Responsible for stakeholder management, program integration and communications
- Evaluated and established credit limits for new international and domestic customers; managed customer master setup in Oracle 11i & R12. Reduced APAC regional DSO from 90 to 45 days.
- Fostered relationships with customers and internal departments to resolve disputes; coordinated with revenue, accounting, legal sales, service, operations and order management departments to serve customer needs.
- Generated weekly, monthly & quarterly metric reports for VP Controller, VP Operations, VP Tax and VP of Sales
- Worked with internal and external auditors to ensure full compliance with Sarbanes-Oxley (SOX) and Generally Accepted Accounting Principals (GAAP) requirements

2009 – 2010

MTC Distributing, Modesto, CA

Credit Manager

Duties:

- Established lines of credit, developed and implemented credit policies / procedures, decreasing aged receivables by 5%.
- Communicated with customers to resolve past due balances; completed A/R analysis and supervised staff.
- Generated periodic reports to upper level management, allowing management to assess balance for expenses and determine invoice payment timeline.

2006 – 2009

California Glass Co., Oakland, CA

Credit & Collections Manager

Duties:

- Performed credit analysis, collections, and hired/trained staff. Managed credit functions of 3 offices for parent company. Minimized company's financial risk and reduced DSO from 60 to 45 days.
- Compiled past due reports and daily past due payment report, providing visibility to accounts with past due trends and tracking success rate of obtaining payment for aged balances.
- Developed credit and collection policy and manual, creating standard operating procedure for department and resulting in increased staff cash collection by 35%.

2006

Siebel/Oracle, Redwood Shores, CA
Credit Collection Analyst (Contractor)

Duties:

- Managed accounts receivable portfolio in excess of \$55M. Identified causes of delayed payments and coordinated meetings with cross-functional teams to solve disputes.
- Coordinated with stakeholders for system integration from People Soft to Oracle due to the acquisition of Siebel. Adapted to Oracle quickly and responded to customer needs in a timely manner.

2004 – 2006

Thermage, Inc. Hayward, CA
Accounts Receivable Supervisor

Duties:

- Developed, documented, implemented letter of credit process and trained staff. Monitored analysis of accounts receivable to identify overdue accounts and initiated collection procedures. Implemented process for credit approval. Allowed sales to receive notification of credit status for potential customers faster.
- Hired and monitored performance development of A/R personnel. Improved staff skills set, increased efficiency and motivated team to meet department objectives. Participated in internal/external audits
- Managed processing of billing, credit card payments and posted payments from lockbox.

2003 – 2004

Philips Medical Systems, Milpitas, CA
Accounts Receivable Lead Contractor

Duties:

- Developed, planned & implemented operational improvements that increased productivity and organizational effectiveness. Prepared bank deposits and applied cash receipts; developed & monitored billing schedules to ensure customer invoices were generated & distributed timely. Reduced aged unapplied cash by 95%.
- Designated as business process owner for transition between ManMan to SAP ERP system. Completed upgrade on schedule and within budget without impacting customers.

1999 – 2003

Hewlett Packard, Palo Alto, CA
Credit Analyst

Duties:

- Managed accounts receivable portfolio of large and complex channel accounts in excess of 115 million dollars; Increased collection percentage by 33.6%
- Scheduled work initiatives, analyzed data to ensure accurate reporting, generated periodic reports. Train order management team on SAP
- Responsible for staff training and account reconciliation; member of SAP 46C upgrade testing team; revamped collection procedures to maximize cash flow and minimize bad debt
- Foster and maintain working relationships with internal and external customers; initiated and drove process improvements; Decreased DSO by 20 days; Reduced price protection issues by 96.3%

1994 – 1999

California Polytechnic State University, San Luis Obispo, CA

Manager of Program Services

Duties:

- Constructed, analyzed and managed \$1.5 million budgetary operations and prepared reports.
- Responsible for account balance reporting, reconciliation, funds transfers and inter-company funding. This allowed management to make vital budgetary decisions.
- Developed, documented and implemented processes to track expenditures, and remaining balances on purchase orders; produced financial forms. Created a system of checks and balances for deposits and purchasing procedures.
- Supervised staff of 25 and developed staffing patterns; processed staff payroll and evaluations; collaborated with other departments to increase customer service and efficiency.

EDUCATION

Temple University, Philadelphia, PA

Master of Arts in Education: Sports Management & Leisure Studies

Stockton University, Pomona, NJ

Bachelor of Arts: Business Studies

CERTIFICATIONS

- Project Management Professional (PMP), Certification

TECHNICAL COMPETENCIES

- Oracle modules (11i, R12, Advanced collections, AR & Order Management)
- OBIEE & Cognos Reporting Tools
- MS Office: Word, Excel, PowerPoint, MS Project SharePoint
- SAP Billing & Accounts Receivables
- People Soft Billing & Accounts Receivables
- Salesforce.com