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Professional Objective

Seeking a Materials Management Product Management or Marketing opportunity to support new, existing, and potential Healthcare Provider (private, public, higher education & research, and Defense), Health Sciences, and Distributor customers in realizing greater benefits from their existing MM and eProcurement software portfolio and new/enhanced solutions. This is done through collaboration among Marketing, Product Management, Development, Sales/Presales, User Groups, Professional Services, and partners.

Major Qualifications and Experience

- Materials Management/eProcurement Solution Expert: 35+ years' experience, including twenty at SAP (twelve in Healthcare Industry Product Marketing and Sales/Presales support, and eight in MM, SRM, and Retail Product Management and Consulting).

  - At SAP, as Sr. MM and Retail Product Manager, I managed MM, SD, and Retail product managers in delivering product improvements. Developed a process for gathering, generalizing, and (through backlog grooming) prioritizing enhancement requests, contractual commitments and regulatory requirements, and coordinating activities among Product Management team, user groups, Development, Sales and Presales, Marketing, Professional Services, and partners.

    - Significant enhancements included the Mass Maintenance Tool, Manufacturer Part Number, Pick List, and GS1 GLN functionalities that are widely used. Also, I proposed Assemble-to-Order and Assemble-to-Stock scenarios for Physician Preference Lists and Case Carts, and configured the Global Healthcare Demo System for exchange carts and forecast-based MRP.

    - As Retail Product Manager, I was responsible for development and GTM for acquired German Retail product to meet contractual commitments for several U.S. Retail customers. Done by deployment of U.S.-based development group to build functionality for requirements that I'd gathered, consolidated and prioritized for inclusion for base Retail product.

  - Performed MM and Patient Care Information System Consulting and Product Management for fifteen years at Oracle, Commerce One, Walker Interactive, American Medical International, and Shared Medical Systems.

    NOTE: Used Pragmatic Marketing approach for product enhancements and changes as early as 1979 when SMS MM Product Manager (continued for American Medical International, SAP, Commerce One, and Oracle).

- Worked independently and as a team lead to gather and manage requirements, and translate them into use cases and product specifications (with onshore and offshore developers) and perform configuration and master data maintenance.

  - As Supply Chain Workstream Lead, supported/coordinated 10 customer and E&Y Functional Leads to convert 23 hospitals and 80 clinics in four states from SAP ECC to SAP S/4HANA in one year. Project was delivered on time and on budget.

- Contributed to Healthcare Business Unit revenue growth and industry visibility by providing global remote and on-site support for sales deals, marketing support and building and continuously maintaining ECC and S/4HANA Global Healthcare Demo Systems, including implementation of GS1 data standards.

  - Assisted with RFP responses and demo preparation and delivery to support U.S. and International Sales, Presales, Marketing, Value Engineering, and customers for Materials Management/eProcurement and Traceability.

  - Taught SAP MM, SRM, and Ariba to Healthcare Account Executives, SAP and Siemens Medical Solutions Presales, Professional Services, customers, and partners.

- Advocated Traceability/Track-and-Trace and other Internet of Things applications (e.g., intelligent cabinets, such as Omnicell and Pyxis) that greatly enhance the efficiency and effectiveness of product safety and patient and consumer care.

- Proponent of LEAN processes and GS1 and UDI standards throughout the Healthcare/Life Sciences/Distribution ecosystem.

  - Trained numerous provider, wholesale distributor, and Life Sciences customers in GS1 standards and Traceability

- Composed and delivered webcasts and presentations (SAP for Healthcare, GS1 Standards and Traceability for Life Sciences and providers, and MM and eProcurement enhancements)

- Provided SAP MM Solution Architect functions at SAP Platinum partner, supporting MM consultants and existing SAP customers by enhancing existing functionality and testing, implementing, and user training of SAP Fiori Procurement apps.

- Conducted QA audits of SME customers' use of MM and eProcurement products, recommending changes (e.g., Vendor Master, MRP, and Forecasting).

- Served as Point-of-Contact for Health Sciences (Providers, Pharma, and Medical Devices) and Procurement User Groups; demonstrated at SAP and industry conferences.

Experience Details

Illumiti (SAP Platinum Partner)   **October 2022 – April 2023**
SAP MM Solution Architect
- Provided remote support to SAP customers to maximize benefits from their SAP and Illumiti investments.
  - Immediately filled-in for a vacationing Solution Architect at a customer who had just gone live, worked on numerous enhancements and issues, and supported MM consultants.
  - Upgraded S/4HANA customer to Fiori for Procurement, including testing, test script writing, and end user training.

SSM Healthcare, St. Louis, MO (Contract)   **December 2020 – November 2021**
Workstream Lead, SAP Supply Chain Management
- Worked remotely (with minimal on-site presence) to lead Supply Chain Workstream migration from SAP ECC 6 to SAP S/4HANA 2021 for 23 hospitals and 80 clinics in four states. Conversion was accomplished on-time (12 months) and within budget.
- Represented System Vice President/Chief Supply Chain Officer and coordinated/collaborated with E&Y's and SSM's Program Managers and PMO.
- Ensured that all program goals were met and scope of work was protected to maintain Go-Live Date.
- Coordinated and supported 5 SSM process leads and 5 E&Y consultants during the end-to-end implementation lifecycle for five workstreams: Product Procurement (Direct and Indirect), Logistics & Inventory, Service Procurement, Consignment/Bill-only, and Supply Chain Master Data to maximize use of OOB functionality and identify process improvements/simplification that eliminated or simplified SSM customizations.
  - Served as liaison/facilitator between SSM Business and IT and advised PMO.
- Confirmed that conversion included all necessary functionality, including EPIC and Pyxis interfaces.
- Co-authored and reviewed Scope/Blueprint, Business Process, and Readiness Check documents.
- Researched and proposed enhanced Contract Management usage, expanded handheld devise usage, Batch Management, and ERS for potential Phase 2 implementation
- Trained SSM trainers and users in MRP for direct and indirect/MRO materials

SAP Ariba, Sunnyvale, CA   **March 2019 – July 2020**
Sr. Support Engineer/Customer Success Manager
- Remotely delivered support and guidance by focusing on relationship-building and proactive support activities that promoted overall customer satisfaction, product adoption, retention, and renewals.
- Built trusted relationships with customers' senior/strategic management, business, and IT team
- Leveraged JIRA and Slack, services, methodologies and best practices to support successful implementation (including custom development) to ensure that the customer's Ariba solution ran with optimal level of performance, stability, and data consistency.
- Reviewed and recommended features and benefits of the product line that related to customer business goals and requirements.
- Raised existing customer satisfaction rating from 5 to 10; earned satisfaction rating of 10 from new customer.

SAP Labs (Healthcare Industry Business Unit), Palo Alto, CA and Miami, FL   **January 2006 – March 2018**
Director/Solution Expert, Logistics (MM and eProcurement)

Customer and Field Support
- Provided consulting support and audited customers' use of SAP MM and SRM applications, providing go-forward blueprint for corrective action and increased realization of benefits for existing and proposed SAP, Ariba, and Internet of Things' applications.
  - Applications included Inventory Management, Sourcing and Procurement, Invoice Management, Traceability (with GS1 standards), Exchange Cart/PAR Level Replenishment, Lot and Serialization Control, Contract Management, and eProcurement.
- Developed and presented Ariba P2P, MM/GS1, and Traceability GTM webcasts.

Presales and Sales Support
- Supported Presales Solution Engineers for responses to Sourcing & Procurement, Materials Management, eProcurement, Traceability, and Ariba P2P RFPs in Healthcare, Public Sector, and Consumer Products.
- Provided Value Engineering with Supply Chain metrics and sample dashboards.
- Composed and delivered demonstrations for MM, eProcurement, SME products, Ariba P2P, Traceability, and Connected Goods.
- Identified integration between SAP MM and Warehouse Management System.
- Designed, built, and maintained several ERP Healthcare Demo Systems, including enterprise organizational structure configuration, users and roles, master data, Storyboards, and Demo Scenarios and scripts for MM (including GS1 data standards), SRM, and Traceability (including integration with Patient Management System). HEAVILY BASED ON PRE-SALES' REQUESTS.
- Managed Global Demo System ECC to S/4HANA conversion with three consultants.
- Composed numerous assets, using Microsoft Office applications (Word, Excel, PowerPoint, and Visio).

- Coached Presales Solution Engineers (SEs) and Account Executives (AEs) on Healthcare MM terminology, processes, functions, and use of Healthcare Demo System and scripts.
  - ➤ Received Peer-to-Peer Award from Director of Public Sector Solution Engineering for demo and Presales support work.

Marketing Support
- Represented Healthcare IBU at User Group meetings (including start-up of Health Sciences SIG for Healthcare and Life Sciences customers).
- Composed numerous marketing assets (e.g., SAP Ariba Network and Digital Transformation Strategy for 2020).
- Obtained Business Transformation and Customer Success references
- Planned, organized, and obtained resources for demonstrations at SAP and professional events, and represented SAP Healthcare IBU at professional meetings, such as HIMSS, AHRMM, and GS1.

Business Development/Alliance Support
- Composed SAP MM/GS1, and SME product presentations and co-presented with partners.
- Coordinated SAP training of Siemens' Presales Engineers by compiling training plan for acquiring SAP product knowledge.
- Trained Siemens Supply Chain Presales Engineer in SAP MM and eProcurement and supported him for RFP completion.

Product and Solution Management
- Performed GTM, gap analysis, best practices, and Healthcare portfolio management for Materials Management and eProcurement products, including complementary offerings by partners (e.g., adoption of solutions for contract maintenance and connectors to cabinet distribution and clinical systems).
- For an enhanced GLN functionality core add-on, I gathered requirements, composed specifications and test scenarios, worked with developer to build and test solution, wrote project workbooks with add-on coding (for customer downloading), and presented at SAPPHIRE and user group conferences.
- Created Internet of Things Use Cases for Healthcare Traceability/Batch Management, Connected Goods/Connected Distribution Cabinet, and Asset Tracking and Monitoring.
- Defined and spec'd enhancements for SAP Business One and Business All-in-One (SAP SME offerings); wrote test scenarios for, and performed initial and end-user testing with, implementation partners.
- Taught LEAN processes to Procurement and Supply Chain Management Product and Solution Management.

SAP America, Palo Alto, California   **August 2004 to December 2005**
Senior SRM Solutions Team Lead and Consultant
- Team Lead and consultant on high-profile SRM projects, managing three consultants at a major customer.
  - o Activities included facilitating blueprinting sessions, serving as the Subject Matter Expert for eProcurement business functions, developing functional specifications, configuring prototype systems, co-authoring Business Process Procedures, developing integrated test scenarios, supporting testing teams, and training technical and end-users.
- Performed SRM presales demos.
- Composed test scenarios and executed testing and troubleshooting of show-stopper issues (Project Systems inventory postings, Plant Maintenance and Project Operations, Plan-Driven Procurement, and Sales Taxes).
  - o I joined the SRM team at a major telecom customer four months into the project, and within a week, became the Lead SRM consultant after correctly advising them to change their technical approach.
  - o I joined the SRM team at a major Oil & Gas customer three months before go-live (immediately following the nine-month telecom assignment) and completed testing and problem-solving of complex issues in time for customer's go-live.

Ariba, Inc., Sunnyvale, California   **February 2004 to July 2004**
Solution Lifecycle Manager
- Defined and proposed Solution Lifecycle Management framework (phases, processes, deliverables, inputs, responsibilities, and templates) for process analysis and improvement.
- Performed organizational and budgetary research and analysis for acquisition of FreeMarkets, and supported Marketing activities for NewCo Sales Launch.

Oracle Corporation, Redwood Shores, California   **July 2002 to February 2004**
Senior Functional Architect, Procurement Product Management
- Gathered, analyzed and documented business requirements/business cases and functional gaps, per industry trends, composing High-Level Design Specs for projects (e.g., Global Procurement, Manufacturer Part Number).
- Coordinated development projects by developing Procurement Process Flows for industry roadmaps.
- Wrote and executed Test Plans, and assisted Product Managers.
- Point-of-Contact to the Purchasing User Group.

Commerce One, Pleasanton, California   **August 2000 to June 2002**

Sr. Director, Product Management
- Responsible for the conception, design, testing, roll-out, and ongoing management of a new CRM system-based process for gathering and managing customer and partner enhancement requests.
  - Received award for development and rollout of Enhancement Request Prioritization process
- Coordinated Business Process Reengineering project with Product Management, Development, and Fulfillment, with special emphasis on Usability and Change Management.
- Conducted Web sessions with customers and internal groups to address Supplier Adoption & Enablement issues.
- Assisted Global Customer Support, Engineering, and Professional Services on cross-functional projects.

SAP America, Foster City and Palo Alto, California   **November 1994 to August 2000**

Senior Solution Architect, SRM/B2B (2/00 - 8/00)
- Coordinated B2B Procurement product (BBP 2.0) rollout activities, including go-to-market strategy training.
- Responded to RFPs and other inquiries
- Collected and communicated needed product enhancements to Product Management
- Represented SAP at analyst meetings, ASUG (user group), and SAPPHIRE

Senior Materials Management and Retail Product Manager (6/96 - 2/00)
- Managed MM, SD, and Retail product managers and presented MM- and Retail-related functionality and enhancements to Board and Development in Germany and the U.S.
- Provided information on in-development enhancements for customers and accompanied PreSales on prospect visits.
- Ensured that SAP Americas' customer requirements were accommodated by the product and/or software partners.
- Coordinated discussions and managed gap review meetings in Germany between customers and Development.
- Ensured that SAP's priorities accurately reflected "real-world" marketplace requirements, and communicated them to Development and lobbied for their inclusion in releases.
- Presented new Development Request process to customers at North and Latin American meetings, defined requirements and testing of the process, and wrote/implemented procedures for requirements-gathering, prioritization, and release planning.
- Reviewed customer-developed enhancements and made go/no-go decisions.
- Trained new Solution Architects and maintained partner relationship.
- Designed, and managed development and rollout of Web-based enhancement request system with ASUG (subsequent release contained 10 of 40 top-priority enhancements).
- Championed new functionality by coordinating customer meetings with Development (e.g., Mass Maintenance Tool) or working with customers to develop requirements (e.g., Manufacturer Part Number).
  - I was actively involved with developers during programming and testing, and facilitated communication between Development and the Business Unit.
- Managed roll-out of new releases and conducted training.
- Identified and built baseline Healthcare MM scenarios for Business All-in-One (SME offering), including configuration and master data with accompanying GTM documentation and training materials.
- Presented and gave demos at User Group meetings, annual SAPPHIRE event, sales training, and consultant training.
- Managed special projects, including initial development of the Mass Maintenance Tool and Manufacturer Part Number functionality and retrofits to earlier releases.

Account Manager and MM Consultant, Professional Services (11/94 – 6/96)
- Managed and participated in all pre- and post-implementation activities at assigned clients, including problem resolution, advising clients of value-added services and product enhancements and availability, and other activities that maximized clients' productive use of, and satisfaction with, the SAP system.

Education/Training

- One year MBA Studies, Temple University (Philadelphia, PA) and California State University (Northridge, CA)
- B.S. Communications, Temple University (Philadelphia, PA) and Hofstra University (Hempstead, NY)
- Record of Achievement for "Configuring Supply Chain Business Processes in SAP S/4HANA Cloud Public Edition"
- Course "Implement SAP S4HANA Cloud Public Edition for Sourcing and Procurement" in progress
- Skilled in Microsoft Office Word, Excel, PowerPoint, and Visio
- Conversant in Spanish
- Certified American Sailing Association Sailing Instructor
- United States Coast Guard 50T Master with Sailing Endorsement

Memberships/Offices

- GS1 U.S. and Global Healthcare (2012 – 2018); Executive Leadership Council (2016)
- American Society for Healthcare Resource and Materials Management (AHRMM) – formerly, CMRP-certified.