

Peter A. Olaniran

Cell: 415 410 9424

Profile:

SAP Support Consultant, with Over 20 years' experience in Business Systems Analysis, Retail Systems configuration, Testing and Project Management.

I am a self-motivated person and possess the ability to work on my own initiative as well as within a team. I take a methodical approach in work prioritising my workload in order to meet tight deadlines and business requirements.

SAP CERTIFICATION:

- **SAP CQC for Implementation – Certified (July 08)**
- **SAP CQC for Upgrade – Certified (July 08)**
- **SAP Premium Support Certified Consultant – (Nov 07)**
- **SAP E2E Root Cause Analysis Trained (SAP E2E100),**
- **SAP Solution Manager - Trained:** Implementation Tools in Detail, SMI310, (Feb 07)
- **SAP Safeguarding Certified** (R/3 architecture, Netweaver, Risk mitigation), 4 weeks academy (July 06)
- **SAP NetWeaver Overview Certified** (BI, MDM, MI, EP 6.0, XI, WEB AS),
- **SAP Academy (Sales & Distribution)**
- **SAP Enterprise Support Academy – Certified (2010)**

EMPLOYMENT SUMMARY

JULY 07 – APRIL '24

SAP Americas, Atlanta

**POSITION:
RESPONSIBILITIES**

**Enterprise Support Delivery Manager /
Enterprise Customer Support Partner**

I act as the named Enterprise Support contact for SAP customers with Enterprise Support contracts. I take the lead in all Enterprise Support activities.

Duties in **SAP AGSA** Include:

- **Customer Engagement:**
 - Ensuring all customer deliverables including issue resolutions,
 - Monitoring of SAP best practices by SI's
 - Overseeing the delivery of RISE for S/4
 - Driving bi-Weekly partner governance/ Steering committee meetings.
 - Engaging with LoB (BTP, Concur, ERP, Ariba) leads to ensure cohesive delivery.
- **Support Engagement:**
 - Manage and support all deliverables of the Enterprise/ Premium Support Customers.
 - Delivering initial assessment (Setup Service). I participate in the delivery and ensure the follow up of the annual assessment.
 - Inform the customer proactively about SAP products, strategy and news regarding support and operation issues and high-level answer possible project or operations questions.
 - I conduct customer CCoE certification process.
 - Handling of critical customer situations and involve any relevant party to resolve these situations.
- **Escalation Management:**
 - Following the SAP Process to drive customer escalation to resolution
 - Delivering Service & Support Reporting incl. SLA adherence to Enterprise/Premium Support (ES/PS) deliveries, pain points, projects and possible actions to be taken



Consultant's Profile

- Regularly following up with the customer to resolve support and operational issues
- Proactively position Continuous Quality Checks (CQC) and additional Services to address the customer pain points.
- React on any Service request submitted by the customer.
- Make the value of maintenance transparent to the customer and thus safeguarding maintenance payments.
- Proactively position Services to address the customer pain points.
- Provide knowledge transfer to customer's IT in SAP operational procedures, implementing recommendations and conducts regular follow-ups with the customer on actions agreed.
- Act as the escalation point in exceptional (critical) circumstances (such as production down situations).
- Knowledge to provide strategic advise in many different project, operations or generic It topics.

JUNE 05 – JUNE 07

SAP UK - AGS EMEA

POSITION:

Solution Support Consultant –

RESPONSIBILITIES

(For top 100 SAP Customers)

I act as a main Support Advocate for top Accounts Customers. I was responsible for the Account Management of **BBC**, **Xerox** and **Scottish & Newcastle within CRM 5.0**. I was involved in resolution of top customer issues. Escalating of critical top issues and processing the issues. I prepared Service Plans and safeguarding plans and positioned Go Live Services. Giving customers advise on a range of Solution Support offerings and benefits to system performance. I am the main contact point between Customers and other department of SAP in UK & Germany. Prepare Project Documentation (Cases) using CRM 5.0 Portal.

- Co-ordinate technical support activities for all SAP-based systems
- Primary contact and Representative for Key account Customer.
- Managing of All projects related Mission critical issues.
- Liaising with IT infrastructure department and the project teams.
- Facilitate daily operations between SAP and Customers.
- Analysing and diagnosing complex technical SAP or SAP-related problems.
- Communicate effectively, Prepare Risk Mitigation, Drafting of Release strategy, Upgrade Plans and Develop Service Plan
- Implement short and long-range goals within an intensive multi-tasking environment and simultaneous management of multiple projects.
- Acted as SAP De-Escalation Architect - Backoffice duty (Germany)

MAR 2005 – MAY 05

T-Mobile UK

POSITION:

Project Coordinator/SAP e-procurement Analyst

RESPONSIBILITIES



Consultant's Profile

I facilitated the procurement of all network material, products and services for Network Plan, Build and Operation. I worked within the Acquisition Construction and design (ADC) team carrying out a Procurement SAP Functional role.

My duties involved:

- Assigning various activities to required project Managers in SAP through the Activity Workbench.
- I checked that correct Network is attached in SAP(2G or 3G) or new/upgrade (DSA to Nomin).
- Raising purchase requisition through Service Master for Feasibility Study, Power Installation, Design Search & Acquisition, Quality Audit.
- I also monitor the PO's once they have been released and approved. Notify ADC on approval of PO.

Further additional duties include Loading all surveys into bespoke software (NEMESIS). Send surveys to Cell planners. Circulate all drawings received for sites being acquired and those in planning or construction stages. Carry out endorsements of drawing plans to ADC partners and email relevant parties. Advise ADC on Regional Site Handover Notification

JAN 2005 – MAR 05

Axon Consulting, UK (Britvic Project)

POSITION:

SAP Support Analyst, LE/MM/SD

RESPONSIBILITIES

I worked on the Britvic Project, supporting the third phase of the R/3 rollout. My duties include user support on LE as well as MM/SD. I also carried out ongoing testing on the SD/MM module. I ensured that users understood SAP navigations and transaction processes.

I also provided support for business users, super users including regional management in the logistics, sales & distribution areas. In my role I provided Business support as defined by client, this was by direct user training both formal and informal.

I daily ran picking and delivery sheets. Creating and cancelling Transfer Orders. I checked outbound delivery for discrepancies after picking. I confirm orders, starting shipment and Post goods Issue. I checked document flows to ensure the SAP process flow was followed. I performed Goods receipt into Warehouse, Stock enquires and counting with scanners. I transferred stock and performing Bin 2 Bin movement. General Warehouse Administration i.e. Blocking and unblocking WM Bins, Empty Bins report, WH stock per Bin, general house keeping and Inventory Tasks

I created and released process orders for confirmation. I continuously educated the users in the integrated nature of the SAP solution and the dependence on process excellence, completion and data quality. I provided support for users in the understanding of business process, optimization and simplification.

I also identified unresolved issues and escalated it to the appropriate level. I was involved in team meeting to determine common cutover issues and resolve them. I ran daily/weekly reports and transactions to support business processes.

JULY 2004 – NOV 04

Pfizer Global UK

POSITION:

Project Migration Consultant

RESPONSIBILITIES

I managed the transitions processes between Business Leads and Project Teams.

I was involved in planning and defining the scope of data extraction and testing required. This involved agreeing on data extraction criteria, data transformation and cleansing, Mapping and



Consultant's Profile

uploading activities into Oracle. I also coordinated Data validation workshops and managed data cut over activities.

Other duties include gathering business specifications and turning them into functional specs whilst liaising with Business Managers and working closely with development teams.

Other core duties involved Data Manipulation and cleansing from legacy System, ie identifying duplicated data and redundant data.

I worked with data technical analyst to define testing environment and test tools, test data and reporting criteria. This involved developed test plans, testing criteria, writing and executing test scripts, as well as processing the status of **TPR's** (Test Problem Requests).

Documented and reported issues, assisted in the ongoing development and improvement of testing standards and procedures across the company. I also coordinated activities on global and local testing requirement.

FEB 02 – JAN 04 HAYS CONSULTING (BSI Project)

POSITION: SD Business Analyst and Functional Consultant

RESPONSIBILITIES:

Project replaces multiple legacy systems with a global blue print design in the following areas:
Quote to Contract, Bill of Material and Engineering Change Management

Developed and implemented SAP R/3 system from conception to realisation. This involved planning and analysing business requirements (As Is, To-Be).

Conducted GAP analysis and identified areas that required business process improvement as well as

Other duties involved designing and configuring a prototype system to ensure that all defined business process is captured. I was involved in the processing of IDOC and interface for EDI and ALE.

Module prototyping and configuration, system testing, data migration mapping, end-user training and documentation, writing technical specification for reports and post implementation support.

As part of the core team I was involved with Organisational Structure design, Creation of Document Types, Item Category creation and determination, Pricing determination, G/L accounts determination, Invoicing, Shipping, Output determination.

I was involved in data migration mapping, scripting and testing, developing end-user training documentations, as well as facilitated training workshop pre and post go live.

MAY 00 – NOV 01 Tesco Dot COM

POSITION: Support Analyst/ Technical Writer

RESPONSIBILITIES:

Database Development and Administration. This involved adding new tables, queries, functions, macro, routines and modules.



Consultant's Profile

I ran QA Tests on the bespoke system. My reporting duties included designing new reports, modifying current reports/forms, Extracting data from data warehouse as well as producing periodic charts for monthly presentation.

I developed an Excel spreadsheet used for periodic analysis using VBA & Macros as well as produced **KPI's** monthly using Microsoft Access.

I was responsible for producing Periodic Cumulative **KPI** for Finance and management.

I provided support on All MS Office Suite. Manipulating Data Using Excel (Advance)

AUG 98 – MAR 00 BSI (British Standards Institution)

POSITION: Project Specialist/Developer

RESPONSIBILITIES:

I Managed Project Issues relation to Y2K - Customer Enquires, Testing & Solution.

Managed NT Rollout for 250 - 300 users.

I dealt with customer enquires on SAP relating to Material Master.

I was responsible for amending, updating and flagging Materials for deletion.

Prior to SAP implementation I was involved in Migration and data cleansing activities

I acted as the focal contact person for issues arising from material master queries

I was also responsible for ensuring that SLA's is adhered to by all stake-holders

Utilized Crystal Report 7 to run reports on queries concerning product quality standard certification.

JAN 98 – AUG 98 Unisoft Corporation LTD

POSITION: Programmer/Oracle Developer
 Programming: Developer

RESPONSIBILITIES:

Debugging, On-line support, writing job control languages.

I was involved with client implementation processes, troubleshooting, amendment and enhancing of redundant programs.

I wrote procedures and triggers into the server side of the database system.

Ensured an effective as well as user-friendly application as an end-result of all designs produced.

Led the design of a relational database system for filling system in a private business using Oracle 7.3 as the back end and Developer 2000 as the front end. This involved the use of PL/SQL from the beginning and end with Forms.

First-line support for users of Microsoft software such as:

Word for Windows, - Microsoft Excel, - Troubleshooting, - Assistance

OCT 96 – AUG 98 GlaxoWellcome, Greenford

POSITION: Business Development Manager

RESPONSIBILITIES:

To ensure within determined policy and procedures the planning, control and co-ordination of contractual obligations.



Consultant's Profile

Ensured that all district administrative work relating to the group is completed within agreed deadlines.

Gave technical advice when required to the client. I was also responsible for counselling, grievance and discipline of staff at an appropriate level.

Maintained an effective and close working relationship with the client to ensure the adequate co-ordination of services.

Monitored and supervised management staffs and budgets. Set up and implemented company procedures and guidelines for new contracts.

I also had to work with groups of different people in co-operation to achieve goals and objectives.

EDUCATION:

Higher Education:

South Bank University – London

Postgraduate Diploma in Management Studies (DMS)

South Bank University – London

Certificate in Management

South Bank University

HND & HNC in Computer Studies

London City College, Waterloo

City & Guilds of London Institute

QUALIFICATIONS

- Diploma in Computer Programming & Information Processing,
- NCR Computer Science Institute

OTHER COURSES

- Data Structure/Systems Software, Computer Application,
- Business System Pascal & COBOL Programming, Computer Technology,
- Computer Information Systems, Business Systems,
- Communication/Project Implementation, COBOL Programming,
- E-commerce Development Workshop,
- Rapid Web Development
- SAP Data Warehousing Using ACTAWorks
- Seagate Info Crystal Reports 7