
ROSA P. CROUCH

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SAP SD/GTS PLANNING & IMPLEMENTATION CONSULTANT

Global Trade Services • Governance, Risk & Compliance • International Logistics
Sales & Distribution • Business and Process Analysis

SENIOR SAP SD and GTS CONSULTING PROFESSIONAL AND TRAINER with broad SAP planning, deployment, and training experience across broad industry segments through 26 years of progressive SAP experience.

Plan and coordinate business process assessment, blueprinting, implementation, go-live deployment, training, and support of new and upgraded SAP implementations. Consult and advise multi-level, cross-discipline teams to successful international deployments, balancing multiple project priorities, stakeholder requirements, multi-site business models, language, and time-zone obstacles. Consistent career record meeting deadlines and system requirements in consulting coordination of high-visibility, international, enterprise-wide projects. 26 years of SAP experience built on earlier training, customer service management, and sales background.

Core competencies include:

- ✓ SAP R/3, 4.7, ECC6, S4 HANA
- ✓ SD, MM, APO, SCM, SM, GTS (11)
- ✓ OTC and CSM
- ✓ UAT Testing
- ✓ Sharepoint
- ✓ LSMW Loading
- ✓ Sanctioned Party List Screening
- ✓ Embargo
- ✓ Legal Control, EAR and ITAR
- ✓ Definition, Scope, Testing, Go-Live Coordination
- ✓ Training / Documentation Development and Delivery/SAP LMS training
- ✓ RESITE Training Tool Documentation Preparation

SUMMARY OF PROFESSIONAL EXPERIENCE AND BUSINESS CONTRIBUTIONS

TEL-US SD-GTS

AUGUST 2021-MAY 2022

HIRED FOR GTM/GTS EXPERIENCE. WORKING ON POWER USER AND USER ACCEPTANCE TRAINING FOR OCTOBER GO-LIVE. USED MALSEY TEMPLATES TO LOAD DATA INTO S4 INSTEAD OF LSMW. THEN WORKED IN TRAINING DEPARTMENT FOR HELPING EXISTING USERS WITH UAT. ROLES AND RESPONSIBILITIES: **VALIDATED S4 HANA FIORI SD SCREENS FOR INPUT CREATED BY DELOITTE**

INSOURSYS CONSULTING

MAY 28-JUNE 21 2021

S4 HANA PROJECT FOR AVANTOR/NUSIL

ROLES AND RESPONSIBILITIES: **GTS CONSULTANT DID DISCOVERY WORK WITH CLIENT**

YORK CONSULTING SD-GTS MINNESOTA

MARCH 2019-OCTOBER 2019

Abbott Labs GTS Consultant, Interface guidance. Worked with SME's

SAP Version ECC 6 GTS Version 10.5. We were creating an interface to have an outside system create licenses when needed.

My roles and responsibilities were to Help with **Sales Data Extract requirements, MM requirements consulting. Required more attributes for materials.**

Automation of license creation using outside of SAP software

Update of licenses based on status of license (Active, Expired, Entered but not Active)

I did not work with the users for support here.

COGNIZANT CONSULTING GTS CONSULTANT

OCT 2018

CSL BEHRING KING OF PRUSSIA, PENNSYLVANIA

S4 Hana version of SAP. **Support of GTS version 11 testing for CSL Behring sites**

NTT DATA

AUGUST 2017-OCT 2017

SAP Version ECC 6 GTS Consulting at Honeywell. **My role was Functional Specs needed for another division of Honeywell that was not part of original GTS implementation.**

MEGGITT USA SD -GTS TRAINING AND TESTING IN ECC

FEBRUARY 2013 –JUNE 2017

GTS FUNCTIONAL TEAM LEAD

Instrumental in Deployment of GTS (Global Trade Services) to existing SAP ECC 6 sites within Meggitt globally. Since this was an Aerospace Company, we had an R&O responsibility to ensure that GTS did not get in the way of SM. We received the repair part, created a notification and Service Order. The part went through the repair process, it was screened by GTS and returned to the customer. Deployed in waves. Wave II (Switzerland) Wave III, MPC Rockmart, Ga, Thomson Aerospace Saginaw, Mi, MSS Orange County, Ca. Wave IV, MCS Troy, In, MCS North Hollywood, Ca, MCS Corona, Ca. Wave VI, MSS OECO, Milwaukee, Or, MCS San Diego, San Diego, Ca. Wave VII Non-SAP feeder at MTSI, Suwanee, Georgia. I provided ongoing support for live GTS sites. Classification updates as required by Dept of Commerce and Dept of State.

GOODRICH AEROSTRUCTURES UTAS WITH HCL

JULY – NOV 2012

San Diego, Ca.

GTS 10.0 backfill/support for installed base users

trouble tickets, system updates for HTS codes/globally, EAR and ITAR

ECCN and ITAR code updates/globally/master data updates/config changes

Aes for electronic customs filing

KEANE / CARITOR CONSULTING - HONEYWELL AEROSPACE, Phoenix, Arizona

2005 – 2010

IT consulting and business process solutions/services company offering application and infrastructure services, business process outsourcing, program and performance management services to a global, industry-diverse client base.

SAP GTS Consultant - Honeywell Aerospace

Enabled on-time deployment as one of 2 consultants working with business process owners. Implemented data load of all master data, coordinating testing and go-live of sanctioned party list, embargoed country screening, and export compliance with US Department of Commerce/Department of State Co-coordinated US and global deployment of export compliance and customs implementation through SAP GTS, as SAP subject matter expert. Served as key player in blueprint/scope definition, GTS configuration, manual data loading, testing, training, helpdesk, and support for corporate initiative targeting export compliance implementation at approximately 50 sites for the Aerospace Division of Honeywell International in Europe, Asia, North America, and Mexico.

- UK, the Czech Republic, France, China, Singapore, Philippines, Indonesia, Malaysia, Mexico, and Germany regulations.
- Assessed document types and item categories from supplying R/3 feeder system, previously defined for the Foreign Trade module, in partnership with business stakeholders and 5-10 project team members at each site.
- Loaded all master data including 3 million+ parts, raw materials, parts, customer, and vendor data. Maintained current data received from site deployment leads through manual loads, as each new site was added.
- Maintained 24-hour on-call status for testing and go-live, assisted only by Honeywell Lead Compliance Officer. Determined test scenarios and helped in the development of testing scenario spreadsheet, in coordination with site deployment teams.
- Since this was an Aerospace Company, we had an R&O responsibility to ensure that GTS did not get in the way of SM. We received the repair part, created a notification and Service Order. The part went through the repair process, it was screened by GTS and returned to the customer.
- Supported testing and resolved issues by traveling to 3 sites in China while supporting all other domestic and international sites (including non-English speaking locations in the Czech Republic, Germany, France, Singapore, India, Indonesia, Malaysia, and Mexico) through time-sensitive teleconferences.
- Developed training and PowerPoint presentations, delivering user awareness training to 100+ key business users through live classroom training or Internet meetings.

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National Field Service Coordinator - SAP Implementation and Training, continued . . .

BOC EDWARDS, Phoenix, Arizona

2004 – 2005

BOC Edwards was part of the BOC Group PLC, a multinational industrial gas group now part of The Linde Group. BOC Edwards supplied the semiconductor industry with vacuum equipment/systems, chemical delivery and abatement systems.

National Field Service Coordinator - SAP Implementation and Training

Hired for depth of SAP experience as key player in the implementation and training in SAP SM, CRM, and Contract Management enterprise applications at 5 sites. Advised and partnered with 7 team members in initial contract loading and the training field service technicians in system use.

- Tapped to streamline SAP implementation impeded by knowledge gaps in the SM, CM, and Contract Management functions. Studied sales and field service business processes at corporate headquarters in the UK and Boston to identify requirements and propel field service SAP implementation and training project.
- Manually loaded all existing field service contracts and billed U.S. service work of 100+ customers, including alternative monthly and annual billing rates.
- Coached and trained field service technicians in general SAP system operations and consignment parts and labor hours recording processes.

IVMOST CONSULTING / INSIGHT, Phoenix, Arizona 2003

IT systems and business consulting firm providing application design, development, and implementation services, and engineering, technical, and training outsourcing.

Training Consultant

Served on training team of internal and contracted trainers in the development and delivery of SD module training to Insight's sales staff in support of newly-implemented SAP.

- Trained and tested 200 sales people in 30-person classes (twice daily, Tuesday - Saturday) and in one-on-one mentoring sessions. Ensured thorough understanding by testing, meeting contract schedule and performance requirements.
- Developed and revised training manuals, desktop references, and PowerPoint presentations. Prepared RESITE documents and tools that increased training proficiency and productivity through keystroke/screen capture and automated publishing.

MONIERLIFETILE, Phoenix, Arizona

1996 – 2003

Largest US manufacturer of premium roof tile, finishes, and accessories for new construction and re-roofing projects.

Trainer / Process Analyst / Customer Service Manager / Customer Service Representative

Progressed from a Customer Service Representative to Customer Service Manager, and evolved to a multifunctional role leading corporate efforts in business process analysis and improvement initiatives. Initiatives included SAP R/3, 3.1 implementation and training for replacement of legacy Monier system, as designated power user.

Managed a customer service staff of 20 at 2 facilities, directing customer service and sales support operations ensuring timely product/application, availability, order, quote, delivery, billing/credit, and service support of distributors, roofers, and builders. Maintained proactive assessment of production and supply status to ensure accurate customer order processing by facilitating weekly meetings with Plant Manager, Sales Manager, Production Planner, and Yard Supervisor.

- Co-wrote SAP SD processes/procedures manual and training documentation. Developed and presented SAP SD training to staffs at eight national and local facilities acquired after merger with Lifetile.
- Identified and evaluated business processes consulting with SAP representatives and internal programmers in SD module development and testing, as SD implementation and upgrade specialist. Partnered with FI, MM, and PP module subject matter experts to coordinate SD implementation, testing, and upgrades for seamless enterprise integration.
- Contributed to improved production scheduling, order promise, and fulfillment performance, as sales and operational planning (S&OP) implementation team member. Analyzed, planned, implemented, and supported S&OP and available to promise (ATP) processes.
- Provided on-site support of distributors, roofers, and builders in principal customer service role, assisting in the resolution of product application and installation questions or concerns.

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PREVIOUS EXPERIENCE

Earlier experience as a customer service representative and administrative assistant for Washington Natural Gas Company and sales/customer service professional within retail. *Earlier experience detail is available upon request*

EDUCATION & PROFESSIONAL DEVELOPMENT

Education: **Liberal Arts Coursework**, TACOMA COMMUNITY COLLEGE, Tacoma, Washington

Affiliation: SAP Users Groups (ASUG)