

# Banana Apple

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## WORK EXPERIENCE

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### Big place Inc

Apr. 2016 – Present

### Business Process Owner, O2C (July 2019 – Present)

Paris, FR

#### Responsibilities:

- Be responsible for the end to end optimisation of Special Pricing and Vendor Receivable processes.
- Perform gap analysis vs. core model, update documentation, perform testing, train users...
- Act as a facilitator between the business teams and IT (SAP SD, MM, CRM, BW and EDI), translating the needs of the business to understandable technical requirements.

#### Key Achievements:

- Led the automation of the pricing delivery block process (\$3.3M yearly estimated revenue, in margin optimisation).
  - Enhanced the delivery block processes: creation of an automated report with key details (reason for blocks, value, orders) and introduced thresholds for price changes
  - Created, with the sales teams, an automated tool (Python, Ui-Path, API), to analyse the delivery block report, find the necessary contracts to ensure positive net sales margin, and automatically release the blocks when possible.
- Managed the implementation/optimization of EDI connections, for price communication with strategic Partner:
  - In collaboration with business unit executives, identified B2B partners open to implement an EDI connection for special pricing communication (to replace email/PDF/Excel exchanges):
    - Presented business cases to B2B partner's for both their business & technical teams.
    - Built EDI templates in several formats (PRICAT, XML), user cases and KPI expectations, tailored to each partner.
    - Supervised of integration project of the vendor EDI solution
  - Cooperated with senior EDI developer, to reduce waste in the legacy EDI codes of complex Partner (Partner, Partner Partner, Partner).
  - Lead the implementation project of new markets for existing EDI price communication, Partner (XML), Partner (EDFICAT), Partner (EDIFACT).
- Used Six Sigma methodology to increase the quality of the automatic customer margin/markup calculation in SAP SD:
  - Work jointly with Central Article Management, on the SKU creation data quality.  
This resulted in a decrease of margin errors, by 99%, effectively removing 4 hours daily of manual work dedicated to correcting these errors.
- Acted as lead business analyst on the implementation of Partner, Configure, Price, Quote (CPQ) tool to our web store:
  - Analyzed the vendor and SaaS provider requirements.
  - In collaboration with E-Biz consultant, created the end to end Order to Cash process requirements and user journey
  - Identified and recycled, existing processes and RPA functionalities, to lower the project expenses from an initial cost of 150K to a final one of 35K.
- Successfully used RPA (Python), in combination with EDI, to automate the capture of Partner complex pricing catalogue, provided via an FTP, in to SAP: resulting in more than 15000 daily price agreement updated with a "No Touch" process, across all EMEA regions.
- Supported as special pricing SME, the implementation of SAP S/4 Hana & Vistex.
- Created with Confluence a database for business users, where technical documentation was translated to user accessible documentation for SAP and related EDI operations

## **Operation Coordinator, (Jan 2018 – June 2019)**

### Responsibilities:

- Managed the day to day operations of the French, Irish and UK market, supervising 10 analysts.
- Transferred the Special Pricing operations, based locally in Norway, to the Global Business Services centre: scheduling, documenting and processing the transfer of knowledge from the local Sales and Marketing team to the central one, over a year.
- Support to the business process automation developers, to automate the Special Pricing manual back office tasks: Automation of vendor agreement processing to SAP, for standardised vendor.

### Key Achievements:

- Raised the SLA (request closed under 3h) from 90 to 94,3 % of the volume for the UK and Irish market.
- Oversaw the transfer of Special Pricing operations for more than 140 vendors, from the Norwegian local teams to the Global Business Services center, all while reducing the SLA from 24 hours to only 3 hours for 94 % of the requests volume.
- Introduced the use of SAP Business workflow for the EMEA markets, allowing the analysts to process the errors of the inbound EDI feed, with vendors such as Partner and Partner (5k errors per quarter).

## **SKILLS & INTERESTS**

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### **Operational Skills:**

BPMN (Swim lanes, Diagrams, Fishbone)  
Six Sigma (Green belt level training)  
Languages: French, Spanish, English  
Design Thinking methodology  
Currently working on my (PSM I) Scrum cert.

### **Digital skills**

ERP: SAP SD, SAP FI, SAP BW  
Data: Power BI, SAP AFO, Excel  
BPMN: MS Visio, Lucid Charts  
EDI: AS2, EDIFACT, XML  
Documentation: Confluence, SharePoint  
Reporting: HP ALM, Jira