**MICHAEL SWAN**

ERP Consultant

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**OBJECTIVE**

Enthysiastic and highly-motivated ERP Consultant with 7 years of experience in IT process improvement measures. Looking for a reliable company to give benefit and share experiences.

**EDUCATION**

Swanwood University

Bachelor of Science in Business Administration, 2014

**SKILLS**

Business Process Flow Analysis

* Provided Gap Analysis
* Provided Value-added Analysis
* Provided Root Cause Analysis
* Made Experience Examination

Gap Identification and Resolution

* Provided SWOT analysis
* Analyzed current state of the company
* Identified the ideal future state of the company
* Bridged the gap

Vendor management

* Provided a balanced commitment and competition
* Built partnerships for the long term
* Negotiated to a win-win agreement
* Reviewed business goals and metrics
* Used smart vendor sorting

Staff Management and Mentoring

* Reinforced a foundation of ethics
* Developed staff business acumen
* Emphasized strong communication

Data Migration

* Made storage migration
* Made cloud migration
* Made application migration

**EXPERIENCE**

ERP Consultant

Timesoft Consulting, 2015-2017

* Provided implementation consultation, project management, and support services during SAP Business One installations, upgrades and customizations
* Recognized and addressed gaps between SAP Business One solutions and the business practices of the clients

ERP Consultant

Avalara | 2017-2019

* Supported the preparation of the scope of work by providing task/time details
* Developed and maintained expert knowledge of SAP Business One
* Audited current users and their use of SAGE to insure they meet the full compliance necessary for successful business processes
* Trained all new team members and provided follow up training to existing team members