

# MICHAEL SWAN

*ERP Consultant*

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## OBJECTIVE

Enthusiastic 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.

## 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

## CONTACT INFORMATION

Telephone: 123 456 7890

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## 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

## EDUCATION

### Swanwood University

*Bachelor of Science in Business Administration, 2014*