Alexandra

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**SUMMARY:** Experienced professional in Telecom projects implementation, Supply Chain/ConsumerGoods business area- project management - main area of expertise service delivery, customer relationship and program management.



**CORE SKILLS:**

Process analysis and optimization solutions

Performance Management

Resource management

Strategic partner’s management

**EXPERIENCE:**

**April, 2016 – present - ERICSSON ROMANIA**

**Project Coordinator, XRM implementation - GSO Applications & Compliance**

Scope: XRM program aims to deploy a global tool for external resource management, performance and cost wise, implement supporting processes and build global teams to manage the requirements coming from global resource owners.

Coordinator role supports and manages the implementation of the global central team – from roles and responsibilities definition, process and tool implementation to setting-up the remote team in GSSO center. Following the set-up phase takes responsibility in coordinating the resources and activities in the global support team.

**Responsibilities:**

* Interface with program sponsor and main stakeholders to support the requirements gathering and the program implementation plan
* Contributor in defining overall strategy deployment, translate it to individual targets and manage team’s performance
* Responsible for project specification: create project WBS (Work Breakdown Structure) and identify activities dependencies, perform risk assessment, assign resources, define performance management metrics, support in defining UATs, ensure HO to operations
* Ensure the team is adequately staffed and perform regular check-ups on flows implementation
* Act as single point of contact for an internal workforce management tool and use the subject matter expertise to liaise communication and knowledge sharing with the business users.
* Partner with global units in the global roll-out process of the application in scope from a business support standpoint - create support function for the tool within the GSSO & anticipate future needs for support & coordinate support team
* Create analyses and reports based on data extracted and client’s needs (PowerPoint or Excel).
* Execute a quality check for all the deliverables before sending them to the internal client.
* Ensure training material and ways of working are recorded and maintained according to corporate guidelines - design training strategy, prepare training material, deliver training, keep training material up to date
* Cleanse data by making the entries as uniform as possible (e.g.: all dates should be in the same format, all currencies converted to single currency, all product and service descriptions as consistent as possible, etc.)
* Execute regular maintenance activities for application in scope.
* Ensure close cooperation with the process driver both in implementation and after implementation
* Become champ in the tool implemented
* Regularly create and update the reports on status of agreed performance indicators to the program sponsor

**October, 2015 – April, 2016 – PROCTER & GAMBLE ROMANIA**

**Purchasing Master Data Administrator/Internal Projects Coordinator**

* Subject matter expert for special interventions or initiatives that have a direct or indirect impact on Purchasing Data Components maintenance.
* Manage second level escalations and/or general processes inquiries.
* Lead all internal audit requirements processes.
* Lead quality assurance of all processes in scope according to agreed SLA.
* Lead the effort of synchronizing Global Change Window information update within Purchasing Master Data Components.
* Ensuring all changes in the new version of CW are properly reflected on impacted solutions/systems under PMDA’s area of influence.
* Manage and create PO automation rules, transactional buyer materials and scope of business and Internal Catalog Maintenance.
* Lead training initiatives with Sourcing and Procurement Services and Solutions.
* Receive and process the requests from Procurement Team and Sourcing to maintain: BADI Tables, T-Buyer, PO Automation Rules.
* SPOC for Transactional Buyer maintenance.
* Preferred Vendor List maintenance and update/ requests received from Sourcing Department

**March, 2014 – October, 2015 PROCTER & GAMBLE**

**Procurement Specialist**

* L1 technical and business related support for My Purchases- internal procurement online portal/ Supplier Portal- external portal for Vendors
* SPOC for Logistics Department in P2P process
* Handle all requests coming from both Vendors and Internal users regarding issues encountered in P2P process in working with online portals
* Collaborate with technical teams for escalations
* Blocked invoice resolution and invoice posting mismatch with actual PO details
* Connection and follow-up with local PSS SPOC’s regarding escalated issues where their business input was needed
* Ad-hoc reports creation regarding internal users and Vendors registered on the portals
* Completing user education sessions and ways of working documentation
* Data-base maintenance
* Supplier selection criteria check/ User accounts selection for registration on the portals
* Completing testing required for Problem Tickets and Requests for Development for both solutions
* Schedule meetings/ calls, provide input/ information requested by the Technical Team, Solution Managers, L1 Support Manager

**August, 2013- March, 2014 CGS-SPRINT USA**

**Customer Support Assistant**

* Bilingual project- Spanish/ English customer service support via phone
* Handling new/signed contracts for company’s customers
* Determine client’s requirements by understanding their issue
* Following the pre-scheduled call flow according to the company’s standards
* Tracking package delivery
* Handling with priority escalation requests according to company’s procedures
* Answer inquiries by clarifying desired information; researching, locating and providing information
* Maintain call-center database by entering call log information

**April, 2012 - June, 2013 LOUIS VUITTON MOET HENNESSY-STARBOARD CRUISE SERVICES Sales - Jewelry, Beauty, Watch Specialist**

* Maintaining and achieving high operational and visual merchandise standards
* Product knowledge, training and customer service
* Achieve sales goals for each responsible department
* Completing and documenting monthly merchandise inventory across stores
* Reporting shrink according to the requirements
* Organizing trunk shows according to the sales numbers across all stores
* Order Management
* Connection with Sales Team/ Buyers Team for special events projects
* Assist with styling, fittings & presentations for in-store & off-site event
* Ensure completion and accuracy of markdowns, transfers and RTVs
* Coordinate with Shipping/Receiving Department timely assimilation of new merchandise

**February 2010 - April, 2012 CARGO-PARTNER**

**Team Leader, Data Operations Department**

* Negotiate and accommodate data operations requirements for all clients
* Leading the team in order to follow the company’s standards and terms of contracts
* Coordinate cross-checking inventory accuracy vs registered data
* Completing daily/weekly/monthly ad-hoc reports to Logistics Manager
* Data base maintenance based on orders/goods receipt/delivery

. • FIFO reports cross-checking

• Handling customs declarations for imported goods

• Technical requirements input provided to potential clients

• IT systems development/ implementation for company’s internal/external offices /warehouses

• Trainer for internal/external new hires

• Contracts negotiations for IT system development according to signed agreement for logistics services provided

• Maintaining HACCP and ISO9001 certification requirements

**April, 2007 - February, 2010 CARGO-PARTNER**

**Data Operations Specialist**

* Data base maintenance according to client’s request
* Reporting documentation for Order tracking/ Delivery Note / Truck loading
* Archiving and maintaining documentation according to country legislation
* Connecting with partners regarding the delivery issues encountered
* Periodically schedule medical appointments according to the employee’s agreed contract
* Connect with dedicated person for Employee Safety and Health Training to be scheduled and maintain proper documentation for all employees
* Reporting to Logistics Department Team Leader



**EDUCATION:**

**2008-2012 Spiru Haret University – Financial and Accounting Management**



**TRAININGS:**

Training areas: Negotiations, Project Management, Intro to Financials, Communication



**LANGUAGES:**

English – fluent; Spanish - intermediate