

ERP/CRM Implementations

- **Implemented (as a PM) PeopleSoft ERP** at Transamerica Financial Services; full cycle, end to end.
- **Implemented (as a PM) Oracle Financials ERP** at Maxicare Health Plans; full cycle, end to end.
- **Managed (PgM) the implementation of SAP (ERP)** at Ingram Micro (Global Distributor of computing S/W and H/W):
 - Worked with Deloitte on Busne4ss Case and Systems Analysis; then on the Cost Benefit Analysis and Feasibility Study. It resulted in a proposal that was approved by executive management and then went into implementation;
 - **Managed a good portion of that implementation;**
 - **Re-engineered the legacy applications** replaced by SAP implementation;
 - **Moved all apps on the Web and managed the APIs development.**
- Part of team working on SAP implementation at Walt Disney Co.
 - Worked with Cap Gemini and SAP consultants on the preliminary study and recommendations;
 - **Managed a good portion of that implementation;**
 - **Brought in Salesforce to re-engineer several Marketing applications;**
 - Managed the Integration of SAP with Cognos (Financials) and PMO tools (Clarity)
- Managed entire implementation of a CRM system at Biosense Webster Int'l (a medical devices division of Johnson and Johnson):
 - **Managed – Project Owner/Release/Program Manager role (the IT side) of a very large systems integration of various CRMs** belonging to close to 20 companies.
 - This was a multi-year, \$170 million project meant **to replace various proprietary CRM systems, including BWI's FOCuS and CSI into what is called Patient First corporate, global system, based on Siebel and Sales Force.**
 - **Several applications were re-engineered in Salesforce.**
 - Employed OBIEE (Oracle Business Intelligence), **CSI (Complaints Management System) and integration/interfaces between them with JD Edwards** and corporate SAP.
 - Worked closely with Deloitte **and Sieble consultants.** That included upgrade to the DMS (Document sharing and Management System).
- While at LA County, supported ERP - Oracle eBusiness Suite, Data Warehousing/ETL, BI and Web Analytics
 - **Managed CRM (MS Dynamics NAV) implementation.**
 - **Worked closely with MS Consultants.**