

IAN NOLAN

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PERSONAL PROFILE

Business focused and experienced **SAP Functional Consultant/Solution Designer and Project Manager**, focusing on core modules of **Customer Service (CS)**, (formerly Service Management SM), **Plant Maintenance (PM) and Sales & Distribution (SD)**, with ten years plus experience, and a high level of integration skills with other core SAP modules. Excellent business process analytical skills derived from a solid background in Business & Finance Management within service and manufacturing environments. Good soft skill set and used to dealing with, and managing functional, technical and business resources on IT related projects. Liaison with senior management and steering committee's to ensure compliance to project goals.

SKILLS

Extremely Business Focused
Good communication skills at all levels
Calm whilst under pressure
Ability to deliver to agreed targets

Good Soft Skills
Good management and leadership skills
Problem-solving using original ideas
Ability to drive through change

PROJECT EXPERIENCE

Life Cycle Project experience covering :

Roles covering Business Analysis, Functional Consultant, Team Lead and Project Manager.
Solution concepts and design from facilitating workshops through to final delivery.
Global template design and control of localization during rollouts.
All Project stages incorporating ASAP and GATE Methodologies.
Project and Scope Evaluation including consultancy bid processes.
Project management including scope and change management control.
Liaison at all levels including stakeholder, steering committee, customer and board level.

CORE BUSINESS PROCESSES

Customer Service and Sales / Logistics Processes Covering :

Enterprise Asset Life Cycle Management including synchronization with finance asset register
Technical object structures including Serial number and equipment management
Maintenance, repair and overhaul processes including rotatable equipment & Resource Related Billing
Warranty management & Service Contracts including billing plans & pricing agreements.
Field service processes with confirmations, goods movements & subcontracting including MAM & Call Centre processing
Maintenance Plans including release strategies and scheduling also with MRS
Refurbishment processes on both internal and customer equipment including inbound/outbound delivery
MRP on spare parts, bill of materials management and advance shipment processes

Sales quotations and orders, ATP, goods movements, shipping and billing.
Pricing condition technique including billing plans
Scheduling Agreements, output determination and credit management

Finance – General Ledger, Accounts Receivable, Accounts Payable and Asset Management
Controlling – Cost Centre / Cost Element Accounting and Activity Type Costing
Integration with Project System (PS) for project cost control & settlement processes

Integration with FI / CO / PA / MM / PP / LE / PS / QM / HR

CORE SAP FUNCTIONALSKILLS

**Customer Service / Service Management (CS / SM)
Plant Maintenance (PM)
Sales & Distribution (SD)**

Customising skills on SAP R/3 releases 3.1h, 4.0b, 4.6b, 4.6c, 4.7 Ent, ECC 5.0 and 6.0

Equipment & Technical Objects	Work Centres & Warranties
Materials & Bills of Material	Task Lists & Configurable Task Lists
Notifications & Maintenance / Service Orders	Maintenance Planning & Scheduling
Maintenance Repair and Overhaul Process	Completion Confirmations
Production Resource Tools & Fleet Management	Partner Functions
Classification System	Performance Measuring & QM Inspection
Variant Configuration	Customer Interaction Centre
Materials Management & MRP	External Procurement Process
Resource Related Billing & DIP profiles	Sales Pricing & Condition Technique
Service Contracts & Agreements	Quotations and Sales Orders
Shipping & Billing	Solution Database
Cross Application Time Sheets	Integration of Document Management

Integration skills with other Modules

MM – Material Management	Good	FI – Financial Accounting	Good
CO/PA - Controlling & Profitability Analysis	Good	QM – Quality Management	Good
PP – Production Planning & MRP	Good	HR - Human Resources	Average
LE – Logistics Execution	Good	PS – Project System	Good

Other Related Experience

MAM – Mobile Asset Management	MRS – Multiple Resource Scheduler
LSMW – Legacy System Migration Workbench	eCATT – Computer Aided Testing Tool

CONTRACT EXPERIENCE

G3 Global - London Based Consultancy – May '07 to April '09

Project Manager –Media Industry and FMCG Clients

Project Manager (Aug 08 to April 09) for a Copyright Intellectual Property Management solution for Sony Music based in New York. Leading the team that completed the initial analysis of business requirements, and subsequent project charter, for implementing the IPM solution on top of a mature SAP FI/CO system.

Project Manager (Jan 08 to Feb 09) responsible for a team of 6 technical/functional consultants deployed to implement an FI/CO migration project for Sony Music's German, Swiss and Austrian businesses from a standalone SAP ECC 5.0 system onto a multinational European system, incorporating bespoke developments and interfaces for specific media industry requirements. Objectives were to regain control of the project, at the initial realization stage, which was behind schedule, and deliver the required functionality to new agreed timescales, these objectives being met on time. This required rebuilding relationships with local management (German & Swiss) in a difficult climate and incorporating rigid controls to follow strict ASAP/GATE methodology.

Team Lead (May 07 to Dec 07) with a team of 4 for a warehouse amalgamation project, responsible for the amalgamation within SAP SD/LE Sales and Logistic operations for two operating companies into one, requiring warehouse moves and creation of new interfaces between the host SAP R/3 ECC 5.0 and the remote 4.6c system.

Honeywell Aerospace – Frankfurt, Germany - September '06 to May '07

Functional Lead – SD/CS/PM – Defense Industry manufacturing and repair

Order Management / After Market Processes

Bought in the help put back on track the implementation of the Global SD template and integration aspects of the solution, covering engineering projects and manufactured to order processes, for the supply of defense equipment to the German BwB and NATO armed forces. Subsequent requirement to cover and support A&D-MRO aftermarket processes and ensure project timescales were met for delivery of the functionality.

Honeywell Aerospace – Basingstoke, UK - January '06 to September '06
Functional Lead – CS/PM/SD – Airline Equipment manufacturing and repair
A&D-MRO - After Market Processes

Customising, and localization of a US based global template and subsequent support of the first stages of a European roll out for Honeywell Aerospace repair and overhaul service division covering all A&D-MRO processes.

JohnsonDiversey – Northampton, UK - August '05 to December '05
Functional Consultant – CS/PM/SD – FMCG - Business Process Re - engineering

Self contained operating company project within JD, to examine the business processes within the UK Equipment operating division, and re engineer in line with SAP Best Practice for both the back office and field service environments. Duties included managing the project through all phases and aspects of the development.

Schneider Electric – Paris, France - April '05 to July '05
Functional Consultant – CS/PM/SD – Electrical Equipment Manufacturing – Detailed Design

Working through Cap Gemini on SAP R/3 ECC 5.0, as part of the development team, to design a global template for Schneider's service business. Full CS functionality has been identified as being required from the detailed business process design phase, with addition of SAP's MRS (Multiple Resource Scheduler) tool for enhanced resource scheduling, and MAM.

Accenture – Brussels, Belgium - March '05 to April '05
Functional Consultant – PM/CS – Utilities (Electrical) - Short Term Bid Process.

Providing technical support for Plant Maintenance and field workforce functionality in SAP R/3 Enterprise release for completion of a bid process to provide SAP IS-U, Mobile Workforce Management (MAM) and CLICK Schedule into a large Benelux utilities company.

Nalco – Leiden, The Netherlands / Chicago, USA- May '04 to March '05
Functional Lead – CS/PM/SD – Chemical Industry

Design and implementation of SAP R/3 4.6c solution for service management from blue print through to post go live support, rolling out in the USA and Europe. With a team of 5 we implemented the full functionality of service management to support customer site servicing, of both customer and company owned equipment, within a chemical supply industry.

Cadbury Schweppes PLC – Birmingham / Melbourne / Dallas - July '01 to April '04
Solution Design Authority and Functional Lead – CS/PM/SD – Soft Drinks Manufacturing

Solution Design Authority, utilising SAP R/3 release 4.6c, responsible for the detailed solution design, development, prototyping and subsequent roll out of the Global template for all Cadbury Schweppes soft drinks beverage businesses requiring service management. The solution covered full Asset Life Cycle Management of all vending and field service operations within the CS Asia Pacific area and subsequent role out to the USA.

Pricewaterhouse Coopers – Jakarta, Indonesia - October '00 to June '01
Team Lead - Functional Consultant – PM/CS/SD – Automobile Sales and Service

Implementing SAP R/3 release 4.6b in the automotive division of Astra International, a large Indonesian conglomerate, consisting of a multi-franchise operations. Leading a team of 14 functional and technical consultants full SM functionality was being implemented to control new and used car sales, body shop repairs, servicing both within service centres and field service operations, and control on calibrated equipment and used car refurbishment.

British Standards Group – Chiswick, London, UK / Virginia, USA – July '97 to November '99
Functional Consultant – PM/SM/SD – Quality Management Processes Control Board

Business process evaluation and requirements analysis of the whole supply chain within BSi, including customer services, distribution and warehousing. Subsequent configuration and implementation of SAP R/3 release 4.0b, for the replacement of all legacy systems.

SAP INDUSTRY SOLUTION EXPERIENCE

IS - Aerospace & Defense -18 months

Honeywell Aerospace covering both the UK and France in an IS A&D Aftermarket environment covering full MRO processes for cockpit equipment, including rotables management, within a commercial airline repair and overhaul business subject to certification to FAA and EASA standards.

Ad Hoc Assignments

FOODESCO Ltd

Business Consultant

Complete business plans for customer wishing to gain finance for, and build food manufacturing plant

SAP UK

Functional Consultant – CS/PM/SD

Completing an independent QA review on the realization stage of a major project within the defense sector, on the repair and overhaul processes, SAP UK being the main implementation partner.

SAP – Brussels, Belgium & London, UK

After Market & Enterprise Asset Management Trainer – SAP Courses

Training SAP AM and EAM courses, for both overview and intensive courses upto and including SAP R/3 ECC 5.0.

T.A Cook Conferences – Birmingham, UK – June '06

Functional Consultant – CS/PM – Presenting on EAM in the Utilities Industry

Presenting a workshop to industry specific delegates on the Enterprise Asset Management solution within SAP, geared towards the utilities industry

RNLI – Poole, UK – November '05

Functional Consultant – CS/PM – Solutions Database

Configuration set up and master data advice for the Solutions Database Implementation

Hewlett Packard – Bristol, UK – August '00 to September '00.

Business Analyst – SM/SD

SAP consultant on an E commerce B2B project, to enable real time, read and write, access to SAP support contract data, via the web.

British Standards Group – Hemel Hempstead, UK - November '99 to June '00

Business Analyst

Post implementation business process improvement project to enhance production planning and scheduling utilising greater functionality within SAP and enhance the original design.

BUSINESS EXPERIENCE

Pourshins PLC – Heathrow Airport, London – January '85 to February '97

U K Financial Controller

Business Manager & Financial Controller of a distributor of ambient, chilled and frozen foods, and manufacturer of specialist food & beverages. Group turnover of £40M with distribution and manufacturing sites in the UK, France & Holland.

Harmony Inns – Bayswater, London – August '83 to January '85

Management Accountant

Trust House Forte Airport Services

Regional Management Accountant - 1980 to 1983

ADDITIONAL SOFTWARE

MS Office Products

Access, Word, Excel, Power Point, Outlook
MS Project, Visio

LOCATION

West Midlands Based