



CONTACT



Upon Request



Metro NYC Area



talk@roxannegray.com

EDUCATION

Felician University

BA in History

CERTIFICATIONS

- Certified Salesforce Administrator (201)
- Certified Salesforce Platform App Developer (403)

PROFESSIONAL SKILLS

- Salesforce Administration & Design
- Marketo Integration
- FormTitan Development & Integration
- Process Improvement
- Business Process Analysis
- Procedure Development & Documentation
- Systems Implementation
- Organizational Development
- Troubleshooting & Problem Solving
- Data Quality & Analysis
- Business Operations

REFERENCES

References will be made available after initial contact

ROXANNE GRAY

DATA ANALYST & SPECIAL PROJECT MANAGER



PROFESSIONAL PROFILE

Dedicated and knowledgeable business process analyst and system administrator offering over 22 years of diverse professional experience in systems implantation and design, managing multiple, and working with team members and colleagues. Adept at gathering information into comprehensive reports, creating persuasive business presentations, and working with various departments to solve issues. Skilled in training and motivating teams to best complete important projects along with the ability to work well under pressure.



PROFESSIONAL EXPERIENCE

Springer Publishing Company

Oct'14 – Present

Associate Data Analyst & Special Projects Manager

- Configured and rolled out Salesforce Service Cloud and Knowledge
- Setup integration between Salesforce and Marketo as well as third-party apps for LinkedIn, ZoomInfo, and FormTitan
- Developed business-team focused Salesforce Apps to support the Information Services and Ad Sales departments
- Transitioned all users to Salesforce's Lightning Experience
- Created central SharePoint training and documentation site.
- Gather business process requirements, build Salesforce apps, automations, custom objects, and page layouts
- Provide technical expertise, training and facilitate knowledge transfer to new staff

Ricky's NYC

Aug'08 – Oct'14

Replenishment Manager

- Handled purchases of \$22 million dollars for mid-size retail chain
- Owned the forecasting process and replenishment projections to maximize in-time, in-stock levels
- Acquired new vendors and negotiated favorable payment terms in the personal care category
- Managed vendor relationships with more than 200 individual suppliers
- Trained and managed the purchasing team

Ricky's NYC

Business Process Analyst & Master Data Coordinator

- Led implementation and configured Point-of-Sale systems
- Proposed, specified, tested, and documented system enhancements in conjunction with our ERP software vendor
- Project manager for credit card processing/PCI software migration
- Compiled detailed reports on spending, sales, and product/vendor performance to facilitate decision making and strategic planning
- Set and enforced all data quality standards

Oxford University Press

Aug'98 – Jan'08

SAP Title Information Manager

- Managed all SAP product master data
- Hired, trained, and managed Publications Database Office staff
- Wrote training documentation for department wide processes and contributed to company-wide SAP training materials
- Collaborated on implementation design for SAP and in-hours production planning system



Oxford University Press (Cont.)

Aug'98 – Jan'08

Oxford University Press

SAP Title Database Administrator & Interim VISTA Title Manager

- SAP super user for MM and BW modules
- Built product discount matrix in SAP system
- Carried out MM product master data related user acceptance testing during SAP implementation
- Served as legacy system administrator during SAP implementation
- Coordinated shut down of legacy system in preparation for SAP R/3 go-live

Oxford University Press

Data Coordinator & Asst to Senior VP/Sales

- Served on Sales & Distribution and Business Information Warehouse teams during blueprint phase of SAP implementation
- Administered on Demand product fulfillment program
- Prepared monthly sales analysis reports
- Designed and created custom data files for trading partners
- Authenticated and audited data held in customer databases
- Provided technical support services and training for field sales representatives and departmental new hires

Borders Books and Music

Jun'95 – Aug'98

Assistant Manager of Human Resources & Operations/Trainer

- Prepared daily and weekly schedules for approximately 110 staff members
- Oversaw the recruitment, training and development of new staff and supervised continual retraining of existing staff
- Developed and implemented training programs and materials; Prepared employee evaluations

Borders Books and Music

Lead Clerk MIS & Operations

- Headed the opening of Borders' first flagship store in Manhattan
- Oversaw and facilitated the Installation of POS, network and desktop computer systems
- Supervised sales floor employees and managed office and store inventories
- Contracted repair and maintenance services for physical plant and computer systems