

SUSAN SUPPLY-CHAIN, MBA

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OPERATIONS MANAGEMENT

SAP • Manufacturing • Pharmaceuticals • Supply Chain

Accomplished Executive Manager with broad experience enhancing productivity and implementing projects in all areas of company operations for the pharmaceutical and electronics industries. **Expert in implementing and using SAP and other Information Technology systems** to analyze and streamline business operations to meet regulatory requirements and **improve company bottom line profits by millions of dollars**. Use excellent business analysis skills gained while earning a **Master of Business Administration in Operations** from *Philbin University*.

Lead and mentor teams to successfully implement multimillion dollar, enterprise-wide supply chain projects for major companies, including *NewPharm* and *MidPharm*. Utilize expertise in cGMP and other regulatory requirements to ensure compliance while streamlining operations. Analyze business results to save millions of dollars. **Capture hundreds of millions of dollars in sales** by rebuilding relationships and ensuring support for major accounts, including *Big Pharmacy* and *Bigmart*.

Computer Expertise: SAP (ECC) R/3 (MM, FI/CO, SD), BW (BI), Microsoft Office (Word, Excel, PowerPoint, Access), Microsoft Project, LabWare (LMS), Documentum (EDM), Mercury Quality Center, COGNOS, Crystal Reports, AS400, Siebel and Windows. **PMP Certification**. *Expertise includes:*

- SAP ERP Implementation
 - Pharmaceuticals
 - Manufacturing / Quality
 - Supply and Distribution
 - Information Technology
 - Business Analysis
 - Project Management
 - Electronics
 - Team Building and Training
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CAREER ACCOMPLISHMENTS

NEWPHARM

- **Coordinate NewPharm's replacement** of J.D. Edwards (JDE) Enterprise Resource Planning (ERP) system with SAP ECC revision 6.0 as member of the \$25 million enterprise-wide global project team.

MIDPHARM

- **Streamlined manufacturing operations with potential millions in savings** by using SAP to analyze five years of *Bigmart* and other key customers' order history to change production planning to be level loaded versus demand driven.
- **Enhanced ability for nine department managers to analyze business operations** by managing a key SAP project to implement a site-wide intranet dashboard to report key process indicator metrics using BW and R/3 data.
- **Increased MidPharm's sales to Big Pharmacy from only \$250,000 to \$64 million/year** by using customer service skills to repair relationships damaged from rebate disputes and lack of support.
- **Saved MidPharm \$6.5 million** by using knowledge of SAP systems and rebate requirements to research and justify reasons to deny incorrect claims by *Big Pharmacy* for rebates. Trained Finance staff to take over the rebate system.
- **Reduced costs \$15 million and slashed time to analyze products from 21 days to 14 days** by leading a \$3.5 million implementation of LabWare to automate all cGMP Quality Control Lab documentation processes, including Standard Operating Procedures.

INTEGRATED PARTS

- **Grew annual sales from \$620,000 to \$1.7 million** by effectively marketing *BigTape* products.

PROFESSIONAL EXPERIENCE

NEWPHARM, Atlanta, GA 6/2008 - Present
A leading human therapeutics company with over 15,000 employees worldwide.

Supply Project Coordinator

- **Lead an eight person team** by providing leadership and mentoring to create and maintain key project schedules, create and report metrics, track resources for entire site effort, evaluate risks and create and design queries for customer relations, production planning and accounting operations.
- **Ensured successful implementation** by training over 45 staff personnel using expertise in SAP R/3 ERP Central Component (ECC), Business Information Warehouse (BW (BI)), Materials Management (MM), Sales and Distribution (SD) and Financial Accounting and Controlling (FI/CO).
- **Drove launch of a new testing center from the ground up** by coordinating all site activities.
- **Developed schedule to implement entire project globally by April 2009** by collaborating with Global Team with representatives from Georgia, Washington, New Jersey, Thailand and Brazil.

MIDPHARM, Bloomfield, NJ 11/2002 - 6/2008
One of the largest manufacturers of generic pharmaceutical products in the United States, manufacturing over 200 products in more than 500 package sizes.

Production Buyer / Supply Chain Planner (5/2005 - 6/2008)

- **Directed \$7 million annual raw material purchases** required to produce all of MidPharm's generic pharmaceutical products by coordinating raw materials from receipt through quality analysis to meet manufacturing product specifications.
- **Managed successful project to outsource labels for over 750 SKUs previously produced in-house** by collaborating with the only three qualified cGMP US label printers to ensure proper controls with inventory control.
- **Received one of only ten "Excellent" performance ratings in entire company** based on extraordinary success.

Documentation Control Manager (12/2003 - 5/2005)

- **Selected to lead \$3 million Centralized Documentation Control project** for the QC laboratory after headquarters and sales moved from California to Bloomfield, NJ. **Won awards for success.**
- **Fixed flaws and streamlined company's controlled substances distribution processes** by performing gap analysis to conform to Drug Enforcement Administration (DEA) requirements.

Corporate Account Representative (11/2002 - 12/2003)

- **Won corporate award for increasing MidPharm's sales to Big Pharmacy from only \$250,000 to \$64 million annually.**
- **Ensured effective backup support** for critical *Bigmart* account.

INTEGRATED PARTS, San Francisco, CA 7/1999 - 11/2002
High technology electronic components parts manufacturers' representative.

Account Executive

- **Built strong relationships with diverse high technology customer base**, including *BigDisk*, *BigStorage Corporation*, *BigSimulation Labs* and *TopComputer Equipment Corporation*.
- **Grew annual sales from \$620,000 to \$1.7 million** by effectively marketing *BigTape* products.
- **Increased sales 45% within six months of hire** by improving quotation process to maximize profits.

EDUCATION

MBA in Operations, PHILBIN UNIVERSITY, Sacramento, CA, 2002

BS in Business Administration, UNIVERSITY OF EAGLE, New York, NY, 1999