

Jeffrey A. Rappaport
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SUMMARY:

INFORMATION TECHNOLOGY DEVELOPMENT PROFESSIONAL with over 20 years' experience in Developing, Implementing, Training and Documenting SAP Workflow and ABAP. Excellent analytical and problem solving skills, consistently beating project goals on a timely and cost efficient basis. Consulting Internationally with Clients in the development of SAP Workflow, creating fresh new ideas within Organizations to streamline processes, increase functionality and decrease costs. Exceptional communication skills and Client rapport building.

COMPUTER SKILLS:

SAP Workflow, ABAP, Portals, SQL, Visio, MS Office, Project Office, MS SharePoint, MS Communicator and Toolkit.

Knowledge in Java, JavaScript, HTML, XML, Visual Basic, C, C++, Data Base Design, LAN Concepts, Windows, DOS and Hardware Troubleshooting.

SAP SKILLS:

Workflow, ABAP Workbench, Business Objects, Classes, OOP, Exits (BAI), BAPI, BDC, Debugging, Reports, ALV, RFC's, Screens, Menus, Tables, Forms, Portals, UWL, XML.

SAP RELEASES:

3.1H, 3.1I, 4.0B, 4.5B, 4.6B, 4.6C, 4.7, 6.2, 6.4, NW, ECC 5.0, ECC 6.0, ECC 7.02, ERC 604, SRM 5.5, EP7, EhP6, SolMan 7.1

SAP MODULES / AREAS:

BW, CA, CAMS, CCS, ChaRM, Customer Complaints, ECC, E-Learning, E-Recruit, EWM, FI/CO, Fiori, FM, GM, GRC, HCM PF, HR, IS-U, MII, MM, MSS, Performance Mgmt., PP, PS, PLM, PM, QM, SCM, SD, SolMan, SRM, Portals, Warranty

INDUSTRIES:

Accounting, Aerospace, Banking, Chemical, Computers, Consulting, Consumer Products, Federal, State & Local Government, Health Products, Hospitality, Industrial, IT, Manufacturing, Metals, Medical, Military, Personal Care Products, Pharmaceutical, Public, R&D, Software, Telecommunications, Titanium, Transportation, Utility.

PROFESSIONAL EXPERIENCE:

Inficon – Syracuse, NY

September '17 – Present

- + Setup the initial Workflow (**WF**) system, processes, utilities & User Manuals for the International Corporation using Business Objects, Classes, Programs, FM's, Reports, etc.
- + Developed the Purchase Order (**PO**) Approval WF in several languages, along with starting the company's Personnel Organization.
- + Developing the Material Master (**MM**) Creation/Change WF with Engineering Change Mg't. (**ECM**) processing between multiple Countries.
- + Involved with the complete Development Lifecycle of Workshopping, Blueprinting & Requirements gathering, Proposals, Design, Corroboration, Development, Testing, Implementation & Maintenance.

U.S. ARMY / LMP – Picatinny, NJ & Aberdeen, MD

October '15 – Present

- + **Technical Architect:** Monitored, Investigated & Coordinated the fixes for any system issues across multiple systems (ECC, GRC, SCM, BW, cFolders, EWM, SolMan, PI, MII, CAMS) using Basis, Security, Portal, etc. tasks.
- + Work in numerous Business Areas such as FI, MRM, PLM, MM, SD, EDW, Portal, Batch, Security, SCP, PS, WMIM, HR, etc.
- + Processed & audited all the Configuration & Development Requests & Documentation to the Production systems to assure required Military procedures.
- + **Workflow Admin / Development Team Lead:** Designed, Developed & Implemented the Global WF Standards, Documents, Processes, Procedures, Utilities, etc.
- + Developed numerous Programs, Reports, Classes, FM's, etc. to accomplish Army Requirements using (**FRICEW**) Object Oriented ABAP, ALV Reporting & Processing, RFC's, Interfaces, Debugging, etc.
- + Conducted a complete Audit & Analysis of the Project's Production **WF** processes, making needed recommendations, and developing an Architectural WF Administrative/Development Team.

Nu Skin – Provo, UT

November '14 – December '16

- + Blueprinted, Designed & Developed the Global (**GL**) General Ledger WF to meet the company's business model using Check Functions, Classes, Tables, & Transactions.
- + Designed & Developed the Company's first Global WF **Substitution & Reports** Tranx for emergencies & to keep Mg't. informed of the on-going business processes.
- + Assisted in doing an Analysis of the Company's (**PR**) Purchase Requisition WF using **Fiori** for online processing. Also, did a WF Audit & Analysis of the Company's Production system, making the needed recommendations.

BB&T – Greensboro, NC

November '13 – December '14

- + Did a complete Audit & Analysis of BB&T's existing (**FI**) Finance Workflow processes, making numerous recommendations, along with designing a list of needed development to fix & streamline the latest business requirements & problems.
- + Made needed repairs & enhancements (**FRICEW**) to the existing (**AP**) & (**GL**) General Ledger & Sub-Ledger WF's to properly function in the Production environment; created custom **BTE**'s, Classes, Tables, Transactions & Reports to help FI Mgmt. track & process the WF's.
- + Configured & Developed the new **SolMan**'s **ChaRM** approval process for Urgent, Normal, General & Admin Change Doc Types.

CDC ~ SAP NS2 – Atlanta, GA**October '13 – December '13**

- ✚ Did a complete Audit & Analysis of the CDC's existing Workflow processes; making numerous recommendations along with designing a list of possible development to streamline the Client's latest business requirements.

SAP NS2 - NATIONAL SECURITY SERVICES – Washington, DC**March '13 – April '13**

- ✚ Assisted in Configuring & Developing a Demonstration between the **(BPC)** Business Objects Planning & Consolidation and the **(BPF)** Business Process Flows integrations with NW Workflow for a potential future SAPNS2 Client.
- ✚ Developed & Demonstrated the capabilities of SAP Workflow such as SAP's Business Workplace, Email Notifications & processing, Parallel Processing, Agent Rule Responsibilities, Approvals, Comment Boxes, **(GOS)** Generic Object Services, Deadline Monitoring, Org. Structuring, Integration with MS Office, WF Logs, WF Reporting & Analysis, etc.

DURHAM COUNTY – Durham, NC**October '11 – December '15**

- ✚ Reconfigured & updated all the Workflow development for the system wide SAP **Upgrade** from 4.7 to ECC 6.0. Continued with the upgrade to the latest Enhancement Package 6 (**EhP6**).
- ✚ Configured & Developed the custom **(HCOMP)** Human Capital Mgt. Processes & Forms WF's using Adobe **(FRICEW)** using the latest technology of EhP6 for Separation, Change in Pay, Employee Status Change, Internal & External Transfers, LWOP, Return from Leave, etc.
- ✚ Created & Developed the custom WF's in the **(LSO)** E-Learning module for Booking Course Approval & Course Cancellation for Employees, and updating the Forms.
- ✚ Developed the custom WF's in the **(ERC)** E-Recruiting module for Requisition Request Approval, Candidates, Applications, Create Objects, Follow-Ups, etc.
- ✚ Recreated & Developed the custom **(PM)** Performance Management WF's for Performance Appraisals and Approval.

SULZER-METCO – Westbury, NY**April '11 – October '11**

- ✚ Developed the **(MM)** Material Management processes WF's for **(PR)** Purchase Requisition Release, Rejection & Edit, **(PO)** Purchase Order Release & Rejection, and Vendor Master Creation.
- ✚ Developed the **(FI)** Finance WF's in the area of **(LIV)** Logistics Invoice Verification Expense Approval & Inventory Approval, Non-PO Invoice Approval, Contracts Approval and Scheduling Agreement Approval.
- ✚ Customized the FI screens & WF triggering through User Exits **(FRICEW)** to meet the company's business needs.
- ✚ Developed all WF's to be used across North America & Europe corporate wide.

TIMET - Exton, PA**August '10 – Present**

- ✚ Designed & Developed the custom North America & European **Customer Complaint** Investigation & Reimbursement WF's using numerous levels of GOA Approvals and connections Interfacing **(FRICE)** between the ECC 6.0 & HCM systems using RFC's.
- ✚ Developed the WF's to be used across North America & Europe using custom screens, tables & transactions, translated into different languages to accommodate each User.
- ✚ Enhanced the existing HCM Workflows to be able to calculate different periods by processes, positions, business vs. calendar and countries.
- ✚ Corrected the problems being experienced in the **HCM** Trip Approval rule resolutions at the highest levels.
- ✚ Continue to perform WF Development/Administrative duties for any problems needing investigations or modifications.

AMTRAK - Washington, DC*July '09 – July '10*

- + Configured & Developed the custom (**HCMPPF**) Human Capital Mgt. Processes & Forms WF's using Adobe Forms including objects such as Employees, Positions & Organizations with processes of Adding, Changing, Creating, Delimiting, Demoting, Promoting, Transferring, Removing & Separating using the latest technology of ECC 6.0 with Enhancements EhP4 and Portal (EP7).
- + Created & Developed the custom WF's in the (**LSO**) E-Learning module for Booking Course Approval & Course Cancellation for Employees, along with Letter Confirmations.
- + Created & Developed the custom WF's in the (**ERC**) E-Recruiting module for Requisition Request Approval. Setup the standard WF's for Candidacy, Application, Job Posting, Password Replacement, Status Changes and Activity Creating for activities such as Applicant Interviews, Employment Agreements, Offer Acceptance, Rejection, etc.
- + Configured the capabilities for Mass Approval for Leave Request through the Enterprise Portal using XML technologies & Enhancements (**FRICEW**).

SYNIVERSE - Tampa, FL*May '09 – July '09*

- + Setup & implemented the initial companywide WF systems including the training of future Developers, creation of WF Administrative Manuals, WF Standards & Procedures, Knowledge Transfer & Production Support.
- + Enhanced the standard SAP (**LIV**) Logistics Invoice Verification Approval WF process to be used as a Multi-Level Approval process to function more like the (**PO**) Purchase Order & (**PR**) Purchase Requisition Release Strategy processes.

SMITH & NEPHEW - Memphis, TN*May '08 – August '08*

- + Developed (**SO**) Sales Order Investigative & Reimbursement WF using User Status Change Events and Change Doc Linkage, with Customer Masters and Partner Profiles configuration for the WF Agent Assignment routing.
- + Designed Contract Approval WF using faxing & (**GOS**) Generic Object Services for signatures & approvals.

STATE of NORTH CAROLINA - Raleigh, NC*September '07 – July '08*

- + Enhanced & corrected the (**PCR**) Personal Change Request WF's in the areas of (**OM**) Organizational Management and (**PA**) Personnel Administration with multiple levels of Approval, using custom Action Types, Infotypes, Reason Codes, Employee Relationships, Evaluation Paths, Statuses, Reporting, etc.
- + Designed & Developed the new Object Oriented (**FRICEW**) SAP List Viewer (**ALV**) for Reports and Transactions in the **HR** area for ease of User processing and reporting.

NATIONAL GYPSUM - Charlotte, NC*March '07 – June '07*

- + Developed the WF's in the mySAP (**SRM**) Supplier Relationship Management WF's for (**PO**) Purchase Order Change N-Step using Rule Resolution BAdi, and Spending Limit Shopping Cart (**SC**) Approval using the Non-BAdi design.
- + Designed & Developed the new Vendor (**AP**) Approval Process WF using multiple Company Codes and Purchasing Groups. Included processes such as Vendor Blocking/Unblocking, Marking for Deletion, etc.

CHURCH & DWIGHT - Princeton, NJ*June '06 – January '07*

- + Developed the WF's in **(PLM)** Product Lifecycle Management for the Specification Create/Modify Approval & Conversion process for the corporate Research & Development division.
- + Created the process for converting SAP data from Smart Forms to a PDF document format using numerous standard SAP function modules and custom **(DMS)** Document Management System.
- + Developed the Finished Goods Material Master Creation WF for all departments to enter their individual View's data, and then be forwarded on for Approval. This process expanded over multiple systems (R/3, PLM) due to different User logons.
- + Developed the **(BOM)** Bill of Material Approval WF process for Users to enter data & send it on for Approval. This process also expanded over multiple systems (R/3, PLM) with different User logons.

SHIRE PHARMACEUTICALS – Wayne, PA*April '06 – May '06*

- + Completed development of the **(LIV)** Logistics Invoice Verification Approval WF process for the **(FI)** Finance A/P area. This WF process triggered by the Transaction MIRO, uses various checks for Price/Quantity Variants and Tolerance Limits for the Posting & Posting of the documents.
- + Completed development of the Vendor Master Create/Change Approval WF with review of the Bank Details, Cash & Banking Process, A/P Review and IBAN.
- + Developed the LIV AP WF Status Reports in **ALV** format for all outstanding WF Items for documents currently with issues (price or quantity) for addressing for document Posting or Deleting.

PRATT & WHITNEY – Windsor, CT*August '05 – May '06*

- + Developed Workflows in the **(PM)** Plant Maintenance area for Service Notifications, **(WTY)** Warranty Claim Notification Approval, Credit Letter, Claim Resettlement, Vendor Quotes, Claim Resettlement and Order Approval using the R/3 GUI and the custom Corporate Portal.
- + Developed the Warranty Claim Notification Approval WF process for ordering Warranty work to be done and a request for Warranty Extension approval.
- + Developed the Credit Letter Approval WF for any Liquidated Damages found to be owed to the Customers. The Contract Review & Company Approval was executed through R/3, and the Customer Approval was executed through the custom Corporate Portal.
- + Some of the WF's used custom developed **Smart Forms** for the Approval process of Letters, Quotes, Contracts, etc.

DURHAM COUNTY – Durham, NC*April '05 – May '06*

- + Developed the **(MM)** Material Management process WF's for **(PR)** Purchase Requisition & **(PO)** Purchase Order Releases, Requests for Quotes, Material Master Changes and Route Referral Approvals.
- + Developed the County's **(HR)** Dept. Head Appraisal Approval WF process for the Employee's annual appraisals.
- + Developed the **(FI)** Finance WF's in the area of **(AP)** Accounts Payable, **(GL)** General Ledger, **(BM)** Budget, **(GL)** General Ledger Approvals, and **(GM)** Grant Supplement & Transfer Approval WF processes by Fund & Fund Centers for Pre-Posting Budgeting, and the General Ledger Account Approval process.
- + Developed the **(ESS)** Employee Self Service Approval WF processes for updating the Change of Address, Benefits Enrollment, Family Dependents, etc. using the **(UWL)** Universal Worklist. Developed the Personnel Action Approval WF process using MS Word & the **(GOS)** Generic Object Services.

COOPER INDUSTRIES – Houston, TX & Atlanta, GA*August '04 – April '05*

- + Developed & Implemented WF's based on WAS (**PCR**) Personnel Change Request technology using **XML** for User interaction on company Portals via (**UWL**) Universal Worklist, using (**ESS**) Employee Self Service & (**MSS**) Management Self Services for Employee Attendance Approval, Absence Approval, Transfers, Pay Change, Promotion, Termination & Schedule Change and Benefits Changes.
- + Developed the Corporate (**HR**) Recruitment Process WF using part Email, GUI & Portal for the potential new hire Kiosk. The process included executions or Approval for Position Opening Posting, Applicant Screening, Candidate Interviewing, Offer Letter Generation, Background Checks, Employee Conversion, Security Duties, etc.
- + Completed the development of the Engineering Hold (**BOM**) Bill of Material Approval WF for all new or changed Materials.

AT&T – Morristown, NJ*February '04 – July '04*

- + Developed Workflows in the (**IS-U**) Utilities / (**CA**) Contract Account area concerning Bankruptcy, Collections, Credit, Disputes, Payments, Clarifications, Special Payment, Misapplied Payments, Pre/Post-Petition, Flagged Accounts, Security Deposit, etc.
- + Developed Bankruptcy Approval WF's using cross system interfacing, Clearing, Dunning Locks, Late Payment Interest Calculations, Statistical Posting Reversal, Pre-Petition Write-Offs, CA Business Partner Rules, etc.
- + Developed Payment WF's for Clarification Processing, (**SOA**) Schedule of Authorization, Special Payment Notifications and Investigation Transfer Approval.
- + Developed Credit WF's for Processing Non-Cash Security, SOA Security Refund Approval and Security Instrument Check.

MEDTRONICS / MINI-MED – Northridge, CA*November '03 – December '03*

- + Troubleshoot numerous SAP Workflows for problem solving, streamlining and cost efficiency in Background Credit Memo Request, Refund Request Approval, Cascading & Reverse Cascading, Medicare Rental Billing, Collector Write-Off Approval and Policy Effective.

SUFFOLK COUNTY WATER AUTHORITY – NY, NY*September '03 – October '03*

- + Fixed and completed the development of the (**FI**) Finance Service Notification Approval WF in the (**IS-U**) Utilities/(**CA**) Contract Account area using various WF Start Conditions with numerous levels of approval of Supervisors, Regional Managers, Board Members, CEO, Finance Dept., etc.

DELOITTE CORPORATION – Nashville, TN*August '03 – December '03*

- + Analyzed and accumulated recommendations for the corporate (**HR**) Human Resources department of all existing problems and any new helpful future development.
- + Designed & Developed WF's for the (**DPS**) Deloitte Professional Services in Client Setup, Engagement Setup, Accounting and Receivables, Client Billing and Internal Projects.

U.S. ARMY / WLMP – Moorestown, NJ**June '02 – March '03**

- + Developed the initial WF's in **(PLM)** Product Lifecycle Management for the **(WLMP)** Wholesale Logistics Modernization Program and **(WSSP)** Weapons System Support Program approval process.
- + Developed WF's in **(PP)** Production Planning for Capacity Evaluation Notification processing and Shop Exceptions processing.
- + Developed WF's in **(PS)** Project Systems for PRON Funding Acceptance, PRON Funding Error and Simulations. The PRON WF's interfaced **(FRICEW)** with numerous different systems within the U.S.
- + Military using posting, reporting, funds allocation, performing activities, error notifications and 13 different SAP standard transactions.
- + Developed **(QM)** Quality Management WF's for Reports of Survey & Tool Calibration processes. The Tool Calibration Notifications varied depending on the durations the Tools are checked out of the Crib.

U.S. DEFENSE LOGISTICS AGENCY (DLA) – Richmond, Phila. & D.C.**April '01 – September '02**

- + Developed numerous **WF's** for the DLA (BMS) Business Systems Modernization project in the areas of **(FI)** Finance, Order Fulfillment, Procurement and IDOC's.
- + Developed Finance WF's such as Blocked Invoice Processing for resolving issues or generating post-award requests, Funds Management Notifications using Message Event triggering and Fleet Prime Vendor Processing triggered by IDOC's for Price & Quantity Variances.
- + Developed WF's in the Order Fulfillment **(SD)** area for Credit/Debit Memo Request Threshold, Inventory Adjustment Mandatory Review, Unauthorized Returns, Unmatched Document Numbers, Unauthorized Returns Quality Freeze, Warehouse Denial Investigation, Customer Complaints, Requisition Validation, Sales Order Cancellation, Alternate Delivery Date Requests, PO Manager Review, Stock Transport Review, Inventory Count Facility, Material Receipt Acknowledgement, Demand Transaction Requests, Material Master Determination Errors, Asset Compare & Adjusting, Credit Card Denials, etc.
- + Developed WF's in the Procurement area for MM Changes, MM Reviews, MM Routing, Prime Vendor, Requisition Release, Internal Referrals, Vendor Debarment, Document Mg't. Changes, etc.
- + Designed and developed the entire Interfaces' Intermediate Document **(IDoc)** Error Notification Tasks and Business Objects (over 50) for Electronic Data Interchange **(EDI)**, along with the complete Routing Structures **(FRICEW)**.

U.S. NAVY – Norfolk, VA**December '00 – March '01**

- + Lead and trained a team of 10 WF teammates for the NAVSEA's (NETS) Navy Enterprise Team Ships project where numerous WF's were designed for development in the areas of **FI/CO, PM, HR, QM, PS** and **MM**.
- + Involved in the processes of Scope determination, Blueprinting, Project & Resource Planning and Design.
- + Implementing the structures and configurations needed to initially implement **(WF)** Workflow in a Government setting. Setup the SAP Workflow Standards and Procedures and the Workflow Administrator Roles.

WEBFLOW – Various Locations**July '00 – October '00**

- + As a consultant for Webflow I have numerous Tasks such as troubleshooting problem WF's, evaluating future WF processes to help streamline corporate procedures and Training of future WF Administrators in various areas such as **EDI, LIV, MM, FI, Archiving**, etc.
- + Clients included major corporations such as M.C.I., Raytheon, Hewlett Packard and others.

NOVA CHEMICALS – Sarnia, Canada**April '00 – July '00**

- + Implemented the structures and configurations needed to initially implement (**WF**) Workflow in a Corporate-wide setting. Setup the SAP Workflow Standards and Procedures and the corporate Workflow Administrator Roles, and the training of the SAP Workflow Developers.
- + Designed and created the WF's used in the (**SD**) Sales & Distribution Order Fulfillment process using WF Start Conditions and Change Document Linkage. Designing the Order Fulfillment process including (**ATP**) Availability-To-Promise routing functionality, Pricing, Rate & Route, Rush Order, Credit Check and In/Out Planning.
- + Designed and Implemented the Workflows to communicate with MS Outlook with their folders and subfolders structures, along with designing the complete Corporate Organization Structures and implementing into SAP.

BRISTOL-MYERS SQUIBB - Princeton, NJ**January '98 – March '00**

- + Provided design and support of WF with the largest user of SAP, with the largest WF's in the world, with focus on the (**FI**) Financial (Ariba) and (**MM**) Materials Management modules.
- + Maintained design and development of Direct and Indirect Invoices, Check Request, Requisition and T&E WF's to eliminate numerous steps, work items and container elements to save memory, back data, time constraints and System Resources.
- + Wrote and redesigned the SAP ABAP code used in the main objects of Finance, function modules and programs used by the WF's to enhance new capabilities and functionality requirements.
- + Designed manuals for end users and other technicians in the WF area along with training several Associates, Developers and Managers, and gave numerous presentations and demonstrations, in SAP Workflow Development to create a new global team.
- + Redesigned the company's fax sheets in all the current languages including English, German, Spanish, Italian and French using the applications **iXOS** and FaxMerge.
- + Aided in the successful completion of the last 3 (**PTP**) Promote To Production Releases and in the worldwide corporate change over from Lotus CC: Mail to Netscape.
- + Configuration of SAP **ArchiveLink** and Imaging system with Early & Late **Archiving**, Global & WF Doc Types, WF Parameters and Environment Links.
- + Tested and changed the requirements for WF in the corporate SAP **Upgrade** from 3.1H to 4.6B.

FOOD & BEVERAGE, HOSPITALITY ORGANIZATIONS
- OWNER, MANAGER & ASSOCIATE -**1977 - 1998**

Owned and/or managed various successful restaurants, nightclubs and hotel operations, responsible for P&L systems, recruiting, training, ordering, inventory and promotions with such companies as:

- + Marriott International (Washington, D.C.) - Largest hotel chain in the world responsible for designing all advertising and promotions, and bringing the Washington, D.C. property on-line in the food & beverage division. Where continuously raised sales annually by 20%.
- + Confetti's Nightclub (Atlanta) – One of the country's Top 10 rated nightclubs in the country. Managed up to 150 associates and coordinated promotions with numerous major corporations such as Delta Airlines, Hilton Hotels, Club Med, Playboy Magazine, etc.
- + Steak & Ale (New Jersey) - Top rated training program in the industry. Learned an enormous amount of skills and knowledge in the importance of associate training and design of training manuals.
- + Owned and operated 2 restaurant properties and was the most successful of any previous operators. This experience developed skills in P&L analysis, marketing, accounting, employee relations and overall business management.

EDUCATION:

SAP Certified Training, 1998-2005
Workflow, ABAP, ABAP Object Oriented, Finance

Certified – Internet Developer, 2003
Learning Tree, NYC, Philadelphia, D.C.

Certified – ‘Top Gun’ Client / Server Computer Programmer, 1998
Chubb Institute - North Brunswick, NJ

Certified - Computer Programming, 1995
U.S. Department of Agriculture Graduate School, Washington, D.C.
GPA: 3.95

Bachelors of Science - Business / Pre-Law, 1982
University of Tampa, Florida

Architecture / Physics, 1980
New Jersey Institute of Technology, Newark

Member of the International High I.Q. Society

SECURITY CLEARANCE:

Top Secret

LINKS:

www.business-workflow.com/recommendations/

www.linkedin.com/in/businessworkflow/