Jutta Campbell

OBJECTIVES

Find contract work within SAP end user support and/or training. The most important aspect of any new position for me is the close interaction with end or key users.

KEY SKILLS

- Good presentation and training skills
- Analytical thinking and problem solving
- Quick learner
- Organized and able to work to tight deadlines; prioritising tasks

RELEVANT EXPERIENCE

- Training development and delivery in SD, MM, GTS, MDM, SRM, WM, PM, CRM, AR, BI
- Testing (User acceptance, Integration, functional, HP Quality Centre)
- Key user training (Train the trainer, Co-training, functional workshops)
- Documentation and quick reference guides (incl. documentation tools, e.g. uPerform)
- Training needs analysis (role mapping, course design)
- Sound support experience (post go-live and ongoing) in SD, MM, WM, SRM, BI
- Working with warehouse and production operatives and adhering to shift patterns

CAREER DETAILS

Since 07/2017: BASF – Master Trainer Foreign Trade and GLM
   Development and delivery of Foreign Trade training (GTS & ECC)
   Development of GLM training (Global Label Management; EHS-SAF-GLM)

05/17 – 06/17: Associated British Ports – YM Trainer
   Review of YM training materials
   Delivery of YM training to key users

09/16 – 12/16: Honda of the UK Manufacturing Ltd. – SRM Trainer
   Development and delivery of SRM training
   Support of UAT (script development, small amount of testing)

05/16 – 08/16: Unipart – Floorwalker eWM
   On the job training, coaching, and basic troubleshooting across all warehouse activities

10/14 – 12/15: Cambridge University Press – Master Data, P2P, and CRM Trainer
   Training course design, development and delivery of training materials
   Supporting key users with integration and user acceptance testing

02/14 – 08/14: Arla Foods – Training Coordinator (LE)
   Training course design, development of WM and LE-TRA training materials
   Functional and integration testing, Go-live support (WM and P2P)

10/13: Kerry Ingredients – SRM Trainer
   Delivery of an existing SRM training course to a German audience

12/11 – 06/13: BASF AG – Master Trainer (GTS, SD, MM, SRM)
Master trainer for GTS, MM, SRM, and transport management
Support of key users during change management activities
uPerform administrator for global training material

08/11 – 11/11: The National Grid – Training Data Lead
Data population across SAP ECC (PM, SD, MM, HR), CRM, Click, Syclo, and Arc FM (ESRI)
using LSMW, WinShuttle and manual data loads

03/11 – 07/11: Molson Coors – SAP Trainer (BI, MM, AP)
Development and delivery of MM, AP, and BI training & Go-Live support
SD Integration testing (mainly pricing and rebates)
Development of an Excel/VBA training database

11/10 – 02/11: Vodafone Ireland – SAP Trainer
Localisation of MM, AP, MDM, SRM, and SD training materials

09/10 – 10/10: Kerry Ingredients – SRM Trainer
Delivery of an existing SRM training course to a German audience
Translation of MM and AP Training material into German

04/10 – 08/10: The National Grid – Training Data Lead
Training client testing, authorisations, and data population across SAP ECC (PM, SD, MM),
SRM, Click, Syclo, and Arc FM using LSMW and WinShuttle

10/09 – 02/10: Vodafone Luxembourg – MM and MDM trainer
Development and delivery of training materials for MM and MDM
Change comms, and user acceptance testing, Go-live support (floor-walking)

07/09 – 09/09: Vodafone UK & Portugal – SCM master trainer
Development and delivery of training materials across MM, MDM, SRM
Training client testing and data population for FI/CO, MM, SRM, and HR
Support of local trainers in Portugal

01/09 – 04/09: Vodafone Germany – SCM and AP Trainer
Development and delivery of training materials across MM, MDM, SRM, BI
Change comms, and user acceptance testing, Go-live support (floor-walking)

10/08 – 12/08: Premier Foods plc – SCM Trainer
Development and delivery of MM, SRM, and MDM training courses

09/08: FirstGroup plc – MM Trainer
Delivery of existing MM courses to new starters

11/07 – 07/08: Bose B.V. – SD Trainer
Development and delivery of SD training across 16 European Sales offices, development of e-
Learning materials, Go live support

09/07 – 11/07: E.ON UK – AP Trainer
Development and delivery of AP training materials

08/07 – 09/07: Tyco – O2C Master Trainer
SD and AR training delivery to key users in Germany

08/06 – 05/07: FirstGroup PLC – MM Trainer
TNA, MM training development and delivery, go-live support

08/05 – 07/06: "Gap year": Science teacher at Yangling A & F University, China (PRC)
Development of bilingual (English/ Chinese) teaching materials
Teaching science, English, and cultural awareness to classes of 20 to 90 students with varying degrees of English proficiency

02/05 – 06/05: Milton Keynes Council – SAP Trainer
SD, MM, PS, AR, AP training development and delivery, go-live support

09/03 – 09/04SAP Training Consultant with RWD Technologies, Walldorf, Germany TNA,
course design, development and delivery of training courses
Change communications (regular newsletters, posters, workshops)
Post go-live support (floor walking and one-to-one coaching)

08/02 – 09/03: SAP Support Officer with AMD, Dresden, Germany (SAP 4.6C)
Part of the project team for SD implementation (integration testing, training super users, training development, change comms,)
MM, EBP, and BW helpdesk support

08/00 – 08/02: SAP Trainer and Support Officer with Wilcon Homes, Northampton, UK
SAP support and helpdesk; configuration, testing, authorizations (PS, MM)
User acceptance testing & end user training

07/98 – 07/00: SAP Training Consultant with DACG, London, UK
Development and delivery of training materials, Post go-live support

07/97 – 06/98: Customer Support Specialist with Tektronix, Marlow, UK
First line support for film and video editing equipment
Key user for new support database implementation

1991 – 1997: **Research positions at Göttingen, Leicester, and Bristol Universities**
Research leading to a PhD as well as to several publications
Teaching undergraduate students (lectures, seminars, tutorials, labs)

EDUCATION

1973 - 1983   Wilhelmsdorf Grammar School, Wilhelmsorf, 4 A Levels
1984 – 1991   Diploma in Microbiology, University of Göttingen, Germany
1991 - 1994   PhD in Microbiology, University of Göttingen, Germany
2004 - 2005   TEFL (Teaching English as a Foreign Language) Diploma, Suzhou, China
2007   TAP Certification (Trainer Assessment Programme) in training delivery

SAP TRAINING COURSES

03 / 2010   PLM300 – Plant Maintenance
06 / 2010   IOGW50 – Remote Logistics Management
12 / 2013   BC400 – ABAP Workbench Foundations & BC420 – Data Transfer

OTHER DETAILS

- Availability: January 2019
- Other IT qualifications: Excel/VBA
- Languages: German (native), English (fluent)

REFERENCES

Will be provided on request