

## Profile Summary

- SAP BI Architect/Administrator with over 5 year's hands-on experience including 2 full lifecycle implementations.
- SAP HANA Certified Application Associate with a working knowledge of SAP BusinessObjects BI 4.0.
- SAP Certified SD Analyst with over 10 years professional experience in the media industry, including 5 full lifecycle implementations and 1 CRM implementation.
- Confident, pragmatic and self-motivated individual with the ability to work under pressure and to tight deadlines.
- Excellent problem solving and interpersonal skills with the ability to communicate at all levels.
- Strong Project Management and Organisational skills including budget administration and governance.
- Proven as both a successful team leader and team player.

## Career History & Achievements

### EMI Music, Wrights Lane, Kensington, London, W8 5SW. (£1.2bn)

**2006 - 2011**

EMI is the world's largest independent music company, operating in over 50 countries. In 2004 EMI implemented SAP 4.7 enterprise to initially support the UK back office processes for both the physical and digital businesses. Subsequently elements of this solution were rolled out across Europe, Japan and North America.

#### BI Architect/Administrator

**2007 - 2011**

Part of EMI's Global Management Information team, tasked with providing accurate and up-to-date business information to the key decision makers of the business. Responsible for all aspects of the SAP BI solution as well as the management of associated resources (internal/external, on/off-shore). Key skills and achievements included:

- Assisted and facilitated the initial BI approval and acquisition. This involved both producing and presenting a Project Charter to the key stakeholders of the business specifying the:
  - Project requirements and objectives.
  - Business case benefits/ realisation and ROI.
  - Project deliverables, scope, risks and expectations.
  - Proposed project plan including: Resources, costs and timelines.
  - Proposed Architecture, including the impact upon the existing environment.
- Project Managed and led the design and development of the initial BI/EP implementation, which was successfully delivered on time and on budget. Key skills employed during the implementation were:
  - Strong knowledge of SAP R/3 and SAP BW architecture and multidimensional star-schema models.
  - Design and development (D&D) of BW Objects, business content activation and configuration.
  - D&D of standard and non-standard data extractors, transformations, transfer rules for both transaction and master data objects including customised start and end routines.
  - D&D of multidimensional info-cubes, multi-providers and customised aggregates.
  - D&D of BEx queries, web templates and dashboards incorporating conditions, structures, calculated and restricted key figures, character/formula/text variables as well as bespoke routines.
  - D&D of complex Process Chains for both data load and housekeeping scheduling.
  - End-User support, training and documentation.
- Managed and undertook a system optimization project that reduced size of the database by 50% (1TB) and improved Query Performance by up to 40%, through the redesign of both the inbound data layer and reporting architecture, as well as the introduction of an aggressive archiving strategy.
- Successfully conducted a technical BI/EP upgrade from support stack 14 (SP16) to support stack 21 (SP23).
- Provided day-to-day support and maintenance to ensure system availability of 98% during business hours. Admin tasks included; user administration/security, change management/governance, ALE management and monitoring, general system and data housekeeping.

**Senior SD Analyst and Team Lead****2006 - 2007**

Senior member of EMI's Global Competency Centre, tasked with the development, implementation and support of the SAP back office solution. Key responsibilities were to:

- Provide expert knowledge, guidance and hands-on configuration for the applications functionality and business usage within the SD and logistics modules.
- Business process optimisation and simplification through the development of new systems and processes as well as the improvement of existing processes.
- Provide 'change' governance within the SD area, to ensure that changes to business processes and system design were kept in line with the global design and where possible conformed to SAP standards.
- Management and recruitment of the SD resource (both internal and external) to deliver system changes in a qualitative and timely manner.

**Deluxe Media Services Europe, Pinewood Studios, Bucks. (£385 million)****2000 - 2006**

Deluxe Media Services provided supply chain management services for the home entertainment industry, utilising SAP as a strategic tool to provide outsourcing services and re-engineer the supply chain.

**CQM Solution Architect and Analyst****2005 - 2006**

Promoted into the position to lead a new solution that would enable the business to quickly and efficiently manage customer queries. This briefly involved:

- Technical and Functional build of SAP CRM (4.0) and SAP BW (3.5) systems.
- Design and configuration of the complaint functionality provided by SAP CRM including multiple bespoke front-ends to the standard reports and transactions.
- Design and configuration of Data Warehousing Landscape including creation bespoke extractors, info-objects, ODS objects, info-cubes and multi-providers.
- Management of Data Replication and synchronisation within the R/3, CRM and BW environments.
- Transport Management (Quality Assurance, Sequencing and Release of over 500 transports across the 3 SAP environments for the initial Go-live).
- Post Go-Live support and administration of the solution.

**Territory Liaison Analyst (SD)****2001 - 2005**

As part of Deluxe's Global Competency Centre, the TLA's were tasked with utilising standard SAP functionality with the addition of bespoke developments to meet the needs of the home entertainment industry. Appointed as lead SD Analyst for a number of European implementations including; Paramount Home Entertainment (Italy), Universal Pictures (Portugal) and Twentieth Century Fox Home Entertainment (Benelux). These implementations would typically involve:

- Definition and configuration of the Sales Enterprise Structure.
- Data Migration from legacy systems (Tools utilised; CATT, MASS, LMSW, Quadrate ERP2).
- Territory/Client Specific Pricing Solutions of requiring customised Routines and User Exists.
- Territory/Client Specific Reports utilising SIS, ABAP Queries and bespoke ABAP programs.
- Provision of a number of interfaces back to the clients global transactional and reporting systems.
- Internet based Order entry solution (Customised Web Based solution).
- Offline Order entry solution (MS Access based solution).
- Billing output Interface to 3rd Party Postal service (XHTML development).

**SAP Helpdesk/Security****2000 - 2001**

The role involved the administration, facilitation and resolution of SAP related issue and enhancement requests as well as SAP User Profile and Authorisation management.

## Professional Qualifications and Education

Mar 2012	Cambridge ESOL Level 3 Certificate in English (IELTS 8.5)
Feb 2012	SAP Certified HANA 1.0 Application Associate (SAP Education)
	SAP TZHANA - SAP HANA appliance software (SAP Education)
Feb 2010	SAP BC400 - Introduction to ABAP Objects (SAP Education)
Feb 2007	Project Management (Learning Tree)
Jan 2006	SAP BW310 – BW Data Warehousing (SAP Education)
Oct 2005	SAP BW305 – BW Reporting & Analysis (SAP Education)
Jul 2004	SAP CR100 – mySAP CRM Basics (SAP Education)
Nov 2003	SAP LO640 – Foreign Trade (SAP Education)
Aug 2001-Sep 2001	SAP Certified SD Consultant (SAP Education)
	SAP WGBFSD – SD Academy Foundation (SAP Education)
	SAP WGBASD – Academy Case Study (SAP Education)
	SAP PGBCSD – 4.6C SD Certification workshop (SAP Education)
	SAP LO610 – 4.6C Shipping (SAP Education)
	SAP LO611 – 4.6C Transportation (SAP Education)
	SAP LO615 – 4.6C Billing (SAP Education)
	SAP LO620 – 4.6C Pricing/Sales & Dist. (SAP Education)
Aug 2001	Programming Microsoft Access (Learning Tree)
Feb 2001	SAP CA940 – 4.6 R/3 Authorisation Concept (SAP Education)
Aug 2000	SAP WGBSU1 – Working in SAP Support (SAP Education)
Sep 1995-Jun 1999	Thames Valley University, Ealing, London. BA Business and Leisure Management, Second Class Honours: First Division, (2:1) This included a years CIEE International Internship within the USA.
Sep 1993-Jun 1995	North Lincolnshire College, Lincoln, Lincolnshire. A-Levels; Sports studies (C), Human Biology (D) and a Diploma in Sport
Sep 1987-Jun 1992	Robert Manning School, Bourne, Lincolnshire. 9 GCSE's; including English, Mathematics and Science.

## Additional IT Proficiencies

SAP HANA 1.0 (SP03)	SAP TDMS (3.0)	Lotus Notes
SAP BusinessObjects BI 4.0	SAP Solution Manager (4.0)	Basic HTML/CSS Skills
SAP BO Data Services 4.0	MS Office	Basic PHP/MySQL
SAP BW (3.5 & 7.0)	MS Access	ZOHO DB Developer
SAP Netweaver (2004's)	MS Sharepoint	Google Apps
SAP R/3 (4.6 & 4.7)	MS Project	Google Docs
SAP CRM (4.5)	MS Visio	Google Analytics
SAP BWA (7.0)	Remedy	Quadrat ERP <sup>2</sup>

## Additional Information

<b>Personal Interests:</b>	Sport (including: Rugby, Cricket, Squash and Golf), Travel, Music and Film.
<b>Mobility:</b>	Full clean driving licence and own transport.

## References

Available on request or recommendations can be found via my Linked-In Profile:

<http://uk.linkedin.com/pub/simon-eaton/1/39a/979>