

MARK C. SHELGREN

Irvine, CA 92620 | (949) 836-3120 | markshelgren@outlook.com | www.linkedin.com/in/markshelgren

PROGRAMMING CONSULTANT | TECHNICAL PROGRAM MANAGER

Architecting SAP solutions for simplicity, massive scale, resiliency, and maintainability

Detail-oriented and technically-sound IT Leader with 25+ years of experience in software analysis, development and implementation, and extensive experience in SAP ABAP Implementation, Roll-out, and Production Support. Experience in developing objects using Object-Oriented Programming. Possess a broad understanding of many types of technologies and track record of supporting and managing successful multi-million-dollar projects/programs through completion. Hold a keen ability to set the best balance between programming and software development needs and other priorities. A solid background in the management of multiple and simultaneous development projects while providing vision, strategic direction, technology/roadmaps, legacy, software application services, and project delivery. Proven experience in requirement gathering, analysis, design development, testing, and implementation of SAP business applications.

CORE COMPETENCIES

Strategy & Execution | Business Analysis | Program Mgmt. & Delivery | Information Technology | Technical Leadership | Business Process Improvement | Project Mgmt. & Implementation | Risk Mgmt. & Mitigation | Web Development | CRM | Business Development | Cross-functional Team Leadership | Regulatory Compliance & Standards | Strategic Thinking | End-User Support & Management | Process Reengineering | Organizational Change Mgmt. | Effective Communication

SKILLS ACQUIRED

- **Specialized in delivering solutions** to companies competing in today's B2B marketplace. In-depth knowledge and expertise of industry-specific business processes, enterprise applications, and integration with legacy systems.
- **Experience in translating** business requirements into System Requirements Specification.
- **A key player in engaging** with the business/functional team in providing best fit technical solutions while conforming to client's and company's development standards.
- **Recognized for proficiency** in global SAP business processes, systems, and information technology used to streamline operations and boost operational efficiency.
- **Demonstrated ability and desire** to form and lead teams of technical professionals towards common goals, focusing on sustainable business delivery.

PROFESSIONAL EXPERIENCE

President / Owner | Computer Cost Control, Inc. – Irvine, CA

1998 – Present

Lead client service delivery of large, multi-discipline client projects, lead assessments, architect software solutions, and oversee a team of consultants in implementing complex, cross-discipline projects. Consult with clients on best practices and optimization of process and system; accountable to complete the developments as per the recommended best practices and standards, and deliver as per the committed deadlines. Work with client leadership to provide overall status and progress.

- **Manage assigned client projects**, project plan, communications, and success metrics; collaborate with resource management regarding staff allocation requirements.
- **Lead and coordinate** multi-functional groups to drive the strategic business goals alignment.
- **Support knowledge transfer** to provide value-adding consulting solutions that enable clients to meet the global landscape's changing needs.
- **Lead discussions** with external clients to understand their business processes and technical needs. Propose conceptual, technical solutions, and make changes based on the client's feedback in an agile environment.
- **Develop and drive** clear, iterative roadmaps in a highly matrixed environment across the overall enterprise.
- **Build and implement strategies** to attract a skilled and engaged workforce that serves as a center of excellence in the clarity of business needs and corporate alignment and communication to all organization levels.
- **Maintain responsibility** for planning, executing, and finalizing client projects while adhering to strict deadlines and budgets in the Strategic Services organization.
- **Partner with Sales** to ensure a positive transition from the sales cycle to the implementation/delivery experience.
- **Provide project management oversight** through all phases of the client relationship, including coordinating with the client, sales, technical resources, and support teams.

- **Define project milestones** and manage changes to project scope, deliverables, and timelines that support business goals in collaboration with the project team and stakeholders. Identify potential risks and devise contingency plans.
- **Consult with clients** to derive insight and provide recommendations on improving performance and business outcomes with innovative software solutions.
- **Coordinate with** Client Support & Product Management teams to ensure client needs, deadlines, and commitments are met while preventing overload. Build and foster business relationships vital to the success of the project.
- **Oversee transition** to the Client Support team and ensure clients are fully prepared to use the system independently within a specified time frame.

CLIENTELE

ALLERGAN INC. – Irvine, CA

1998 – Present

Contract Programmer / Analyst / Project Manager

- **Spearhead the development** and implementation of global SAP in project delivery models including Advanced Business Application Programming (ABAP), Business Server Pages (Web applications) (BSP), Intermediate Document (IDoc), Application Link Enabling (ALE), Web Services, HTML, JavaScript, Customer Relationship Management (CRM), SAP Business Warehouse (BW), bar code scanning, and Master Data Conversion.
- **Manage, develop, and deliver** multiple types of transactions, including custom ABAP transactions, XML, and web service interfaces, and provide direction to the ECC6 front-end web applications.
- **Identify, lead, and direct** multi-functional teams to address issues, solve problems, and resolve complex issues.
- **Oversee the preparation**, development, and delivery of comprehensive ABAP reports.
- **Collaborate with multiple stakeholders** to manage business requirements, project scope, user-acceptance testing plan scenarios, lessons learned, and issues closure.
- **Succeeded in developing and implementing** mobile handheld scanning applications utilized for the overall administration of shop floor control, including scales, printers, and other measuring device interfaces.
- **Exemplified exceptional technical skills** as the project team member in Global SAP implementation, including reengineering business processes from multiple disparate systems and organizations.

JOHNSON & JOHNSON – Santa Ana, CA

2014 – Present

Contract Programmer / Analyst / Project Manager

- **Efficiently oversaw the company's integration process** of more than 15 disparate systems to SAP, along with over 10 acquired companies.
- **Pioneered interactive websites** named www.amoeasy.com and www.amoeasy.com/calc, which can be accessed globally with 15,000 hits monthly and site visitors' continuous growth.

PROGRESSIVE PRODUCE – Commerce, CA

2010 – 2014

Contract Programmer / Analyst / Project Manager

- **Successfully rendered effectual assistance** to customer and vendor in developing BSP web application front ends to an SAP back end Enterprise Resource Planning (ERP).

PROFESSIONAL DEVELOPMENT

Master of Business Administration (MBA) | Northern Illinois University – DeKalb, IL

Bachelor of Arts in Philosophy | MacMurray College – Jacksonville, IL

Certifications: SAP Advanced Business Application Programming Certification

Continuing Education: SAP High-Performance Analytic Appliance (HANA)

Courses: “Full Stack Development” boot camp at UCI (Currently Enrolled)

Languages: Bilingual in English & French