Contact

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(LinkedIn)

Top Skills

Integration Projects
Master Data
Bug Tracking

Languages

German (Limited Working)
English (Full Professional)
Romanian (Native or Bilingual)
French (Professional Working)

Certifications

Certified Basic Accountant

Certification of Completion 1_Six
Sigma Online Fundamentals
Training

Green Belt Design for Six Sigma

Certification of Completion Six
Sigma Online DFSS English Training

Christiana Iordan (Uratenco)
EDI CONSULTANT
Bucharest, Bucharest, Romania

Summary

|EDI Integration (ANSI X12, UN/Edifact, Tradacom, xml), B2B / B2Bi,
Seeburger BIS, Gentran, IBM Sterling|
|Business Processes and System Analysis|
|SAP Implementation Projects|
|SAP SD, MM, Customer Service / Order Management, Supply
Chain, OTC and PTP processes|
|Green Belt Design for Six Sigma certified|

Experience

BorgWarner Inc.
Electronic Data Interchange Senior Consultant
July 2021 - Present (3 years 10 months)
Bucharest, Romania

Acting as senior consultant for significant and critical EDI projects

EDI SME for SAP Implementation projects when M&A or divestiture

Collaboration with customers / stakeholders / consultants / technical support

Gather requirements and obtain clarification from market / customer
responsible

Assess complexity of the requirements and provide adequate solutions / tools

Set up / Configuration / Testing in test environments

Provide support at GoLive Date and during Hypercare

Daily L3 support (Provide technical and functional support for daily operations
related to EDI flows)

RESULTS:

Delivered most possible connections in time and quality, assigning as user
stories tasks with different complexity, efforts and duration

Created user stories by transferring requirement from customer and market
into configuration and mapping specifications

Collaborated and communicated in a global team (hybrid environment)

Set transparency on outputs

SKILLS:

Processual know how for Order to Cash

Understanding of IDOC-types to exchange sales orders (ORDERS), order response (ORDRSP), dispatch advise (DESADV), invoicing (INVOIC), sales report (SLSRPT). Inventory report (INVRPT), and PRICAT

Good knowledge of EDI process and technical implementation in the SAP environment (IDOC, message control)

Uzing Azure DevOps as main tool for the management of the projects

Independent and hands-on mentality

Team player with assertiveness and an entrepreneurial mindset

HONEYWELL ROMANIA

5 years 10 months

LEAD EDI CONSULTANT
November 2020 - July 2021 (9 months)

Lead significant and critical EDI projects, driving new strategic initiatives, owning the end to end deliverables and being the customer facing focal to scope out the work for the projects. Mentor and coach the EDI team analysts.

EDI SYSTEM INTEGRATION ANALYST
October 2015 - November 2020 (5 years 2 months)
Bucharest, Romania

• Interaction with various business units to deliver EDI functionality from the global template to the required customers.

• Analyze new functionality requests received from customers. Determine and evaluate ROI and support enhancement requests to fulfill into CP/S and/or Corporate EDI teams.

• Teaming to ensure touch point areas between SAP ERP and EDI tool are managed in order to efficiently deliver customer interfaces on time.

• Teaming and interfacing with the support and deployment Teams on SAP migration projects as it pertains to all aspects of OM with EDI impacts.

• Completing key deliverables as assigned such as functional site scoping documentation, Gap Analysis, Enhancement Functional Specifications, and others

• Support assigned deployments.

• Responsible for the knowledge transfer of deployment configuration and enhancements to other team members

Romanian Soft Company
CUSTOMERS SERVICE and SUPPORT ANALYST

October 2014 - October 2015 (1 year 1 month)
Bucharest

- Develop and maintain business relations with customers from public health system
- Management of 5-10 direct customers by providing support and solutions to their needs, inquiries and requests, including monitor their relation with state institutions in terms of periodical reports.
- Work with business partners to define, analyze and document requirements, as well as identify opportunities for new/improved processes.
- Use and manage a tickets / incidents tracking system in order to reduce application's low performance cases and minimize the gaps
- Provide training to customers' end users
- Participate as resource and / or consultant to cross departmental projects
- Communicate with other departments in order to improve business relation with customers

Adobe Systems Romania

2 years

DATA MANAGEMENT OPS

November 2013 - July 2014 (9 months)

- Create and maintain materials as per Master Data activity and processes
- Responsible for License Upgrade Entitlement day to day activity, including free of charge entitlements and process of new product launch
- Single point of contact and key user for SAP GRC activity / process (define, grant and maintain users' roles and authorizations in SAP S&D module for specific departments)
- Work with business partners to define, analyze and document requirements, as well as identify opportunities for new/improved processes.
- Lead the process to implement system changes, including the coordination of cross-functional business resources.
- Actively engage and communicate with business teams and IT to identify critical production issues and implement solutions. Proactively identify system or process issues and gaps to minimize incidents.
- Collaborate with business partners to prioritize requests for change. Follow best business practices to set and communicate expectations with business and IT. Provide ongoing status and follow-up.

BUSINESS PROCESS AND SUPPORT

August 2012 - November 2013 (1 year 4 months)

- Maintain and support key supply chain processes and systems by supporting business groups in Supply Chain Operations and other organizations, including these teams:Product Configuration, Material Master Data, Planning & Fulfillment, Order Management, Traffic, Compliance, Quality, Customer Care Global Support, Information Technology
- Work with business partners to define, analyze and document requirements, as well as identify opportunities for new/improved processes.
- Lead the process to implement system changes, including the coordination of cross-functional business resources.
- Actively engage and communicate with business teams and IT to identify critical production issues and implement solutions. Proactively identify system or process issues and gaps to minimize incidents.
- Collaborate with business partners to prioritize requests for change. Follow best business practices to set and communicate expectations with business and IT. Provide ongoing status and follow-up.

Mars Romania
5 years 3 months

SYSTEM KEY USER
January 2009 - August 2012 (3 years 8 months)
Mars Romania

- Responsibility of EDI implementation with customers and Logistic Service Providers
- Collaborate with the customers' platforms and to participate at these collaborative projects
- Back up user for Manugistics system (customized JDA tool)
- Key user for SAP SD, Master Data modules; Business Warehouse, provide support and maintenance
- Provide reports for checking the regular activity of CSOs
- Responsibility of monthly, periodical and annual stock inventory (including promotional products, raw &packs, pallets)
- Provide training for new associates
- Identify the needed resources in order to upgrade specific processes
- Create specific documentation up-to-date for all relevant and unique SAP processes in the Logistic Department
- Specify business processes and create business blueprints for Sales and Distribution or Logistics
- Customize the company SAP system according to approved specifications and business needs of Sales and Logistics;

- Support the SAP Commercial and Supply & Logistics team in the ongoing implementation projects;
- Contribute to the improvement of existing services and to the development of new services

CUSTOMER SERVICE OFFICER & LOCAL DATA ADMINISTRATOR
June 2007 - December 2008 (1 year 7 months)

Responsabilities / Accountabilities:
- Management of up to 5 accounts through direct contact in order to respond to their request: for the entire chain > from order to cash collection
- Full responsibility of ordinary orders and promotional activities
- Responsibility for the activities developed in the LSP: promotions, co-packing, picking,
- Responsibility of activities related to creation of new materials and customers in company SAP system
- Responsibility of EDI implementation with customers and LSP
- Had targets on specific KPIs
- To develop specific reports for dialy activities within Logistic dept.
- To identify weaknesses within logistic dept. and find ways of improvement

Kingspan
CUSTOMER SERVICE REPRESENTATIVE
February 2003 - April 2007 (4 years 3 months)
Bucharest, Romania

Responsibilities, Achievements
- daily communication with group factories from all Europe
- processing orders (all steps)
- processing offers to potential clients and / or based on a inquiry and follow up
- permanent communication with clients and sales representatives regarding active orders / offers
- follow up the orders (production, dispatch, delivery, invoicing, payment)
- preparing the whole file for the clients (contract, certificates, invoice, technical agreements, others)
- debtors controll based on credit limits and overdue debts
- permanent reports to Romanian management, to external accounting company, to Group management
- handling of complaints
- activity / correspondence with custom and custom agency
- administration of bank accounts, petty cash and advances
- suppliers payments / cash collections

- controll the relationship with suppliers
- prepare company database
- marketing activities (mailshots with flyers, e-mail newsletters, prize campaigns)
- general administration of the office

PEGASUS / AIRBORNE EXPRESS
CUSTOMER SERVICE / OPERATIONS
December 1998 - December 2002 (4 years 1 month)
Bucharest, Romania

Responsibilities, Achievements
- identified the clients' needs and reported any requested data related to assigned
clients, in order to attain an improvement of clients' satisfaction
- daily monitoring and operating on clients' accounts; responsible for checking the completeness and accuracy of clients' papers and documents
- finding out the general filling of the customers
- successfully improved the quality of services provided, which brought Pegasus new clients
- prepared all the reports for General Management and also for the accountancy department (daily, monthly and annual)
- cooperating at all times with the other departments (marketing, sales, IT)
- secretarial support to GM

References, Other observations
I implemented together with IT department a soft for the whole activity of the company
I prepared the procedures' manuals

PEGASUS COURIER
LOGISTIC CONTROLLER AND DISPATCHER
September 1997 - November 1998 (1 year 3 months)
Bucharest, Romania

Responsibilities, Achievements
- coordinating the daily activity of 30 couriers, which includes: organizing the cycle of deliveries, overseeing of all basic accounting documents, cash collections, supervising of working of all equipment
- keeping a control of clients' accounts
- keeping the inventory of all company goods (monthly checked)

- selected the best suppliers for the company and maintained relationship
- general administration of the office

References, Other observations
I managed the daily work of 25 people (couriers)

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Education

The Bucharest University of Economics - Faculty of International Business and Economics
Graduate, International Business and Economics · (1992 - 1998)

"Dimitrie Cantemir" Christian University Bucharest - Political Science Faculty
Graduate, Political Science and Government · (2004 - 2008)