

BRAD C CERULLO

PO Box 254
Dracut, MA 01826
<http://www.bradcerullo.com/resume/sap.pdf>

978.242.7237
bradcerullo@alumni.emerson.edu
<http://www.linkedin.com/in/bradcerullo>

SAP and Winshuttle Super User Profile

Was a member of the SAP implementation team for Houghton Mifflin Harcourt. Developed extensive knowledge of SAP workings that allowed for strong training and gap development with IT. Was the OTS expert in the company and worked with other departments to troubleshoot and problem solving. Authored several Winshuttle scripts that allowed for a streamlined and more efficient order entry process. Wrote documentation and trained end users for SAP and Winshuttle.

Transactions and Related Training

VA01/02	Winshuttle	ZOTCM
Microsoft Office	Master Data	Delivery and Finance

Accomplishments

- Successfully integrated SAP into Houghton Mifflin Hourcourt, worked with developers to implement changes for business operation needs, and trained core end user teams with the smoothest SAP conversion in the company.
- Conceived and efficiently implemented promotional functionality into SAP to allow streamlined automated discounting for order entry units
- Researched and designed a SharePoint site for multiple customer service units across the county to have one central information repository.

Employment

Houghton Mifflin Harcourt Company April 2001 – June 2011

Customer Service Supervisor April 2007 – June 2011

Managed a staff of 30 while maintaining high levels of customer service, both internally and externally. Effectively monitored work flows and service observance, reporting metrics to upper management while simultaneously working with reps on an individual basis on areas of improvement. Reviewed all large sales orders, quotations, credits, and returns; working closely with other departments to ensure high fulfillment rates and quick turnaround times.

Senior Customer Service Representative April 2006 – April 2007

Maintained high standards and low turnaround through training and mentoring, while identifying and knowledge gaps and additional training needs.

Customer Service Coordinator April 2002 – April 2006

Efficiently possessed large orders and oversaw sensitive needs of the Great Lakes Region; including the states of Illinois, Wisconsin, Michigan, and Ohio. Maintained high performance statistics on phone and order entry. Processed all product orders and assisted in the organization of exhibit shows.

Sales and Service Associate April 2001 – April 2002

Maintained high performance statistics on phone and order entry for both, accuracy and quantity.

Preferred Distributors Inc June 1993 to April 2001

Assistant to the Director

Reported directly to CEO and assisted in all aspects of the retail department store, including point of sale and floor support. Aided in advancing the record keeping process to electronic databases. Efficiently assisted in sales with retailers, wholesalers, and buyers on location. Coordinated purchasing of new products. Maintained a high standard of quality while managing billing and accounts, purchasing, and customer services.

Education

Emerson College, Boston MA

Bachelor of Fine Arts Degree in Writing, Literature, and Publishing

Minor degrees in Print Journalism and Film

Hollywood Film Institute, Boston MA

Producer's Diploma & Independent Filmmaker Certificate