William Bolin

Houston Area
314-295-6968
bolinwa@gmail.com

Experience

March 2017 - PRESENT

Weissman's Theatrical Supplies, St Louis, MO– *ERP Analyst (Infor M3)*

- Provided functional expertise to business process owners across the company on how they may work with the ERP system to streamline, automate, and standardize daily activities.
- Provided technical expertise and guidance to in-house IT developers to assist with ERP related data reporting and system integration activities.
- Sole responsibility for ERP system administration and maintenance, troubleshooting, and defining improvements and upgrade potentials.
- Coordinated with Infor Support team and Infor Consultancy Services to address system issues of varying severity levels
- Researched and defined solutions for ERP process changes coinciding with changing business needs
- Modernized the company's ERP infrastructure to improve performance and stability
  - Led project to update the upgrade the company's ERP system from M3 version 13.1 to 13.4
  - Converted users from legacy software to the more modern, web based H5 Client and Factory Track warehouse mobility solution
  - Implemented database archiving processes to improve system performance
  - Established security roles to govern which users had access to system functions
  - Installed thousands of patches to the main ERP engine and related components
- Technical support on strategic company initiative to begin manufacturing personalized garments
- Key member of project to implement Vertex sales tax calculator to allow all customer orders to dynamically calculate correct sales tax rates across all jurisdictions in the US

March 2009 - November 2016

Pepperl+Fuchs Asia Pte Ltd, Singapore– *Section Leader, Logistics Process*

- Logistic systems subject matter expert with responsibility for logistic process design, improvement, and standardization.
- Responsible for logistics operational controlling: designed, created, and maintained numerous reports to greatly increase operational transparency; measure process output, productivity, reliability, backlog, and process costs.
- Core team member for design and implementation of the company's "Global Distribution Center" automated warehouse, their largest and most expensive project at the time.
  - Defined existing business processes and translated them into functional system requirements document
  - Assisted with system simulation testing, mass testing, and live ramp-up
  - Created documentation to support user training and conducted training for key users.

- Defined system integration processes with shipping companies to support direct shipment to third party customers in China, Australia, Korea, and Japan connect company ERP data with different forwarder tracking systems.
- Defined process for managing operational relationships with third party external warehouses and created MS Access based solution to support it.
- Planned and executed the successful relocations of two warehouses and the implementation of two different warehouse management systems (WMS) softwares.
- Designed and implemented an automated system to increase the speed, efficiency, and reliability of Certificate of Origin applications with the Singapore and Vietnamese governments.

June 2008 - February 2009
Pepperl+Fuchs GmbH, Mannheim, Germany– *Supply Chain Assistant*

- Worked in Supply Chain Management, Sales Support, and Inventory Planning departments.
- Responsible for creation and documentation of performance measurement tools

Skills

- Strong problem-solving and critical thinking abilities. Process based thinking with proven ability to effectively translate business needs into process or system requirements.
- Advanced knowledge of ERP systems, with strong experience with the Infor M3 ERP system.
- Strong cross functional knowledge and experience across a wide area including warehousing, international logistics, manufacturing, supply chain planning, marketing, customer service, and financial accounting.
- Highly adaptable with a proven ability to deal with diverse groups of people
- Knowledge of Warehouse Management Systems, Product Lifecycle Management, Business Performance Measurement, E-commerce systems, credit card processing, and sales tax calculation systems.
- Strong skills in SQL querying
- Experienced with both traditional and Agile project management
- Trained in Lean Manufacturing and Six Sigma process improvement techniques
- Excellent skills in Microsoft Office, including MS Excel and MS Access, Cisco productivity tools, Google GSuite, and Jira.
- Moderate Spanish language skills, basic knowledge of German and Mandarin Chinese

Education

November 2015
University of Birmingham (UK) – *Master of Business Administration*

May 2008
University of South Carolina – *Bachelor of Science in Management Science*