

PROJECT
MANAGER - B2B
ANALYST - EDI



LinkedIn · Other

EXPERIENCES

EDI Consultant

Litani IT eCommerce Consulting, Inc. - Since 2019 - Consultant



- ▶ EDI Manager – Orlando, Florida
Manage day to day EDI business on client’s highly customized Microsoft Dynamics AX ERP and SPS Data Masons Translation software (Managed Services Environment). Develop EDI to Flat File translation specifications pertinent to two ongoing critical projects: a future-state Managed Services EDI Network environment using SPS Commerce and an ERP Migration to Microsoft Dynamics 365. Participate in planning meetings to discuss project budget, timeline, risk, and scope to meet stakeholder requirements and project timeline pertaining to the aforementioned projects. Lead meetings for sub-projects in Supply Chain Management and Inventory/Materials Management.
□ Key role achievement: New implementation and go-live of Teamwork.com Project Management platform and onboarding/AX integration of two new EDI Trading partners in less than 4 months. Tools: Teamwork, Teams, and Jira
- ▶ EDI Manager (Contractor) – South Miami, Florida
Manage day to day EDI business on client’s custom Navision ERP and Gentran Server for Windows Translation software. Develop spreadsheet EDI to Flat File translation maps pertinent to two critical projects: a Managed Services (Outsourced EDI) via IBM Sterling Network and an ERP Migration to Sage X3. Participate in planning meetings to discuss project budget, timeline, risk, and scope to meet stakeholder requirements and project timeline pertaining to the aforementioned projects.
□ Key role achievement: Stabilization of internal business process handling using Project Management Tools: Smartsheet, MS Teams, and Connect Wise

EDI COORDINATOR

Le Creuset GmbH - July 2018 to July 2019 - Consultant - Charleston - United States - South Carolina



- ▶ International Manufacturer and Distributor of French Cookware
- ▶ Manage day to day EDI business on MS Dynamics AX and Data Masons Translation software.
- ▶ Lead customer planning meetings to discuss project budget, timeline, risk, and scope to meet stakeholder requirements and project timeline
- ▶ Key role achievement- Implement ten new EDI Trading Partners using Project Management Tools Teamwork, Teams, and Service-Now

eCOMMERCE ANALYST (Contractor)

Office Depot - November 2017 to June 2018 - Consultant - Miami - United States - Florida



- ▶ Managed implementations for new cXML and EDI training partners, as well as Level II support for existing partners.
- ▶ Led customer planning meetings to discuss project budget, timeline, risk, and scope to meet stakeholder requirements and project timelines.
- ▶ Developed map templates for each customer implementation and Level 2 escalation support.

EDI SPECIALIST

Henkel North America - 2015 to 2017 - Full-time - Scottsdale - United States - Arizona



- ▶ Business consulting, business/system analysis, requirements gathering, documentation, functional design, coordinating, acceptance testing, documentation and training, and user support.
- ▶ Coordinate EDI trading partner setup with external service providers.
- ▶ Design pragmatic EDI solutions for customers leveraging existing IT architectural landscape
- ▶ EDI requirements gathering and analysis for setup with external service providers

SUPPLY CHAIN SYSTEMS ANALYST



PetSmart, EDI Division, Supply Chain Systems - 2013 to June 2015 - Full-time - Phoenix - United States - Arizona

Manage EDI traffic for PetSmart business operations, applying Six Sigma principles to maximize efficiency in meeting supply chain goals for store, carriers and vendors in U.S. and Canada.

- Communicate directly with vendors and carriers to onboard and ensure compliance with EDI standards and guidelines; provide training to facilitate full use of system.
- Consistently meet established goals, addressing / resolving critical errors in communication, invoices and deliverables while reducing time spent by half.
- 2013 Project: Lead / drive team of 8 in transitioning existing vendors and carriers (as many as 600) from EDI ANSI v.4010 to ANSI v.6010 in phases over 4 months; completed 12/13.
- 2014 Project: Drive EDI Methods Manual update project
- Serve as subject matter expert, taking proactive approach to resolve issues; work with EDI provider to meet milestones; noted for timeliness toward saving money in licensing / support fees.

SENIOR TECHNICAL SUPPORT ANALYST



IBM Sterling Commerce America, Inc., - 1998 to 2012 - Full-time - Columbus - United States - Ohio

Spearheaded technical support for customers implementing purchased EDI solutions software — 4 different products — resolving any problems with follow through to total customer satisfaction.

- Built long-term customer retention upwards of 80%, representing 20% in additional revenues based on sale of annual maintenance contracts.
- Promoted to Lead Implementer of newly released products, including scheduling and financial reporting.
- Contributed to launch of 5 new products with testing and QA in beta; trained colleagues on new product lines; and led implementation, controlling costs and consulting across business units.
 - Monitored alpha rollout, achieving a 90% quality rate with no patch releases needed.
 - Designed tools, job aides and references sheets to address customer issues more thoroughly and effectively, ultimately reducing helpdesk calls by 50%.
 - Personally handled escalated calls from clients worldwide, settling issues to save accounts in face of cancellation — retained 4 Fortune 500 companies representing \$2M in revenue.

SALES SOFTWARE ENGINEER / SUPPORT SPECIALIST



IBM Sterling Commerce America, Inc - 1998 to 2012 - Full-time - San Francisco - United States - California

Instrumental in sale of \$1.2M in products and services within 18 months, earning CEO's award for performance excellence.

- Sales Department Special Project: Won approval of VP of West Coast Sales to create a singular database that improved sales efficiencies.

TECHNICAL SUPPORT SPECIALIST / ASSOCIATE



TECHNICAL SUPPORT REPRESENTATIVE

IBM Sterling Commerce America, Inc. - 1998 to 2012 - Full-time - Columbus - United States - Ohio

Delivered Level I CEDEX Support on dedicated intermodal support task force and processed customer EDI software migrations, developing support plan and methodology.

- Special Purpose Project: Documented support processes for 5 current product offerings.

My focus is project management. I find great satisfaction in bringing about positive change through my vision, leadership and direction. Nothing is more gratifying than contributing strategically to corporate success. Where others might see tables, graphs and charts as tedious and technology as overwhelming, I find them interesting, exciting and helpful to maximize productivity and efficiency. I enjoy a good challenge and the responsibility of driving results.

Because I am analytical and an excellent problem-solver, I have recently developed my own personal guidelines for project management success:

- Define scope precisely
- Plan the entire project from the onset
- Breakdown the work
- Acquire the right team
- Collaborate with subject matter experts
- Establish timelines and milestones
- Track and analyze time and cost
- Focus on quality testing
- Account for risk
- Set up life cycles with stages and gates
- Request feedback at all levels
- Exceed expectations

With focus on continuous improvement, both personal and team, I bring strengths in building stakeholder trust, cultivating people's skills and communicating effectively across the organization to generate desired outcomes.

I excel in work environments that value and respect diversity. Such environments match my personal ideologies. Often called "the diplomat" at work and in the community, I am a practiced mediator, following through to build consensus. As a senior technical support analyst at IBM Sterling Commerce America, I personally handled escalated calls from clients worldwide, settling issues to save accounts in the face of cancellation. I was able to retain 4 Fortune 500 companies representing \$2M in revenue.

TECHNICAL SUPPORT MANAGER

IBM Sterling Commerce America, Inc - 1998 to 2012 - Full-time - Columbus - United States - Ohio

Directed and managed 10 software support representatives, ensuring quality technical support for clients and communicating with sales to effect continuous improvement.

- Support Department Project: Selected by senior management to create "Support-on-Demand" team to create channels for customers to obtain information via non-phone touch points.
- Reduced live labor costs \$100K annually.
- Service Capability & Performance (SCP) Certification Project – through Service Strategies: Met 12 criteria for successful technical support operations.

SKILLS

Strengths

- 2019: Deploying all skill sets for <http://www.NAMMiami.com> . Selected to lead in a key role as Co-Chair of the Convention Security Committee by the pastor of Our Lady of Lebanon, Miami, FL. This is the largest Middle Eastern Catholic convention in the United States.
- Project management and operations knowledge / expertise includes: Needs Assessment ... Project Plans and Protocols ... Cost / Benefit Analyses ... Quality Standards ... Deployment / Migrations ... Schedules ... Resources ... Presentation ...
- Tracking and Analysis ... Risk Mitigation ... Goal Setting ... Customer Service ... Reporting ... Stakeholder Relations ... Technical Support ... SDLC ... Documentation ... Continual Improvement ... Ecommerce ...
- Well-developed analytical and problem-solving abilities complement sound judgment in establishing priorities and making decisions; consistently meet and exceed performance goals, developing and executing viable / innovative business solutions.
- Vision, leadership and direction characterized by creative thinking, effective communication and decisive action to achieve project goals and objectives. Recognized as an effective change agent combining flexibility, integrity and commitment.

Technical Expertise

- MS Office Suite, Visio, Project and SharePoint
- MS Dynamics AX, LexisNexis Portal, CRM Applications, uPerform, SAP Materials Management
- Lotus Notes, SQL Query Analyzer, CICS (MF), Windows OS / Server
- Sterling Information Broker and Value-Added EDI Network
- XML for EDI, Gentrans Windows and Integration Suite, Peoplesoft-Vantive ERP

Languages

- Fluency: English, French and Arabic
- Beginner: German and Spanish

EDUCATION

PMP

CERTSCHOOL.COM

Since 2014

M.A. - Management

ANTIOCH UNIVERSITY

BS - Biology

URBANA UNIVERSITY, OHIO

Highest Honors

I have four children, three boys and one girl, who all are avid readers and soccer players; I coached their soccer teams for three years. Together, we enjoy martial arts and like to travel- specifically to the mountains for skiing whenever we can.

Our greatest family passion is the United States Civil Air Patrol (US Air Force Auxiliary). This is a family affair. My oldest son is now a cadet in the U.S. Air National Guard and my daughter is Cadet Commander in CAP.

Having relocated from the Phoenix area to Miami in the fall of 2017, I have adjusted well and am active in the community. I am open to work opportunities internationally. Generally, I work with a Catholic, pastoral care, group- the Legion of Mary wherever I go. At church, I am a parish council volunteer, I enjoy planning cultural festivals, offering assistance to the homeless, and working on the security committee. I have been instrumental in various fundraising activities.

48 years old

Driving License

📍 Miami (33141) United States (Florida)

✉ LB.sdsaliba@gmail.com

📧 sdsaliba@live.com

INTERESTS

Affiliations

- ▶ American Management Association
- ▶ Project Management Institute
- ▶ International Institute of Business Analysis
- ▶ Civil Air Patrol: The United States Air Force Auxiliary
- ▶ Legio Mariae: Roman Catholic Organization
- ▶ National Apostolate of Maronites: Lebanese Roman Catholic Organization
- ▶ Saint Jude Cancer Center Fund Raiser: American Lebanese Syrian Associated Charities (ALSAC)