

DENISE LANG

8050 S Pointe Parkway W, #1020 • Phoenix, AZ 85044 • (Cell#) 516-510-8542 • denise.lang@dml-solutions.com

SUMMARY OF QUALIFICATIONS

Versatile Consultant experienced with ERP system implementation, business process analysis, process improvement, and requirements gathering. Excellent communication and organizational skills. Self-motivated. Team leader and mentor, who relates well to people at all levels. Results-driven with a proven ability to manage complex projects and achieve quality results. Effective training skills. Strong problem-solving skills. Available for extensive travel.

RECENT PROFESSIONAL EXPERIENCE

Consultant/Owner – **DML Consulting Solutions** – Remote (Phoenix, AZ) May 2023 – Current

- Providing contract consulting services to clients seeking to modernize, update, and/or more efficiently utilize their ERP system.
- Helping clients define their business needs with business analysis, process mapping, requirements gathering, and gap analysis services.
- Documenting business cases, user stories, end user procedures, and customization specification requirements.
- Focusing on Epicor core finance modules, job costing, asset management, and revenue recognition. Expertise in multi-site, multi-company, and multi-currency.

Senior Consultant – **BerryDunn** – Remote (Phoenix, AZ) August 2022 – May 2023

- Served in a variety of roles on project teams providing services to state government agencies across the U.S.
- Projects included a System Audit of a workers' compensation system, Organizational Development and Change Management services for a newly centralized technology administration, Requirements Gathering for a licensing system modernization project, and Independent Risk Assessment and Audit services for multiple state agencies.
- Project manager responsibilities included serving as the client's primary point of contact, planning and allocating resources, performing project and staff oversight, and helping to ensure effective communication and coordination of team members. Additional responsibilities included developing project kickoff and organizational change management (OCM) presentations, developing OCM communications and communication tools, creating stakeholder surveys, writing deliverable expectation documents, and overseeing and contributing to development of deliverables.
- Analyst responsibilities included workflow diagramming, conducting interviews with stakeholder groups, analyzing stakeholder survey responses, reviewing documentation, observing key project meetings, identification and reporting of risks and issues, and contributing to development of deliverables.
- Served in lead or contributing roles writing proposals in response to state government administrations' requests for proposals, resulting in approximately \$456k in new business.

Senior Consultant – **Epicor** – Remote (Phoenix, AZ) April 2015 – April 2022

- Lead Finance Consultant for SaaS and on-premise ERP system implementation projects. Provided training, guidance and technical expertise through all phases of the project including go live.
- Expert in all core finance modules plus job costing, multi-company, asset management, and project revenue recognition. Experienced with core operations modules including order management, purchasing, Inventory, and job management.
- Conducted business analysis sessions. Documented user requirements and gap analysis. Advised clients on process improvements and best practice use of ERP software.
- Recommended solutions to address gaps and client specific business needs. Documented user stories and customization specifications. Teamed with developers to ensure custom solutions were completed and deployed.
- Developed and deployed tools-based custom solutions to address client requirements. Provided technical documentation. Performed user acceptance testing prior to deployment.

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- Communicated with Project Managers and Stakeholders regarding project status, potential risk, and scheduling and planning recommendations. Performed Project Manager role on smaller projects and for clients with post implementation needs.
- Communicated system enhancements requests to Product Managers. Partnered with Product Management when consultant recommendations or testing assistance were needed.
- Key contributor on the project team that developed the tracking tool now used for all implementation projects.
- Contributing member of the project team tasked with updating business process review procedures.
- Mentored new Finance consultants and responded to internal requests for assistance from other consultants.
- Partnered with the Education team to test new education videos and evaluate certification test questions. Documented required corrections and improvements.

Trainer & Implementation Specialist – **CRC Information Systems** – Scottsdale, AZ

March 2012 – March 2015

- Managed ERP system implementation projects.
- Conducted business analysis and implementation strategy sessions. Created implementation plans with project timelines and milestones.
- Provided training onsite and online. Areas of expertise included: transferring legacy system data, building foundations, accounting (through financial reporting), job costing, inventory tracking, CRM, and e-commerce.
- Coordinated software customization projects. Documented user requirements and customization specifications. Functioned as liaison between the customer and the product development team.
- Wrote technical documentation for software programs and process documentation for workflows and business processes.

EDUCATION & CERTIFICATIONS

Bachelor of Arts (Education) – SUNY College at Old Westbury, May 2008, GPA: 3.99, Dean's List all semesters

Management & Strategy Institute – March 2022

- Change Management Specialist
- Lean Six Sigma White Belt
- Project Management Essentials