Clara E. Monroe

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| Objective | To obtain Procurement, Operations, or Logistics Coordinator position with fast-paced growing organization where I cannot only utilize my knowledge, skills, & experience but grow through continued education and hands on experience. |
| Experience | 2015-Present Cisco Systems, Inc. RTP, NC  Global Contingent Worker PM   * Provides program level support for processes, tools, interfaces, communications, change management, and financial operations associated with the hiring of contingent workers and the on-boarding of their vendors * Assist in the operationalization and expansion of the C-Worker program globally * Drive for process improvements, improved vendor relationships, and increased customer experience and satisfaction * Able to drive measurable improvements across the enterprise   2011-2014 General Physics Corporation RTP, NC  Senior Team Lead Fulfillment Services Group onsite at Cisco Systems, Inc.   * Track ongoing list of Global supplier network including over 10,000 suppliers in over 90 internal entities * Provide issue resolution and risk management solutions for team and clients * Provide Strategic/Operational Planning for clients and management team * Deliver technical and operational support for team, clients and vendors * Presented to current and potential clients the benefits of the team and the services we are able to provide * Create reports to chart activity and benchmark success of open work as well as quarterly spend * Track invoice spending and quarterly accruals for clients * Assisted in creation of global training templates for vendor statements of work * Ensure clients and vendors follow Cisco standards in the creation of statements of work * Primary contact for Category Supplier Management team in partnership with global procurement to ensure that updates to legal, technical, financial and other teams are disseminated to the team * Created channel to send responses and concerns of any new changes back to governing bodies * Responsible for leading work efforts of global team members that directly support the Talent Management organization for training needs. * Primary resource for onboarding of all current and past team members   2010-2011 General Physics Corporation RTP, NC  Project Specialists onsite at Cisco Systems, Inc.   * Review statements of work for multiple clients throughout the Learning Development & Solutions Group(LDSG) for training, managed services or development work * Create Purchase Requisitions for completed statements of work reviewed by Learning Services Enablement(LSE) team in over 60 countries that house Cisco offices * Work with outside vendors to negotiate pricing, cancellation policies or other course related issues. * Work with Business Engagement Managers to create business solutions.   2009-2010 Adecco Engineering and Technical Durham, NC  Logistics Manager onsite at Cisco Systems, Inc.   * Create, manage, and maintain Statements of Work for AS Academy Team * Create, manage, and maintain all Purchase Requisitions and Purchase Orders for AS Academy team * Assist in creating quarterly forecast and budgets for AS Academy Team * Assist program managers in coordinating schedules, gather needed materials, and information for several cohorts of their individual programs * With the assistance of the vendor management team, work with outside vendors to coordinate internal training   2009 Affiliated Computer Service Raleigh, NC  Tier One Technical Support Representative   * Respond to telephone inquiries and complaints without using standard scripts and in accordance with company procedures. * Gather information, researches/resolves inquiries and logs customer calls. * Communicate appropriate options for resolution in a timely manner. * Inform customers about services available and assess customer needs. * Provide functional guidance, training and assistance to lower level staff. * Provide assistance, training and troubleshooting support to lower level staff. * Assists in planning and implementing department goals and makes recommendations to management to improve efficiency and effectiveness.   2007-2008 Cisco Systems, Inc. Morrisville, NC  Student Co-Op/ Webmaster  Co-Op duties include   * Distribution of dynamic content surveys via the eLustro tool suite * Performing data center network audits * Creation of the online AS Academy Documentation Repository * Organized paper documentation into logical groups * Created intranet website and uploaded content to the site * Primary resource for entering Co-Op team quarterly hours into the event tracking tool * Primary resource for disseminating bi–weekly team meeting information   Webmaster duties include   * Creating and maintaining AS Academy branch of intranet * Creating and maintaining new pages as relative to the AS Academy * Creating and editing banners and graphics, for AS Academy Web branch * Creating and maintaining pages for Co-Op Team Wiki. * Maintaining pages for Software Strategy (SWS) Team   2005-2007 W.A.T.Ch LLC Warsaw, NC  IT Director/ Webmaster  System Administrator duties include   * Maintaining office network, and on site computer lab * Upgrading office computers * Installing all software programs   Network Administrator duties include   * Configuration of network devices * Administration of secure access repository |
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| Education | 2006-2008 Mt. Olive College Mt. Olive, NC   * Bachelors of Science Degree in Computer Information Systems |
|  | 2002-2006 North Carolina State University Raleigh, NC   * Majored in Computer and Electrical Engineering * Relevant course work included: Calculus I & II, Physics I & II, and Intro to Java   2009 Wake Technical Community College Raleigh, NC   * AJAX/XML Certification * Dreamweaver Intermediate Certification |
| Skills/ Current Projects | * Oracle iProcurement, SAP Business Objects, Solarwinds Web Help Desk, WebEx, Web Design(designsbymonroe.com), Visual Basic, Adobe Dreamweaver , Adobe Fireworks, Adobe Photoshop , and Adobe Flash, Microsoft Office Suite |
| References Available Upon Request | |