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, NCGlobal 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, NCSenior 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, NCProject 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, NCLogistics 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, NCTier 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, NCStudent Co-Op/ WebmasterCo-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, NCIT Director/ WebmasterSystem 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
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|  | 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
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| 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
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| References Available Upon Request |