

ANDREW ZHOU

Senior SAP BI Consultant

SUMMARY

- Seventeen years of IT experience, fourteen years in SAP BI
- Fourteen SAP BI projects including ten full-cycle implementations
- Expert in Microsoft Power BI and SAP BusinessObjects reporting (WebI, AO, Lumira), including data modeling and security
- Expert in BW 3.x and 7.x front-end and back-end
- Proficient in HANA modeling, SAP Analytics Cloud, and Alteryx
- Trained in S/4HANA Embedded Analytics and Tableau
- Strong functional knowledge in FICO, SD, MM, and BPC
- SAP-certified in FI module, Web Intelligence and Crystal Reports
- Work authorization: U.S. citizen

EXPERIENCE

Capital Group Companies, Irvine, CA

December 2019 – Present

Project: Full-cycle implementation of expense reporting solution

Role: BI Information Architect

Responsibilities:

- Designing and implementing the Power BI self-service reporting architecture for over 200 users in Global Finance, Strategic Sourcing and Procurement, and IT
- Collaborating with Basis, Security team, and Middleware teams to configure connections, Gateways, and security roles; assigning security to Workspaces and App; providing guidance on shared datasets and row-level security (RLS)
- Establishing report publishing workflows and creating job aids for content viewers, content creators, and workspace admins; answering questions from power users and providing demos on various PBI features
- Authoring Power BI dashboards, such as HANA data validation reports, HANA-BW reconciliation reports, and metadata reports such as HANA field catalog and user security mapping
- Setup AutoSys jobs to refresh Power BI datasets via PowerShell script and Rest API; configuring Splunk alerts on Azure audit logs
- Creating HANA models on Ariba and Fieldglass; testing and troubleshooting defects
- Examining Alteryx workflows and converting them into HANA calculation views
- Received two Kudos Awards for outstanding service

Technical Environment: Microsoft Power BI Desktop and Service, PowerShell; HANA 2.0 sourcing data from SAP BW (FICO, BPC, HCM), Ariba, and Fieldglass; Alteryx; Atlassian Jira, Confluence, BitBucket, SourceTree, Bamboo, XLDeploy; ServiceNow; Splunk; SailPoint IdentityIQ; CyberArk; SharePoint; OneDrive

Allergan plc, Madison, NJ/Irvine, CA

October 2018 – October 2019

Project: Full-cycle sidecar implementation of real-time BW on HANA

Role: SAP BW/BOBJ Consultant

Responsibilities:

- Designing and implementing the full self-service reporting for over 500 finance and logistics users
- Guiding management through the front-end tool selection process; prototyping and demoing Microsoft Power BI, SAP Analytics Cloud, and SAP BusinessObjects
- Creating complex BW queries, user exit variables, and configuring report-to-report interface to ECC transactions
- Publishing Analysis for Office workbooks and Web Intelligence dashboards to BI Launch Pad
- Troubleshooting and enhancing HANA models and BW CompositeProviders
- Collaborating with Security Team and BusinessObjects Administrators to design and implement user security at various levels: InfoProvider, BW Query, BusinessObjects folders and access levels, as well as analysis authorization (row-level security)
- Creating training material and documentation then delivering in-person and remote classroom training
- Providing hands-on support during UAT and Hypercare to ensure legacy server can be retired
- Performing automated stress testing using StresStimulus

Technical Environment: BW 7.5 on HANA 2.0, replicating real-time data from FI-GL/AP/AR, CO-PCA, SD, MM via SDI; HANA Studio, BW Modeler, BEx Query Designer; BusinessObjects 4.2, BI Launch Pad, Analysis for Office, Web Intelligence; MS Power BI; StresStimulus; ServiceNow, GRC

NBCUniversal, Burbank, CA

June 2018 – October 2018

Project: Upgrade of BusinessObjects from 4.1 SP4 to 4.2 SP6

Role: Senior SAP BW/BOBJ Consultant

Responsibilities:

- Leading the testing and validating of technical upgrade of BusinessObjects 4.2
- Collaborating with BO Admins and SAP in the configuration, troubleshooting, and security setup in development, QA, and production environments
- Building proofs of concept and demos in FIORIfied BI Launch Pad, including Lumira Designer dashboards, Lumira Discovery, Analysis for Office Excel (AOE), WebI and Interactive Viewer, commentary, scheduling, and Publications
- Facilitating the migration 1400 legacy BEx Analyzer workbooks to AOE workbooks, including designing the AOE default workbook template and style set
- Creating training material for Analysis for Office Excel
- Assisting the performance tuning of BW on HANA

Technical Environment: BW 7.4 on HANA 1.0, replicating data from FI via SLT; BEx Query Designer, Analyzer; BusinessObjects 4.2, FIORI BI Launch Pad, Analysis for Office, Lumira Designer, Lumira Discovery, Web Intelligence, Information Design Tool

The Irvine Company, Irvine, CA

Aug 2017 – May 2018

Project: Full-cycle implementation of BPC Embedded 10.0 on HANA with BOBJ 4.2

Role: Senior SAP BW/BOBJ/BPC Consultant

Responsibilities:

- Lead consultant responsible for all aspects of reporting – formatted reports and ad hoc
- Creating dataflow from native HANA database into BPC via Open ODS Views, in order to seed historic rental unit and lease statistics into BPC revenue planning model

- Developing BEx queries, WebI reports and Analysis workbooks, including complex exit variables that seamlessly bring together actual and forecast data
- Received Employee Recognition Award for automating legacy Excel/Access-based reports into one-click WebI reporting packages, saving both time and resources
- Providing Hypercare support after go-live including troubleshooting and enhancing BPC Planning Functions, FOX, and AO Workbooks
- Assisting in defining BusinessObjects authorization and folder structure for planners and view-only users
- Prototyping Explorer InfoSpaces to compare performance of using Universe vs. HANA Calculation View, querying against BW External HANA Pushdown Views

Technical Environment: BPC 10.0 Embedded in BW 7.4 on HANA 1.0, extracting data from ECC 6.0 FI and Native HANA; HANA Studio; Open ODS View; BEx Query Designer; BusinessObjects 4.2, BI Launch Pad, Web Intelligence, Analysis for Excel, Explorer, Information Design Tool; ABAP BEx user exits; BPC Embedded 10.0

BJ's Wholesale Club, Inc., Westborough, MA

June 2014 – July 2017

Project: Full-cycle implementation of BW 7.3 on HANA with BOBJ 4.2 to replace mainframe

Role: Senior SAP BW/BOBJ Consultant

Responsibilities:

- Lead front-end reporting consultant responsible for moving the company from a purely “push”-service to a self-service environment
- Identifying data model gaps by holding workshops with different areas of the business - Finance, Merchandising, Logistics, Club Operations - then working with offshore team to address these gaps
- Developing BEx queries, WebI reports and Analysis workbooks for both ad hoc analysis and formatted reports
- Bursting personalized reports to clubs and vendors using Publications and RESTful Web Services SDK
- Creating Universes on Teradata EDW to enable enterprise-wide reporting and migrating Cognos reports and dashboards into BusinessObjects
- Constructing complex dashboards for executives to identify trends and exceptions
- Delivering WebI and Analysis classroom training to BI Power Users
- Designing BOBJ security roles for COE users, power users, and regular users then assisting the Security Team in implementing them
- Providing production support and making continuing enhancements during 6 waves of go-lives for 200+ club locations
- Assisting the testing and validation process for upgrading for BOBJ 4.2
- Prototyping native HANA data models and dashboards using Design Studio and Lumira

Technical Environment: BW 7.3 on HANA 1.0, extracting data from ECC 6.0 COPA, MM, SD, POSDM, Vistex, E3; BEx Query Designer; BusinessObjects 4.2, BI Launch Pad, Web Intelligence, Analysis for Excel, Publication, Information Design Tool, Design Studio, Lumira; Cognos Framework Manager, Report Studio, Connection, Viewer; HPQC; EMC Documentum

Tawa Supermarkets, Inc., Buena Park, CA

April 2014, May 2015 – December 2015

Project: Upgrade from SAP BW to BW on HANA with BOBJ 4.0

Role: SAP BW/BOBJ Consultant/Trainer

Responsibilities:

- Trained power users to proficiently use BOBJ BI Launch Pad, Web Intelligence, Analysis

for OLAP, and Publications

- Trained DBA to support BW backend, BEx query, and BICS connection maintenance
 - Created lesson plans and training materials, then delivering classroom training
 - Designed and implementing BOBJ security to integrate with BW security
 - Make data model and data source enhancements per new reporting requirements
- Technical Environment:** BW 7.3 on HANA 1.0, extracting data from ECC 6.0 FICO, MM, SD and POSDM; BEx Query Designer; BICS connection; BusinessObjects 4.0, Enterprise CMC, BI Launch Pad, Web Intelligence, Analysis for OLAP, publications

Raley's Family of Fine Stores, Sacramento, CA

August 2013 – February 2014

Project: Full-cycle implementation of SAP FI, BW, BOBJ, and BPC

Role: Senior SAP BW/BOBJ Consultant

Responsibilities:

- Lead developer instrumental to the successful go-live of SAP BI
- Built key go-live-critical WebI and BPC reports for financial and operational reporting, including underlying BEx queries and user exit variables
- Set up automated publications of personalized operational reports to burst WebI reports to individual stores and district managers
- Developed end-to-end ECC to BW to BOBJ data flow to enable joint Project Systems and Asset Accounting reporting
- Assisted in troubleshooting and resolving backend ETL and reconciliation issues
- Provided front-end and back-end training and knowledge transfer to client support team

Technical Environment: BW 7.31 extracting data from ECC 6.0 FI-CO (GL, PS, AA); BEx Query Designer; BICS connection; BusinessObjects 4.1, Enterprise CMC, BI Launch Pad, Web Intelligence, Dashboards, Design Studio, BPC 10, EPM Report Writer 10

Salt River Project, Tempe, AZ

September 2012 – July 2013

Project: Full-cycle SAP implementation to enable finance, logistics, and enterprise reporting

Role: Senior SAP BI/BOBJ Consultant

Responsibilities:

- Key member of the BI team for the entire life cycle, involved in development, testing, user training, cutover, and post-go-live support
- Worked with two junior developers to produce a suite of mission-critical financial reports using Web Intelligence and Live Office
- Responsible for designing and implementing BOBJ Enterprise security to customize access and portal experience for Information Consumers, Analysts, and developers in BI Launch Pad and CMC
- Implemented BOBJ auditing universe and Dashboards to enable BI statistics reporting
- Created WebI training material and delivering classroom training to Information Analysts
- Received "Hard Hat Award" from client for the effort put into ensuring the on-time delivery of Blueback financial reports

Technical Environment: BI 7.3 extracting data from ECC 6.0 (FI, CO, MM, SRM); BEx Query Designer; BICS connections; BusinessObjects Web Intelligence 4.0, Dashboards 4.0, Information Design Tool, Enterprise CMC 4.0, BI Launch Pad, Analysis for MS Excel, LiveOffice 4.0; HPQC; CA Service Desk

J.Crew Group, Inc., New York, NY

December 2010 – June 2012

Project: 1) International expansion of SAP landscape; 2) BusinessObjects implementation

Role: SAP BI BOBJ Consultant

Responsibilities:

- Actively participated in configuration, documentation, testing, cutover, and post-go-live support of the full cycle project, spanning three phased go-lives: purchasing, inventory, and POS/billing/planning
- Prototyped various strategies to convert, store, and display multiple currencies across BI landscape; advising client management on best-practice multi-national reporting standards
- Remodeled and enhanced existing data models to support additional currencies and company codes; creating ABAP programs to remove hard-coded values in various layers of ETL
- Responsible for all major Crystal Reports developments for displaying complex sales, inventory, and retail-industry-specific metrics
- Setup broadcasting of BOBJ reports to intranet, user emails and mobile devices

Technical Environment: BI 7.0 extracting data from R/3 4.7 (SD, MM, POS, IS-Retail); BusinessObjects Crystal Reports 2008, Web Intelligence 3.1, Xcelsius 3.1, Universe Designer 3.1, Enterprise CMC 3.1, InfoView; Excel VBA; Agile Methodology

Lexmark International, Lexington, KY

April 2010 – March 2011

Project: Support the global SAP roll-out through two phases of go-lives: Americas and Asia Pacific

Role: SAP BI Consultant

Responsibilities:

- Responsible for converting over 100 legacy Crystal Reports and JDE queries into SAP BI reports, by reviewing report definitions and gathering requirements from users, then defining BEx roles, workbooks, and broadcast schedules
- Functional areas cover both finance (FI GL/AP/AR, COPA), supply chain (SD, MM), and joint SAP-Siebel CRM service entitlement reporting
- Define requirements for custom fields and assist the back-end technical team to go from design, to build, to test, to end-user support
- Trained users via conference room and webinar sessions in U.S., Canada, Latin America, and Asia
- Actively involved in troubleshooting and performance-tuning the front-end, back-end, Portal, and Broadcaster

Technical Environment: BI 7.0 extracting data from ECC 6.0, APO, MDM; BusinessObjects Crystal Reports 2008, Web Intelligence; Remedy; HP Quality Center

Bristol-Myers Squibb, Co., Plainsboro, NJ

June 2009 – February 2010

Project: Maintenance of current systems until the divestiture of ConvaTec subsidiary from the parent company is complete

Role: SAP Business Consolidation System Administrator

Responsibilities:

- Provided production support for the global financial consolidation system (SEM-BCS) for Bristol-Myers Squibb Co.'s ConvaTec subsidiary, encompassing over thirty legal entities around the world with various functional currencies
- Monitored the scheduling, data load, and processing of financial data from ECC FI 6.0 to BI 7.0 to BCS 6.0 via Consolidation Monitor, and execute, reset, block, unblock tasks as needed; examined logs and journal entries to identify causes of errors

- Created and distributed currency translation error reports to the finance community on each day of month-end closings
 - Liaised between business users and developers to ensure new business requirements are developed and transported to production; verified customizing settings in the Consolidation Workbench
 - Generated ad-hoc financial statements per user and auditor requirements in BEx Analyzer
- Technical Environment:** BI 7.0 with SEM-BCS 6.0 add-on extracting data from ECC 6.0 and non-SAP sources; Remedy ARS Suite; Cardea Master Data Management

Deloitte Consulting, LLP, Philadelphia, PA

April 2007 - February 2009

Client: Wal-Mart Stores Inc., Bentonville, AR

Role: SAP BI Technical Developer

Project: Multi-phased global finance transformation enabled by SAP

Responsibilities:

- Actively involved in Wal-Mart North America's Business Blueprint Phase, while simultaneously supporting Wal-Mart UK (ASDA)'s Final Preparation Phase
- Gathered reporting requirements for various financial statements, common and retail-industry-specific KPI's, and analysis for accounts receivables, payables, project systems, asset accounting, and purchasing
- Documented the entire BI global back-end design, from source systems to extractors, transformations, DSO's, cubes, multi-providers, and process chains
- Developed a standardized process to translate BI reports for Wal-Mart Japan (Seiyu)
- Received "Kudos" award from client for providing valuable knowledge transfer

Technical Environment: BI 7.0 integration with SAP ECC 6.0 (GL, AP, AR, AA, PS, MM), BWA, HP Quality Center 9.2, Citrix and VMWare VDI

Client: Estee Lauder Companies, Melville, NY

Role: SAP BI Push Reporting Specialist

Project: Full-scale SAP upgrade project in finance, order-to-cash, purchase-to-pay, demand-to-build processes; BI upgrade from 3.5 to 7.0

Responsibilities:

- Implemented prototype of report bursting via BI 7.0 Information Broadcaster, then presented it to senior management
- Created an interim solution to burst reports using Excel VB/macros by generating automated refresh of 35 BEx workbooks using the Broadcaster
- Coordinated with VB and ABAP developers, Basis, SAP security, operations, and network security teams to enable all the parts that make up the solution
- Developed three custom 240-line P&L reports for internal and external reporting
- Supervised two interns in unit testing and documentation

Technical Environment: SAP BI 3.5 and 7.0 integration with SAP ECC 5.0, SCM/APO 5.0, SRM 4.0, CRM 4.0, Mercury QC 9.0

Client: West Pharmaceutical Services, Exton, PA

Role: SAP BI Report Developer

Project: Full-cycle SAP implementation in finance and order-to-cash transformation

Responsibilities:

- Experienced full-cycle BI implementation from design, build, test, to go-live and support
- Solely responsible for creating all front-end reports across Finance and Order-to-Cash processes, including 58 queries, 25 query views, 50 Analyzer reports, 54 web reports, and

23 broadcast reports; fully utilizing the SAP BEx suite -- Query Designer, Analyzer, and Web Application Designer

- Created custom BEx Excel and web report templates based on needs of the client
- Configured Report-to-Report Interfaces (RRI) to allow drill-through to line item reports
- Set up Information Broadcasting to automatically burst reports to customers and sales department via Microsoft SharePoint
- Published web reports to the Enterprise Portal while enabling role-based security
- Received Applause Award for displaying outstanding work ethic

Technical Environment: SAP BI 7.0 integration with SAP ECC 6.0 FI and SD; Reports built on InfoProviders in the areas of FI-GL and Flex GL, FI-AP, FI-AR, CO-CCA, CO-PA, SD sales order, billing, price master, pricing conditions, and BI-IP; MS SharePoint, EMC Documentum, RWD uPerform

Client: IMS Health, Plymouth Meeting, PA

Role: Training Team Analyst

Project: Global financial transformation project to upgrade to SAP 6.0 and Hyperion 9.2 from SAP 4.6 and legacy systems

Responsibilities:

- A member of the training team that facilitated knowledge transfer through end-user classroom training
- Collaborated with client trainers to determine class contents and training environment setting requirements
- Set up training environment prior to classes by seeding master data and executing upstream prerequisite transactions in FI (Financial Accounting), PS (Project Systems), and SD (Sales & Distribution) modules
- Compiled training manuals from OnDemand BPP's (business process procedures)

Technical Environment: SAP ECC 6.0 FI, PS, and SD, OnDemand

ERNST & YOUNG, LLP, New York, NY

July 2004 - FEB 2007

Clients: Sony Electronics, Thomson Corporation

Role: Senior IT Auditor

Responsibilities:

- Managed up to three staff auditors simultaneously, responsible for assigning, reviewing work, budgeting hours and providing guidance
- Designed and executed controls testing in the following processes: program development (SDLC and change management), logical access (user administration, segregation of duties, and security configuration at the application, database, operating system and network levels), and IT operations (backup and recovery, job scheduling, problem and incident management, disaster recovery/business continuity planning, etc.)
- Communicated findings and recommendations to client upper management and responded to their inquiries

Technical Environment: Active Directory, Windows, UNIX, AS/400, Oracle database, DB2, JDE World/OneWorld, Ariba Procurement, SofTrax, Kronos, WorkBrain, Peregrine, Remedy, NetBackup, ROBOT, CRON, etc.

Clients: Phillips, Thomson Corporation, Freddie Mac, Siemens, ABB, News Corporation, Foot Locker, Dun & Bradstreet, United Rentals, Hanson Building Materials, Purdue Pharma, Maple Securities, NYC Department of Education

Role: Staff IT Auditor

Responsibilities:

- Operated in the planning, execution, and documentation of IT general controls and application controls walkthrough, testing as well as post-test consultations with client management
- On financial statement audits – gained understanding of financial and IT processes, assessed process risks, identified controls, conducted walkthrough and testing to determine whether systems supporting financially-significant processes can be relied upon; assisted in issuing audit opinions
- On Sarbanes-Oxley advisory engagements – assessed clients' control environments; worked closely with client personnel to identify and remediate control deficiencies

Technical Environment: Active Directory, Windows, UNIX, AS/400, MVS, Oracle database, DB2, MS and Pervasive SQL, Sybase, SAP FI and BW, JDE World/OneWorld, Oracle Financials, PeopleSoft, Lawson, Great Plains, MAS 200, Navision, EssBase, SofTrax, P-Card, Ceridian, Cyborg, ProBusiness, Kronos, WorkBrain, PkMS, BOSS, Peregrine, Remedy, BRMS, NetBackup, ROBOT, CRON, OpenView, WhatsUp, etc.

TECHNICAL SKILLS**Software / Products:**

- Expert in SAP BI 3.5 and 7.x BEx suite: Query Designer, Analyzer, Web Application Designer, Enterprise Portal, Information Broadcasting, Report-to-Report Interface, Pre-Calculation Server
- Expert in BusinessObjects XI 3.x, 4.x suite: BI Launch Pad/InfoView, Web Intelligence, Analysis for Office, Lumira Designer/Design Studio, Information Design Tool/Universe Designer, Crystal Reports, Enterprise (CMC), Publications, Dashboards/Xcelsius, Live Office, Dashboard Builder, Voyager, Widgets, Discovery, Explorer
- Expert in SAP BW Data Warehousing Workbench and BW Modeler: InfoObjects, BI standard content, standard and custom extractors, PSA, DSO/ADSO, SPO, InfoSets, transformations, DTP, cubes, MultiProviders, CompositeProviders, transport connection, process chains, BW Accelerator, Integrated Planning, APD, Open Hub Destination, support for multiple languages and currencies
- Expert in Microsoft Power BI: Desktop (datasets, Power Query, DAX, visualizations, theme), Service (Workspaces, Apps, Gateway connections, object- and row-level security), Power BI Rest APIs
- Project experience in HANA Studio: calculation views, SQL console, familiar with LSA++ best practices
- Project experience in ETL and data modeling, extracting data from SAP GL, CO, AP, AR, AA, PS, SD, MM and non-SAP sources
- Project experience in ABAP, particularly BEx user exits
- Project experience in SAP Analytics Cloud
- Project experience with Cognos: Framework Manager, Report Writer, Viewer, Connection
- Project experience in Atlassian development/SLM stack: Jira, BitBucket, SourceTree, Bamboo, XL Deploy, Confluence
- Project experience in BPC EPM 10.0 Report Writer
- Project experience in BPC Embedded 10.0: Aggregation Layers, Filters, Planning Functions, Planning Sequences, FOX code, Input Templates using Analysis for Excel
- Project experience in SEM-BCS 6.0 Consolidation Monitor, Consolidation Workbench
- Project experience in SAP Solution Manager, HP Quality Center, ServiceNow, BMC Remedy Suite, EMC Documentum, MS SharePoint, RWD uPerform, OnDemand, StresStimulus,

Splunk

- Trained in S/4HANA Embedded Analytics and Tableau
- Trained in SAP FI module, ECC 6.0: organizational structure, master data, document and posting control, GL, AP and AR transactions, payment and dunning programs, reporting, closing, asset accounting, validation/substitution, and the New GL

Development Tools / Languages: Project experience in ABAP, SQL, VBA; trained in Java, C, C++, MySQL, PHP

Hardware / Operating Systems: Project experience in Windows, Mac OS, UNIX/Linux

Middleware / Databases: Project experience in HANA, Oracle, Teradata

General Tools: Microsoft Word, Excel, Access, PowerPoint, Project, Outlook, Visio, Adobe Acrobat, Photoshop, Lightroom, Lotus Notes, DumpSec; trained in ACL and Monarch

EDUCATION

Rutgers University, New Brunswick, NJ

- Bachelor of Science, dual major in Finance and Computer Science
- Dean's List

CERTIFICATIONS / PROFESSIONAL AFFILIATIONS

- BusinessObjects Certified Professional - Web Intelligence XI 3.0, February 2010
- BusinessObjects Certified Professional - Crystal Reports 2008, April 2009
- SAP Certified Solution Consultant - Financial Accounting (ECC FI 6.0), March 2007
- CISA (Certified Information Systems Auditor), March 2007
- Member of ISACA (Information Systems Audit and Control Association), New York Chapter, 2004 - 2008

TRAINING

- Key Functional Topics in a System Conversion to SAP S/4HANA on openSAP
- Key Technical Topics in a System Conversion to SAP S/4HANA on openSAP
- Introduction to Statistics for Data Science on openSAP
- Getting Started with Data Science on openSAP
- Intelligent Decisions with SAP Analytics Cloud on openSAP
- System Conversion to SAP S/4HANA on openSAP
- Modern Data Warehousing with SAP BW/4HANA on openSAP
- Analytics with SAP Cloud Platform on openSAP
- Implementation of SAP BusinessObjects Cloud on openSAP
- Analytics in Python from Columbia University on edX
- Machine Learning from Stanford University on Coursera
- SAP In-Memory Appliance (HANA) 1.0 (TZHANA)
- BusinessObjects Voyager XI 3.0/3.1: Core Concepts (BOV315)
- BusinessObjects Dashboard Builder XI 3.0: Designing Dashboards (BOD315)
- BusinessObjects Live Office XI 3.1: Core Concepts (BOL315)
- BusinessObjects Universe Designer XI 3.0: Universe Design (BOU315)
- BusinessObjects Web Intelligence XI 3.0: Advanced Report Design (BOW325)

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- BusinessObjects Web Intelligence XI 3.0: Report Design (BOW315)
 - BusinessObjects Xcelsius 2008 Enterprise: Core (BOX315)
 - BusinessObjects Crystal Reports 2008 IV - Optimizing Report Data (BOC345)
 - BusinessObjects Crystal Reports 2008 III - Report Processing Strategies (BOC335)
 - BusinessObjects Crystal Reports 2008 II - Business Reporting Solutions (BOC325)
 - BusinessObjects Crystal Reports 2008 I - Fundamentals of Report Design (BOC315)
 - SAP BI 7.0 Enterprise Data Warehouse (BW310)
 - SAP BI 7.0 Modeling & Implementation (BW330)
 - SAP BI 7.0 Enterprise Reporting, Query & Analysis II (BW306)
 - SAP FI ECC 6.0 Financials Certification Academy (TFIN50 and TFIN52)

FOREIGN LANGUAGES

- English - Native
- Chinese (Mandarin) - Native
- Spanish - Basic