PHILIP NGUYEN, MBA

pnguyen230@gmail.com

**business systems professional**

Experienced, versatile and motivated business systems professional with successful background in information technology, research administration, procurement, and supply chain management. MBA degree in Management and Leadership.

* Adept at handling multiple responsibilities and managing projects in busy environments.
* Skilled at financial research and analysis, accounting, auditing and problem solving.
* Knowledgeable in Procure-to-Pay concepts.
* Experienced with troubleshooting, test planning, and user testing of business systems and software.
* Detail-oriented with proficiency at data management, reporting systems, documentation, and procedural monitoring and verification. Proficient with SQL, PeopleSoft, JAGGAER (SciQuest), Perceptive Content (ImageNow), ServiceNow, Jira (Atlassian), Microsoft Suite, Google Suite, and other applications.
* Personable, with talent for responsive customer service.
* Collaborative team member. Experienced in cross-functional interactions, and providing expert advisory support to departments and colleagues.

***Core competencies include:***

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| * Financial Analysis & Reporting * Accounting & Auditing * Regulatory Compliance * Account Relationships | * Computer Applications * Process Workflow Improvement * Change Management * Training & Development |

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|  | **Professional Experience** |  |
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University of California, San Francisco, San Francisco, CA

**Business Systems (Operations) Analyst** (January 2019 – PRESENT)

Business Systems Analyst II within the Operations team of Supply Chain Management (SCM) – Responsible for supporting the University’s eProcurement system and perform root cause analysis to create solutions for issues within the Procure-to-Pay business process. Other duties include:

* Assist SCM with identifying improvement opportunities within the procure-to-pay process in order to drive operational efficiency.
* Participate in user testing to troubleshoot potential system issues caused by software updates.
* Create, maintain, and deliver end user training for changes to Procure-to-Pay processes via online resources, on-site training sessions, and webinars.
* Aid in researching and testing upcoming modules, such as SAP Detect and Concur Audit, to determine if desired efficiency and effectiveness can be reached.
* Promote knowledge about the eProcurement system usage, procure-to-pay processes, and best practices to our campus clients and colleagues.
* Collaborate daily with Accounts Payable, specifically the Tier 2 AP Service Desk (Quality Assurance) team, to resolve ServiceNow tickets related to complex issues that require escalation.
* Lead and participate in various scrum meetings with AP Service Desk to review and discuss pending tickets that require expertise and advice.
* Address external clients’ concerns with e-invoice submission process in Transcepta and BearBuy.

University of California, Berkeley, Berkley, CA

**Contracts and Grants (Award) Analyst** (August 2016 – JANUARY 2019)

Research Administrator III with Contracts and Grants Accounting at the Controller's Office – Responsible for fiscal control, accounting, billing, financial reporting and administrative functions of individual grants and contracts within a portfolio that is awarded by Federal, State, and other agencies for the support of sponsored research, training, and public service programs. Other duties include:

* Work independently to provide post-award financial administration and management for complex and multifaceted contracts and grants awards, including memberships, in accordance with Federal guidelines, University policies, procedures, terms and conditions prescribed by sponsoring agencies, and generally accepted accounting principles.
* Perform financial reporting, invoicing, reconciliation of revenue and expenditures, program income, cost share review and reporting, intercampus administration, and award monitoring and compliance.
* Provide advice and counsel regarding sponsored projects administration, including compliance regulations, to department administrators and principal investigators. Work as a liaison to the Sponsored Projects Office, department, and agency administrators to answer questions, investigate, and resolve problems on new, existing, or terminated contract and grant awards.
* Conduct award closeout activities including various reconciliations, follow-up with departments, and preparation and submission of financial status reports. Issues credit memos and initiate credit balance transfers, if required.
* Participate in system enhancement and process improvement projects. Recommend and review potential enhancements to business systems and provide feedback. Coordinate and conduct test simulations in order to collect data for process integration.
* Demonstrate leadership and provide guidance to new and less experienced staff via training and employee development programs. Create resource documents in order to aid in learning fundamental processes.

University of California, Berkeley, Berkley, CA

**Financial Services Analyst (Team Lead)** (May 2014 – AUGUST 2016)

Financial Services Analyst II responsible with overseeing departmental procurement activities to ensure accuracy and adherence to University policies and standards. Aids supervisor with delegating daily tasks. Responsible for the review and approval of purchase orders, procurement card payments, and other acquisitions submitted by the department. Perform detailed analysis and evaluation of payment vouchers and other account receivable activities.

* Prepare reports, analyses and summaries of financial transactions utilizing Excel and other computer applications.
* Identify and resolve process exceptions according to policy.
* Support other University staff on procurement and serve as resource to changing policies
* Research and identify complex financial discrepancies and tax implications.
* Research, develop, and recommend business processes improvements for implementation.
* Review escalated customer-service issues and vendor concerns.
* Participate in audits of internal records and processes.
* UC Berkeley *STAR Achievement Award* recipient in recognition for contributions made to streamline procurement processes and successfully transition over 200 clients in the Bioscience Division.

University of California, Berkeley, Berkley, CA

**Financial Services Assistant** (September 2013 – May 2014)

Administrative Assistant III with the Campus Shared Services, Business & Financial Services team that is responsible for providing campus-wide procurement services, in accordance with University policy. Responsible for creating and reviewing low-dollar department orders via purchase orders, procurement card or other means and ensure that all necessary documentation is provided.

* Ensure that financial processing functions including include BearBuy review and approval of procurement requests are performed with accuracy and that transactions meet policy requirements.
* For all transactions, identifying exceptions and resolve process exceptions according to policy and in a timely manner.
* Functions as a resource to support staff on issues such as researching complex financial discrepancies, escalated customer service problems and vendor concerns.

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|  | **Education & Credentials** |  |
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**Master of Business Administration (MBA) - Management and Leadership** (2016)

Holy Names University, Oakland, CA

*Sigma Delta Beta International Honor Society for Business, Management and Administration*

**Procurement Training Certification** (2014)

University of California, Berkeley, CA

**Bachelor of Science in Business Management** (2012)

University of California, Merced, CA