

Chenda Hou

Contracts Administration Manager

Lowell, MA
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WORK EXPERIENCE

Field Support Coordinator

Stratasys Inc. - Billerica, MA - September 2014 to December 2014

Responsibilities

A temporary assignment

- Oversees all scheduling of field engineers to customer sites including prioritizing site visits, scheduling to warranty and maintenance contract status, and resolving scheduling conflicts.
- Manage all incoming customer support calls
- Manage export licensing and agreements
- Provides accurate information through data entry into Oracle and Salesforce.com
- Maintenance contract sales and administration, generating data summary reports and other administrative assignments.
- Perform and coordinate special projects as assigned by management staff
- Provide monthly reports, logs and metrics
- Manage parts logistics.
- Process and ship out RMA

Accomplishments

Oversees all scheduling of field engineers to customer sites including prioritizing site visits, scheduling to warranty and maintenance contract status, and resolving scheduling conflicts.

Skills Used

Excellent customer service, problem-resolutions, time management, Excel, Oracle, Salesforce.com

Contracts Administration Manager

PHT Corporation - Boston, MA - October 2009 to October 2013

Report to Chief Financial Officer and Vice President, Sales.

Manages the review, approval and administration of all contracts with customers to assure that they are negotiated and administered under terms and practices that are legal and consistent with company policies and procedures. Works closely with sales and service teams, revenue recognition team, as well as the legal department to structure sales transactions using salesforce.com, advanced excel functions, and Oracle. Gather, design, create, consolidate, and maintain weekly and monthly reporting.

- Shepherding contracts through the review, negotiation, approval and execution process.
- Conducts financial analysis of contracts.
- Work closely with legal counsel to draft non-standard contractual provisions
- Review, negotiates, structure, and administrating contractual documents and licensing agreements that establish business relationships with customers and/or partners that results in revenue for the company.
- Develop change order agreements which contractually capture and document changes in scope and budget for ongoing projects.
- Monitor existing contracts and licensing agreements to ensure timely renewals, verify credit status, and resolve problems to achieve high-level customer satisfaction

- Ensuring that contracts are in line with current accounting requirements to support revenue recognition objectives of the Company
- Advanced Excel functions, formulas, create graphs, pivot charts, vlookups, truncating text, and merging data.
- Salesforce opportunities and trial management
- Salesforce dashboard and reports creation and maintenance
- Salesforce quota and commission processing
- Billing/inventory reconciliation and close out projects with a final close out agreement.
- Enter the billings, revenue budget, and agreement funding per fully executed contract
- Effectively manage time and prioritize tasks independently to meet tight timelines and shifting priorities
- Mining and analyzing transactional electronic data
- Creating and manipulating spreadsheets and databases

Compliance Specialist

Direct Marketing Concepts, Inc - March 2008 to September 2009

Report to Corporate General Counsel.

Review, negotiates, structure, maintain, and enforce industry practices and company policies and procedures, analyzing revenue deals to ensure compliance to company policy, government specifications and all parties' requirements. Work closely with the Corporate General Counsel for systemic guidance and the VP of Sales for the tactical day to day execution of the business and for a full understanding of industry practices and company policies and procedures:

- Manage a system-wide compliance program to foster a culture of compliance and integrity amongst our Independent Business Owners (IBO).
- Review, negotiates, structure, and administrating contractual documents and licensing agreements that establish business relationships with customers and/or partners that results in revenue for the company.
- Review contracts for consistency to negotiated terms, including consulting contracts, amendments, and reseller contracts.
- Research existing contracts to facilitate company compliance; and assist in negotiation of nondisclosure agreements and vendor agreements.
- Monitor and audit day-to-day compliance activities of our IBO.
- Maintain a record of all reports of suspected occurrences of noncompliance or fraud and abuse.
- Work with internal departments (and outside counsel as needed).
- Secure opinions of outside consultants and counsel and report findings.
- Collect, review, analyze, and distribute data and reports for special projects, business reports, models and prospect presentations to the Executive Management, Finance team and Sales executives.
- Generate PowerPoint presentations for Executive Management and Sales SVPs as required.
- Maintenance of relative schedules and build plan on weekly basis with ability convey status.
- Provide customer service with real-time info on order status; following up on requirement paperwork for international orders as required.
- Ongoing review of the Open Order report to assure on time delivery of customer orders, estimation of revenue generation, and analysis of order status i.e. shippable, non shippable, credit hold, etc.

Contracts Manager

Computer Associates, Inc - June 2007 to December 2007

Reported to the VP of Sales/Finance.

Review, negotiates, structure, and administrating contractual documents and licensing agreements that establish business relationships with customers and/or partners that results in revenue for the company. Maintain and enforce industry practices and company policies and procedures, analyzing revenue deals to ensure compliance to company policy, government specifications and all parties' requirements.

- Manages the review and approval process of products, services, and maintenance contracts.

- Validates contracts against internal requirements by conducting and completing the risk assessment.
- Promotes compliance with pricing and revenue recognition guidelines.
- Work closely with legal counsel to draft non-standard contractual provisions
- Draft, proof and edit legal documents such as agreements and policies using company guidelines.
- Work with legal department in developing agreement templates and library.
- Conducts financial analysis of contracts.
- Maintain Financial Dashboards
- Ensures a that the approval/booking package is complete.
- Run reports and monitor Salesforce.com opportunities lists.
- Salesforce reports and modules current maintenance
- Salesforce reports administration
- Salesforce opportunities and trial management
- Salesforce dashboard maintenance
- Salesforce quota and commission processing
- Advanced Excel functions, formulas, create graphs, pivot charts, vlookups, truncating text, and merging data.
- Create SAP quote for each contract transaction.
- Maintenance base product codes on Connect Admin/SAP database.

Contracts Specialist / Sales Analyst / RFP Specialist

Smith and Nephew, Inc - May 2000 to June 2007

Reported to the VP of Sales/Finance

Subject matter expert with respect to request for proposal (RFP/RFQ/RFI), sales and financial analysis, territory maintenance and headcount reporting, mapping and territory optimization projects, promotional programs, training programs, consignment programs, evaluation and rental programs, quotes, agreements and contracts, field sales force agreements tracking database, and Endoscopy Division Sales Portal training and support staff. Maintained competitive intelligence reports and inventory issue logs and clean up serial number discrepancies.

- Work closely with legal counsel to draft non-standard contractual provisions
- Developed and delivered Field Sales Force requirements, layout, training materials, training, support and metrics tracking system.
- Trainer and support staff of the "Sales Portal" and all the tools and applications on the site. [Tools on the site: SAP, WIRED Hyperion Analyzer, Crystal Reports, Outlook Web Access, SNAP, Delivered Order Forms]
- Sales analysis utilizing data from various sources such as SAP, Data Warehouse, and secondary research sources.
- Assisted in the development of financial and productivity metrics for the different Regions/Teams in Field Sales
- Provide financial analysis and reporting primarily but not limited to sales quota attainment, sales forecast, sales compensation forecast, quota discrepancies
- Supports Management in headcount management and headcount reporting
- Salesforce reports administration
- Salesforce opportunities and trial management
- Salesforce dashboard maintenance
- Salesforce quota and commission processing
- Conducts financial analysis of contracts.
- Maintain Financial Dashboards
- Inventory management team, allocation movement in SAP.
- Back fill person for our National Accounts Specialist who maintained GPO data sets and paid rebates and admin fees.
- Back up the Agreements Specialist. They generate Loaners, Rentals, Service and Consignment Agreements in SAP.

- Back up the Quotes and Orders Specialist. They generate quotes and process orders in SAP.
- Advanced Excel functions, formulas, create graphs, pivot charts, vlookups, truncating text, and merging data.
- Strong knowledge and understanding of revenue recognition rules.
- Strong proficiency Microsoft Access & Excel as well as other MS Office applications.
- Ability to understand usage and application of databases, with ability to master tools.
- Clear understanding of financial reporting tools and concepts.
- Stellar organizational and time management skills.
- Detail oriented ability to manage multiple tasks.
- Strong interpersonal communications and the ability to work independently.
- Demonstrates good judgment in selecting methods and techniques for obtaining solutions.
- Proactive approach; results driven and a self-starter.
- Resolves a wide range of issues in imaginative as well as practical ways.
- Works on problems of diverse scope where analysis of data requires evaluation of identifiable factors.

EDUCATION

Nazareth College of Rochester
1992 to 1996

SKILLS

Oracle, SAP, Macola, Salesforce, Price Books, Contracts Manager, Sales Analyst, RFP, RFI, Quotes, Financial Reports, Metrics, Dashboards, Data Mining, Advanced Excel, Excel Functions, Excel Power Queries, Compliance Specialist, revenue recognition guidelines

LINKS

<http://www.linkedin.com/in/chendahou>