

# Gladys Cianciosi

Longmont, CO  
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303-847-9144

Willing to relocate to: Boulder, CO - Broomfield, CO - Thornton, CO  
Authorized to work in the US for any employer

## Work Experience

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### **Online Store Business Systems Analyst II**

Micro Motion Inc - Emerson Automation Solutions - Boulder County, CO  
October 2010 to January 2020

Coordination, documentation, testing and implementation of quality business systems. Translated the Online Store Website from English to Spanish and helped reviewing Portuguese

#### Primary Job Responsibilities:

- Performs ongoing support of implemented systems, including training new users, keeping documentation updated, troubleshooting issues, and regression testing.
- Develops, submits, and prioritizes Business Systems Change Orders for enhancement or project requests
- Assist with the requirements definition including final reports and user interface definition, logical system flow and implementation plans.
- Coordinates the design of new or enhanced business systems following IT standards, may include managing outside contractors
- Assists with business system implementations including final testing, training and readiness assessment.
- Provides business analysis support and leadership for system improvement projects.

#### Projects I worked on:

- Implementation of Online Available to Promise in the Online Store: Give ability to internal and external users to check the shipping Lead Time.
- Language Translations for Specify and Procure
- Copy Quote
- Addition of new products in the Store: This addition in the Store helped our external/internal customers to configure and add to cart and use the same tool functionalities we already have for the rest of our products.
- Global Quote and Sales Order Forms: Made changes in the Store forms such as addition of new fields, drop down lists etc, to map and populate the new mandatory fields needed in Oracle in order to process the transactions.
- Flow Alignment: The project consisted in the integration of the new products from one of our sister companies under our same UI.
- New Global Online Store: Tested and logged issue tickets.

- My Workspace: Coordination of tests with internal and external customers. Scheduled calls with the PM, the Marketing dept, Global Store dept and the developer.
- Tested in the different test instances before being released to Production. Performed demos of the new tool with internal and external Customers.
- E-Procurement Roundtrip: Tested the functionality in the different test instances and logged issue tickets.
- BTAB: Participated of the preliminary meetings to discuss requirements for the tool with Emerson's representatives

Offsite meetings I participated:

- Regional Sales Meeting in Nashville: Presented the iStore to Emerson Sales People.
- Meeting in Canada and Shakopee, MN to discuss the BTAB project.
- Meeting in Emerson Costa Rica to discuss requirements and tools for the new Global Online Store that was released in January 2019.

### **Customer Service Representative for Latin America**

Micro Motion Inc - Emerson Automation Solutions - Boulder, CO

November 2004 to October 2010

- Received and review all customer purchase orders from LATAM in Oracle.
- Initiated proactive communication with customers to resolve purchase order issues or to collect missing information at the order entry stage. Functioned as the primary contact and coordinator between the customer and the factories to resolve those issues
- Maintained updated customer information
- Monitored the progress of all sales orders and initiated ongoing, proactive communication with each customer
- Ensured that each customer received proactive notification of order status at designated key points of the order entry and fulfillment process.
- Run daily backlog
- Maintained timely documentation submission to the customer when required.
- Provided assistance to clients
- Answered phone and assisted clients and LATAM Representatives with changes on orders and expediting shipments as needed.
- Created customer appointments

Travels:

Emerson Argentina: I was invited by the Customer Service Manager to see their process to enter orders.

### **Bilingual Executive Assistant**

Inforexco S.A. - Buenos Aires

September 1996 to October 2001

- Assistant to the President of Inforexco
- Translation of Exhibitor manuals into English
- Coordination of international congresses/exhibitions by reviewing the floor plans, booths occupancy, ordered manuals and brochures, supervision of the Congress rooms, interaction with booth hostesses, assistance to English Speaker Exhibitors, Congress Speakers and Visitors.
- Schedule meetings and appointments

- Making travel arrangements for the President of the company and other executives.
- Arrangement of corporate events
- Uphold a strict level of confidentiality
- Preparation of corporate documentation (internal and external) in Spanish and English
- Greeting visitors
- Use of Microsoft Office (Word, Excel, PPT, Outlook) and Corel Draw

## Education

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### **High school or equivalent**

Escuela Modelo Sarmiento

## Skills

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- Excel
- MS Office (10+ years)
- Cisco Webex (5 years)
- SharePoint (8 years)
- Oracle EBS (10+ years)
- Basic knowledge of SQL (1 year)

## Certifications and Licenses

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### **Agile Crash Course: Agile Project Management; Agile Delivery**

Present