

JENNIFER L LAZARO

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*Driving significant growth and business value through solid collaboration
And stellar execution of process optimization.*

PROFESSIONAL PROFILE

Success-driven, customer-oriented professional with a stellar 16+ year track record of exceptional results in the areas of Process Improvement, Project Management, and Finance. Drives operational excellence through critical change implementation and training/development. Problem-solver who thrives in fast-paced environments. Committed to Big Picture Thinking, driving a methodology of Continuous Improvement. Well-liked connector people with an adaptable attitude who promotes a positive culture. Strong verbal, written, interpersonal, and presentation skills.

CORE SKILLS

Process Review/Improvement | Project Management | Change Management | Customer Service Excellence
Business Assessment | Team Coaching/Mentoring | Problem Solving | Elite Stakeholder Communications
Relationship Management | Training Materials/Documentation | Vendor Management | Freight
Cross-Functional Collaboration | Strategic Planning & Execution | Goal Setting & Delivery | Attention-to-Detail

PROFESSIONAL EXPERIENCE

BASF CORPORATION

05/2003 – PRESENT

PURCHASE-TO-PAY PROCESS OPTIMIZATION LEAD | 05/2016 – PRESENT

- Running reports to find open Merchandise-Thru orders for the Sample Center and manually closing them.
- Assisting Sample Center with setup and changes related to material master data for sample articles.
- North America expert, representing interests of internal customers in region's Purchase-to-Pay area.
- Addressed outdated Accounts Payable website, not user-friendly for stakeholders or administrative team. Led critical initiative to enhance approval tool website. Liaised and collaborated with IT, Procurement, and requisitioner leader, creating a more user-friendly website that interfaces with SAP and allows for self-service by users for reviewing, reporting, and submitting changes. Efforts resulted in much-improved stakeholder experience.
- After Accounts Payable approval matrix was added into SAP, worked with Human Resources team, Finance colleagues, and Global Finance to create automated approval process. Each employee would be allowed approval limit on third-party invoices. Efforts eliminated work for Accounts Payable with no payment delay.
- Review and update purchase requisition approval and non-purchase order invoice approval limits.
- Collaborate well with internal customers, ensuring obstacles are considered.
- Function as Team Leader for Accounting Assistants.
- Represent Purchase-to-Pay within workshops, meetings, and projects, ensuring end-to-end process was reviewed and purchase-to-pay requirements met.
- Prepare and disseminate information related to changes in policy, process, and procedures requirements to both external and external customers.
- Collaborate directly with Shared Service Center heavily on ensuring seamless operations for Accounts Payable, Travel and Expense, and Imports Payable to prevent adverse impact to internal customers resulting from global changes and/or projects.

- Consider urgent issues and root cause/corrective actions to be taken on processes, partnering with Accounts Payable and internal customers to orchestrate solutions that eliminate recurrences.
- Direct discussions related to critical process development, including initiatives including Simplification of Authority Control System from Grantorship to HR Hierarchy.
- Pinpoint process improvement opportunities and create sustainable solutions through partnering with all business and function units, including Controlling, Procurement, Treasury, Tax, Accounting & Reporting, and Business groups, Mexico and Canada Accounting teams, third-party customers and vendors, and global process teams.
- Drive escalations from key internal customers, working in unison with various service units to resolve critical issues and/or devise and improve effective end-to-end processes.
- Individually perform ad-hoc reporting as needed for projects, monthly reporting, root cause analysis, and monitoring of solutions during stabilization.

ACCOUNTING ASSISTANT / 03/2003 – 05/2016

- Recognized as Subject Matter Expert (SME) for the AP Department, driving cross-functional collaboration and end-to-end process oversight to implement effective global systems, applications, and business processes.
- Utilized extensive knowledge of SAP and related BASF invoice processing/routing/approval systems and applications.
- Worked together with programmers to actuate a program to enable uploading of coding directly into SAP.
- Successfully implemented new systems and processes, including invoice routing system and protocol to enhance efficiency via uploading spreadsheets into SAP.
- Processed invoices for numerous legal entities to ensure timing, accuracy, and adherence to global protocol.
- Trained new hires on invoice processing and systems.
- Created numerous documentation and training materials for AP processes.
- Provided AP policies and procedures training to Mergers & Acquisitions stakeholders.
- Assisted with various system testing activities, including test scenarios, test script creation, timeline adherence, and actions required for testing documentation and issue resolution.
- Assisted with both integrations and divestitures that affected Accounts Payable and Disbursement Department activities.
- Contributed to the creation and troubleshooting of upload process for invoices that had multiple line-item coding to reduce manual key entry.

EDUCATION

ASSOCIATE OF SCIENCE (AS), BUSINESS ADMINISTRATION
COUNTY COLLEGE OF MORRIS, RANDOLPH, NJ

SOUTHERN NEW HAMPSHIRE UNIVERSITY, MANCHESTER, NH
BACHELOR OF SCIENCE DEGREE, ACCOUNTING AND FINANCE – *IN PROGRESS*

TECHNICAL SKILLS

SAP | Visio | Microsoft Excel | Microsoft Word | MS PowerPoint | Lotus Notes
Root Cause Analysis | Microsoft Outlook