

# Nita Stephens

npaghdal@gmail.com | Secaucus, NJ | 201-306-3405

## Director – Business Intelligence | Data Warehousing | Data & Analytics process | Major Retail Applications

7+ years of successful Technology & System implementations for major retail chains, leading BI strategy and overseeing teams in developing application, data management, process, and technology architectures to support the enterprise.

- ◆ **Strategic business relationship manager and change manager** who consults with Business and IT stakeholders including senior leadership of large retail companies to expand and align I.T. capability with business goals. Adept at developing, monitoring, and reporting KPIs and negotiating SLAs.
- ◆ **Positive, hands-on leader by example** with 6+ years of success in building, engaging, and mentoring high-performing teams of up to 8 Business Intelligence / Business Analyst /Business Architect professionals. Skilled in lean process improvement.
- ◆ **Organized and productive project manager who prioritizes and executes on multiple concurrent I.T. initiatives.** Well-versed in incremental project delivery approaches (Agile), optimizing resource, scope, and timeline commitments.
- ◆ **Respected by executive teams** for deep understanding of retailing, successful business relationship management, intellectual curiosity, advanced business acumen, and keen technical problem solving. 5+ years of hands-on analytics work experience.

## Experience

COACH INC. – New York, NY

2016 to Present

### Director of Special Projects, Accounting & Finance | Senior Manager, Process Optimization

Hired to lead and stand up the global governance structure and improve the performance results of Finance and Accounting Outsourcing (FAO) activities, defining, managing, and reporting service level metrics. Promoted to expanded role within 16 months of hire. Report to Senior VP & Controller.

- ◆ Lead teams in implementation of governance models across the Coach Inc. and outsourced locations in China and India.
- ◆ Implement and create global governance training. Implementation of governance models stabilized outsourced accounting services delivery within 9 months of hire, turning around 18 consecutive months of non-compliance.
- ◆ Act as global lead in system configuration for FAO activities during 3-year SAP implementation.
- ◆ As Governance Lead, oversee vendor KPI performance (an operation with a total staff of 185 in China and India. . Apply operational performance data to characterize ongoing improvement opportunities.
- ◆ Partner with senior leaders and operational groups to drive process optimization initiatives and rolled out lean projects to operations team in various areas to save over 75+ hours each quarters.
- ◆ Negotiated and increased service level indicative minimum percentages based on baseline volume and contractual agreement.

THE CHILDREN'S PLACE - Secaucus, NJ

2012 to 2015

### Director - Business Process, Price Execution, & Master Data

Promoted within 3 months of hire to lead a team of 8 (Pricing and Master Data Managers, Business Process Manager, Reporting Analyst, Business Architect, and Pricing Coordinators), leading execution of special deals and pricing promotions for 1100 stores in the U.S. and Canada as well as online. Reported to V.P. of Process, Systems, and Analytics.

- ◆ Drove systematic change management during implementation of SAP Pricing. Optimized user training and engagement in new systems, processes, and procedures prior to go-live. Created a user-friendly MS-Excel Price Model Tool (PMT) that loads into SAP and provides accessible analytics, supporting team with daily pricing and promotions decisions.
- ◆ Directed a 1-year project to customize and implement Forecast Horizon's web-based Assortment Planning Tool (APT). Partnered with Accenture and Deloitte to develop staff training and automating reporting with analytical actionable insights. Engaged 75+ users in system benefits including synced sourcing cost, timely and precise buying, tighter inventory, and increased profitability.
- ◆ Led internal team and consultants in multiple projects to developed enhanced, automated pre-season and in season analytical reports using MS-Excel and VBA. Reengineered the Basics Planning Tool (KIPs) for APT application by improving process time by 80%. Proven ability to manage users, developers, consultants, and Business Intelligence teams both onsite and offshore.

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**THE CHILDREN'S PLACE** - Secaucus, NJ

2012 to 2015

**Director - Business Process, Price Execution, & Master Data**

- ◆ Saved \$700K in software licensing by creating an efficient, user-friendly internal application for price markdown processes. Worked closely with IT director to build, test, pilot, automate, report, and launch solution in 2013.
- ◆ Nominated by Chief Transformation Officer to spearhead an employee engagement initiative in 2013 & 2014, creating onboarding support, as well as area-specific retail math and Cognos training classes, leadership training, and department-side monthly social events to build collaboration and relationships among a Merchandise Planning and Allocation group of 70.

**ANN TAYLOR INC.** - New York, NY

2008 to 2012

**Manager, Business Intelligence Solutions & Reporting** (2011 – 2012)

Promoted to serve as liaison to IT and BI team during SAP implementation. Reported to VP of Merchandise Planning & Allocation.

- ◆ Led a Reporting Analyst and team of 8 SAP BI Consultants in multiple projects, including design of analytical tools, creation of automated reporting tools, and development of training manuals. Facilitated staff training on new systems and processes.
- ◆ Outlined the current and future requirements to meet all operational and analytical needs. Collaborated with business users to identify reporting requirements and designed new reports in BI. Consolidated Reports by 40%.
- ◆ Initiated, conducted, and facilitated discussions and sessions with multiple stakeholders and the ability to translate results and issue resolution to business, technology, and executive teams. Key presenter in weekly status meeting.
- ◆ Instrumental in delivering a customized application that enabled inventory consolidation and automated, and self-serve reporting platforms.
- ◆ Performed ad hoc analysis and reporting to support executive decision-making on strategic initiative.
- ◆ Earned numerous bonuses for key contributions in reporting development in the final 18 months of a 3-year project.

**Planner, Business Strategies & Corporate Reporting** (2008 to 2011)

Created, enhanced, produced, and distributed a number of analytical planning templates and tools, and reports used to support executive decision-making across a complex, multi-million dollar organization. Reported to the Director of BI & Strategies and VP of Merchandise & Planning. After company restructuring in July 2009, fulfilled all of the former Director's accountabilities.

- ◆ Provided assistance and direction to system base issues. Key contributor to staff systems training. Rapidly gained expertise in Hyperion Essbase, Microstrategy, and ProClarity.
- ◆ Delivered 98.8% accurate reporting to support Merchandising, Store Planning, and Merchandise Planning.
- ◆ Saved end users >400 hours in 2010 by integrating VBA macro in tools. Created automated quarterly power point presentations for VP.

**POLO RALPH LAUREN**, New York, NY

**Product Analyst** (Contract)

2007 to 2008

**ZANELLA, LTD.**, New York, NY

**Analyst | National Retail Coordinator**

2004 to 2007

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## Education | Technical Skills

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RUTGERS UNIVERSITY, New Brunswick, NJ - **Bachelor of Arts, Economics & Communication**

Technical Skills: Cognos, SAS, Web Intelligence, Business Object Explore (BEX), Hyperion Essbase, Microstrategy, ProClarity, ReTek, Proficient user of MS Visual Basic (VBA) macro writing, MS Excel, MS PowerPoint, MS Visio, and MS Word.