
Michael W Babboni

**Design Thinking | UI/UX Designer | SAP Consultant | Rapid Prototyper
Web Developer**

Summary

Design Thinking Consultant | UI/UX Designer (AT&T)

August 2017 - Present

I am currently part of a newly founded organization within AT&T as an Design Thinking consultant.

My roles consist of:

UX/UI Design

User Researcher

Prototyping

Delivering Demos

User Journey Mapping

Chatbots

UI Dev (HTML, CSS, JS, CoffeeScript, Node)

And much more.

UI/UX Designer & Web developer (Avertra)

My initial role was to support the go-live of a Budget Billing enhancement at PNG (Pittsburgh, PA). After that, I was part of an Internal SAP implementation project where I would configure the DM module of our internal SAP system.

I was then transitioned to the Product development side of the company. First, becoming a Business Analysis on the MiAgent (replacement CRM) project. My day-to-day consisted of Rapid Prototyping (Designing the end-to-end interface of the MiAgent application using iRise and working/brainstorming with the product owners on how the application should be designed.

When completed with all prototyping for MiAgent, I was then able to design the end-to-end 'MiBOB' interface. This application was developed to be a replacement of SAP's BPEM, Bill/Invoice outsorts, and implausible meter reads workflows.

After that I began to build a 'Wiki-based' training platform for the MiAgent application using the Mediawiki framework. I developed it through HTML5 & CSS3 code. Parallel to this I was also enrolled in, and completed an 8 week training for web development. This academy was composed of a syllabus that extensively covered HTML5, CSS3, git, CLI, js, and jQuery.

Functional & Change Management Consultant (HCL)

2014 - graduate from HCL's SAP IS-U/CR&B Academy.

Billing consultant for at a full CR&B implementation at NFG (Buffalo, NY). My day-to-day consisted of performing - Price/Rate/Outsort/BPEM configuration and designing and testing deliverables. I was a diverse asset, meaning I was able to perform product development, QA/integration validation, testing, training for Billing & IDEX - all at a functional consultant role.

My Deliverables consisted of:

- 6 Enhancements
- 2 reports
- 4 Interfaces

- 43 Forms
- 3 rates
- Demos on configuration
- Tutorials

From my work at NFG, I was awarded by my colleagues a company wide award The 'Unsung Hero' - demonstrating a willingness to be a giver and help others in the background.

From NFG, I went to CMS (Jackson, MI). There, my role was "SAP resource". I basically, was there to support the testers with anything involving SAP -I would also help them execute the test cases if they had any issues. This was for a 3rd party, customer portal testing cycle.

Experience

Peoples Natural Gas



Jan 2016 – Present

- Design/Developed MiUpedia as a product training platform, for MiAgent (wiki framework website using HTML/CSS).
- Rapid prototype of product development - MiAgent & MiBOB
- Budget Billing Redesign
- Redesigned, Tested, and Implemented Budget Billing recalculation program.
- Full configuration of internal SAP DM module.

Consumers Energy



Oct 2015 - Jan 2016

Consumers Energy is one of the nation's largest combination utilities, providing electric and natural gas service to nearly 6.6 million of Michigan's 10 million residents, in all 68 Lower Peninsula counties.

SAP Testing Lead/ SAP Technical Resource

- Lead team of 3 to execute testing for IWP (Customer web portal)
- Developed/staged 100's of accounts for preparation of testing
- Developed test cases to ensure proper outcome objectives were met
- Created, monitored, and resolved Defects using HPALM
- Worked along Silver Springs Network to troubleshoot and test the customer portal Customer

National Fuel Gas



June 2014 – October 2015

National Fuel Gas Distribution Corporation sells or transports natural gas to more than 737,000 customers through a local distribution system located in western New York and northwestern Pennsylvania.

IS-U Billing Functional Consultant

- Configured over 10,000 prices keys with a new custom price upload program (EPRICE_UPLOAD)
- Configured 3 rates
- Functional Specifications - 6 Enhancements, 2 reports, 4 Interfaces, and 43 Forms
- Presented multiple Demos on configuration within the Billing Work stream
- Worked along test team to raise and solve defects using HPALM

Change Management Consultant

- Lead Billing/IDEX Change management consultant
- Trained over 100 hours of Billing related courses
- Developed & Delivered 5 Billing Courses & 2 IDEX courses

TRAINING | Certifications

Certifications	TERP10 SAP Certification: Basic concepts used throughout SAP applications Business processes in Financial/Managerial Accounting Purchase to Pay/Material Planning business process Manufacturing/Order to Cash business process Inventory and Warehouse Management Lifecycle Data Management Enterprise Asset Management Customer Service business processes Program and Project Management business processes Human Capital Management process overview
	Open Text Certification
	uPerform Certification
	Web-Development Certification