

LINH LE

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SUMMARY

Senior Technology Consultant with 2 years of enterprise software implementation experience at EY, skilled in requirements gathering, writing product requirements documents/functional specifications, cross-functional coordination, and customer onboarding. Strong analytics toolkit (Python, SQL, Tableau) with a track record of aligning business and technical stakeholders from requirements through go-live.

WORK EXPERIENCE

Technology Consultant | **Ernst & Young (EY)**, Chicago, IL | Oct 2024 – Present

- Led Enterprise Structure Workstream and served as Order-to-Cash functional consultant on three global SAP implementations, translating stakeholder needs into functional specification documents and PRDs covering requirements, edge cases, and acceptance criteria, then driving specs through configuration and User Acceptance Testing with minimal oversight.
- Coordinated cross-workstream testing as a Scrum Master by partnering with PMO and Workstream Leads to define test requirements, assess impact, and resolve defects; stepped up as de facto stream lead during manager absence, sustaining delivery without disrupting timeline or quality.
- Improved internal user onboarding by designing SAP new hires' training sessions and walkthroughs for new consultants, identifying readiness gaps and building scalable resources to close them.
- Co-led Women in SAP Connectedness Pillar (+50 members) and launched the SAP Capability LinkedIn Group, influencing cross-functional stakeholders without direct authority and driving practice-wide visibility.

Customer Engagement Support Intern | **SAP America Inc.**, Newtown Square, PA | Jul – Dec 2022

- Supported product adoption and onboarding by guiding customers through SAP features, diagnosing pain points, and ensuring consistent implementation experiences, building direct exposure to how users experience enterprise software.
- Maintained CES reporting systems and tracked customer engagement action plans, ensuring timely follow-through and data hygiene across the team.

Marketing Director | **Azienda Agraria Guerrieri – VSB 2020**, Italy | Jan – May 2022

- Developed a 125-page go-to-market strategy for an Italian winery's U.S. market entry and e-commerce expansion, leading market research, competitive analysis, and overseeing team planning and execution.

Research Associate | **Villanova School of Business**, Villanova, PA | Aug 2021 – May 2024

- Conducted social media data audits and synthesized insights on brand messaging trends, building an analytical foundation in user behavior and digital signals.

EDUCATION

Villanova University, Villanova, PA | May 2024

Bachelor of Business Administration — Management Information Systems & Business Analytics | Minor: Marketing
GPA: 3.94 | Honors Program | Study Abroad: University of Urbino, Italy (Spring 2022)

TECHNICAL SKILLS & CERTIFICATIONS

Technology: Python, SQL, R, Power BI, Tableau, JMP for Data Mining, SAP S/4HANA (Order-to-Cash)

Certifications: SAP Activate Project Manager, Bloomberg Market Concepts, Amazon Advertising

VOLUNTEERING ACTIVITIES & ACHIEVEMENTS

- **1st Place, CarMax Analytics Showcase 2021** (data analytics); 2nd Place, National Digital Marketing Competition 2022, Purdue University

- **President, Villanova International Student Organization** (2020–2023), represented ~400 students, connecting members with alumni networks and campus resources.
- **Teaching Coordinator, Vietnam Global Outreach NGO** (León, Spain, 2023), led 10 international volunteers delivering English curriculum for 30 children.
- EY Women in Technology | BCG Advance (2022) | Beta Gamma Sigma Honors Society