JULIAN MERCER

BUSINESS CONSULTANT

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PROFESSIONAL SUMMARY

Business Consultant with 5+ years improving processes, reporting, and operating models for mid-market and enterprise clients. Maps current workflows, finds the biggest sources of delay or cost, and helps teams adopt practical changes that show up in the numbers.

PROFESSIONAL EXPERIENCE

Business Consultant Sep 2024 - Present
Slalom, Seattle, WA

- Redesigned the quote-to-cash process for a software client, cutting invoice cycle time from 19 days to 11 and trimming disputes.
- Mapped 24 workflows across sales, finance, and fulfilment, identifying hand-offs that caused about 30% of order rework.
- Built a KPI scorecard in Power BI covering margin, backlog, and on-time delivery, now reviewed weekly by the leadership team.
- Ran process workshops with 40 client staff and documented the future-state design, gaining sign-off in three sessions.
- Drew up a change plan with training, champions, and checkpoints, reaching 90% adoption of new procedures within two months.
- Estimated annual savings of $780K from automation and policy changes, with a business case the CFO accepted unchanged.

Senior Business Analyst Jul 2023 - Aug 2024
PwC, Philadelphia, PA

- Analysed cost and headcount data for a regional distributor, pinpointing two service lines that lost money after overhead.
- Gathered requirements from branch managers and wrote user stories for a new inventory reporting tool that launched on time.
- Led weekly status calls and kept the RAID log current, escalating two budget risks before they affected delivery dates.

Business Analyst Jul 2022 - Jun 2023

- Documented 18 standard operating procedures with process owners, giving new hires a clear guide and shortening onboarding by a week.
- Built weekly workload and cost dashboards in Excel for a distribution client, replacing a manual report that took a full day.
- Interviewed branch managers on order-to-delivery delays and mapped two root causes that shaped a proposed process fix for the client.

Operations Associate Jul 2021 - Jun 2022
Staples, Framingham, MA

- Tracked order fulfilment errors for the business-to-business channel and proposed three checks that cut mis-shipments by 22%.
- Compiled monthly performance reports for regional managers in Excel, replacing a manual process that took two days.
- Supported vendor reviews with price and delivery comparisons that helped renegotiate terms on two supply contracts.

CORE SKILLS

Business analysis | Process design | Process mapping | Operating model design | Requirements gathering | KPI design | Cost analysis | Business case development | Change management | Workshop facilitation | Stakeholder management | Power BI | Advanced Excel | SQL | Lean methods | Project planning

EDUCATION

B.B.A. in Management, Temple University, Philadelphia, PA

CERTIFICATIONS

Lean Six Sigma Green Belt | CBAP (Certified Business Analysis Professional) | Microsoft Power BI Data Analyst