JULIAN MERCER

IMPLEMENTATION CONSULTANT

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PROFESSIONAL SUMMARY

Implementation Consultant with 7+ years leading enterprise software rollouts for HR and finance customers. Runs discovery, configures solutions, manages data migration, and trains administrators so customers reach go-live on time and adopt the product with confidence.

PROFESSIONAL EXPERIENCE

Senior Implementation Consultant Mar 2024 - Present
Workday, Pleasanton, CA

- Led 11 HR and payroll implementations for customers of 1,000 to 8,000 employees, delivering 10 of them on the planned go-live date.
- Directed data migration with three validation cycles, achieving 99.5% record accuracy at cutover.
- Created role-based training for 200+ administrators and managers, reducing post-launch how-to tickets 25% in the first month.
- Coached two junior consultants on workshop facilitation and scope control.

Implementation Consultant Mar 2022 - Feb 2024

- Ran requirements workshops with HR, IT, and finance leaders and documented 150+ configuration decisions in a signed design record.
- Facilitated configuration workshops with HR and payroll leads, documenting requirements that cut rework during testing by about 20%.
- Created a cutover checklist and data validation plan, supporting go-lives with no payroll discrepancies in the first cycle.

Implementation Consultant Jul 2020 - Feb 2022
NetSuite, San Mateo, CA

- Configured financial and inventory modules for 20 mid-market customers, mapping workflows to standard and custom fields.
- Managed project plans and weekly status calls, flagging scope risks early and keeping 85% of projects on budget.
- Built saved searches and dashboards that gave finance teams month-end visibility from the first close after launch.
- Documented common integration patterns and handed them to Support, shortening onboarding questions after go-live.

Solutions Analyst Jul 2019 - Jun 2020
Accenture, San Francisco, CA

- Gathered user requirements and wrote functional specifications for ERP projects at two consumer-goods clients.
- Executed test scripts across 300 scenarios and logged defects with clear reproduction steps for developers.
- Prepared cutover checklists and supported weekend go-lives with the client project team.

CORE SKILLS

Requirements discovery | Solution configuration | Data migration | Project planning | Workshop facilitation | User acceptance testing | Change management | Customer training | Workday | NetSuite | SQL | Scope management | Integration design | Stakeholder communication

EDUCATION

B.S. in Information Systems, Santa Clara University, Santa Clara, CA

CERTIFICATIONS

Workday Pro: HCM | PMI Project Management Professional (PMP)