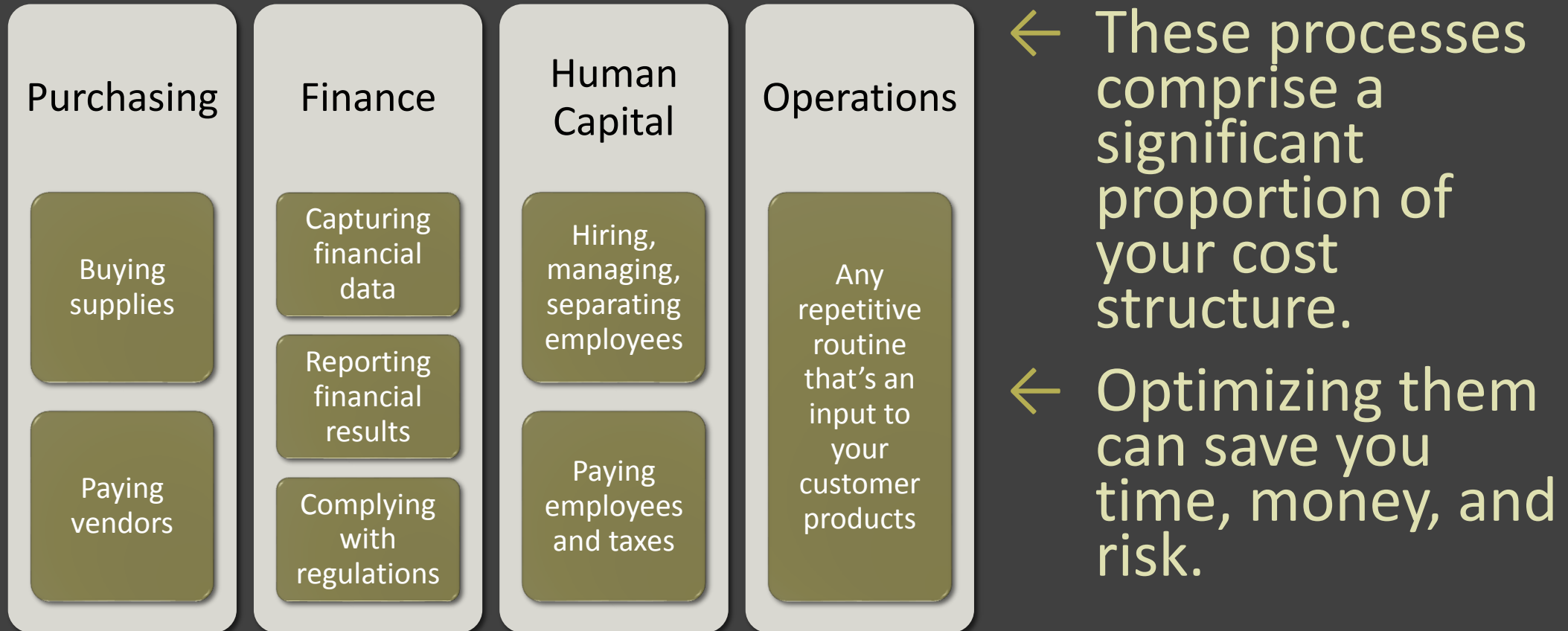


Hi. I'm Melinda Dunker, an
independent business
process design expert.

HOW CAN I HELP YOU? COMMENT PUIS-JE VOUS AIDER?

What's a business process? Just about everything in your internal operations.



When you need help with process design, I make your work easier, and more profitable.

Are you **implementing** a new system that you need to configure around your existing process?

Or do you need to **upgrade** your existing process to implement a new system?

Do you need to **standardize** your process across your operations to reduce waste and business risk?

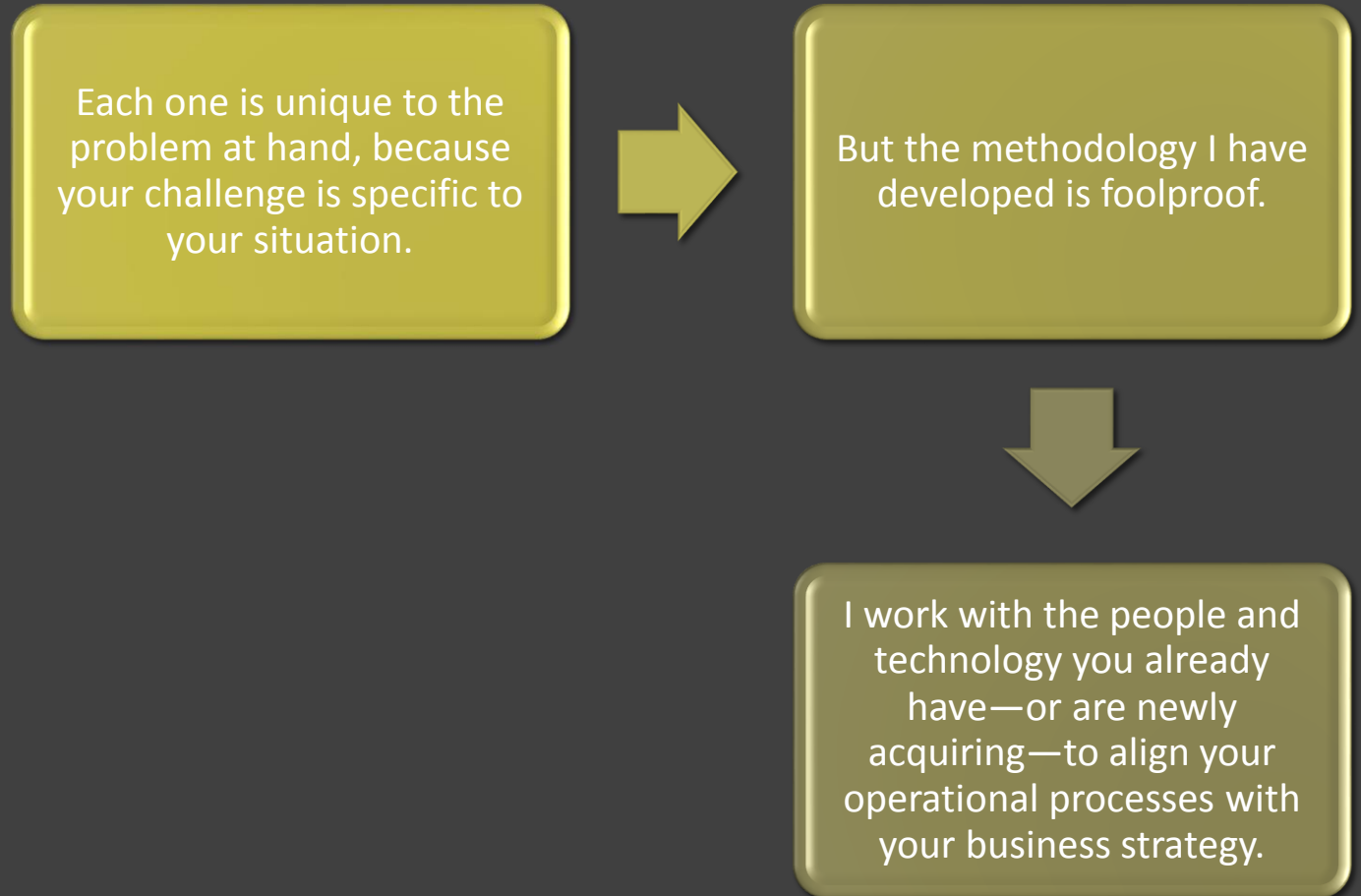
Is your process obscuring the **visibility** you need to make responsive and profitable decisions?

Are your processing costs **too expensive** above relevant benchmarks?

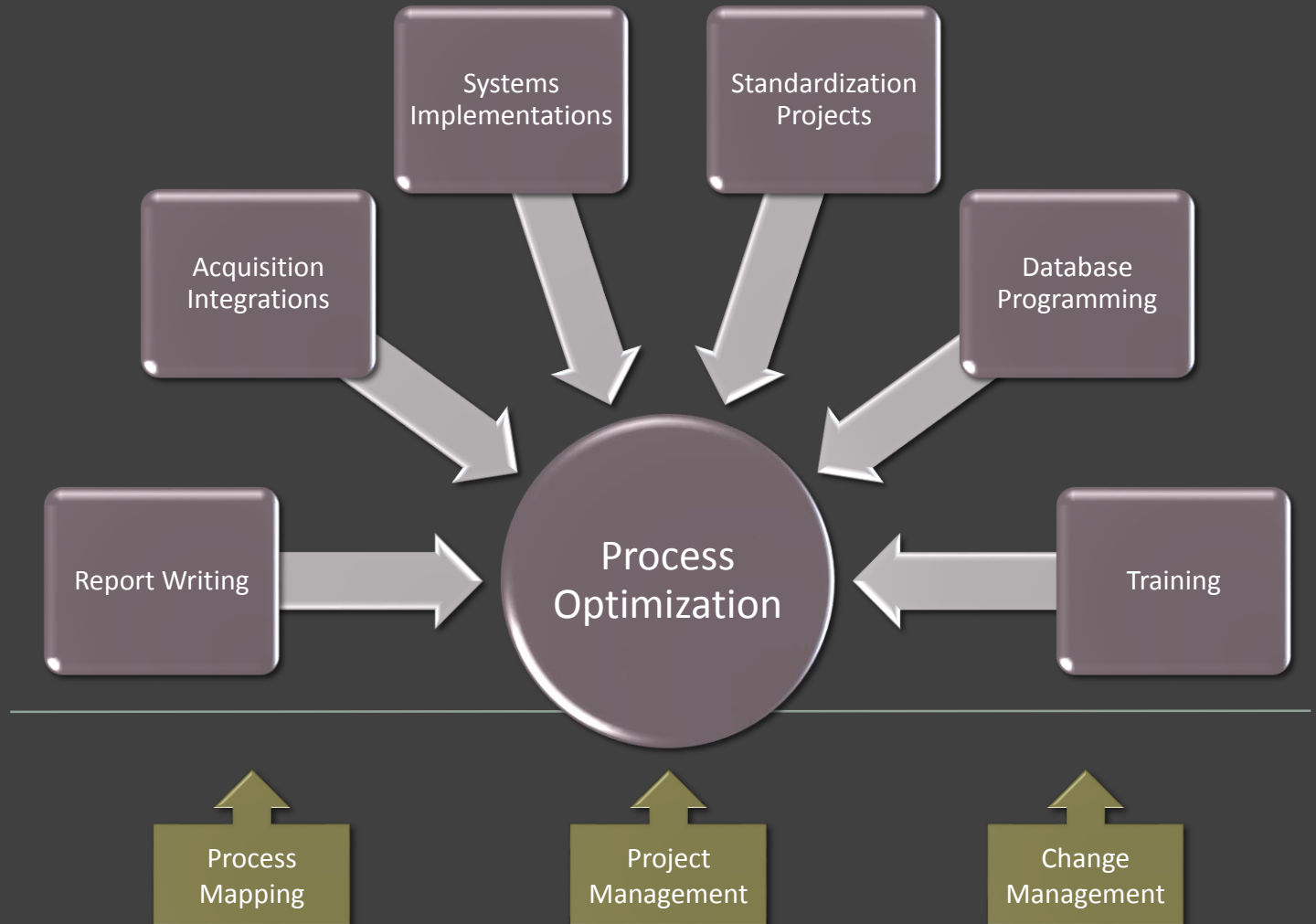
Is the duration of your processing cycle **too long** to be actionable in a timely manner?

Is your process too **broken** to be reliable?

Because no two problems are exactly the same, none of my projects is identical.



Even if the challenges are unique, there are common building blocks to solving process problems. I spend most of my time on these tasks, and the infrastructure that supports them.



Over thirty years, I have developed a methodology that always produces results.

Through interviews with your stakeholders throughout the process, I map out where opportunities can be seized.

I partner with you and your staff.

I learn your existing technology, or the technology you're newly implementing.

Even if your systems aren't ones I've worked with before, I'm fluent in database architecture and skilled in translating your process objectives to the logic of technology, both old and new.

I develop clear, customized learning tools for your team to ensure their success.

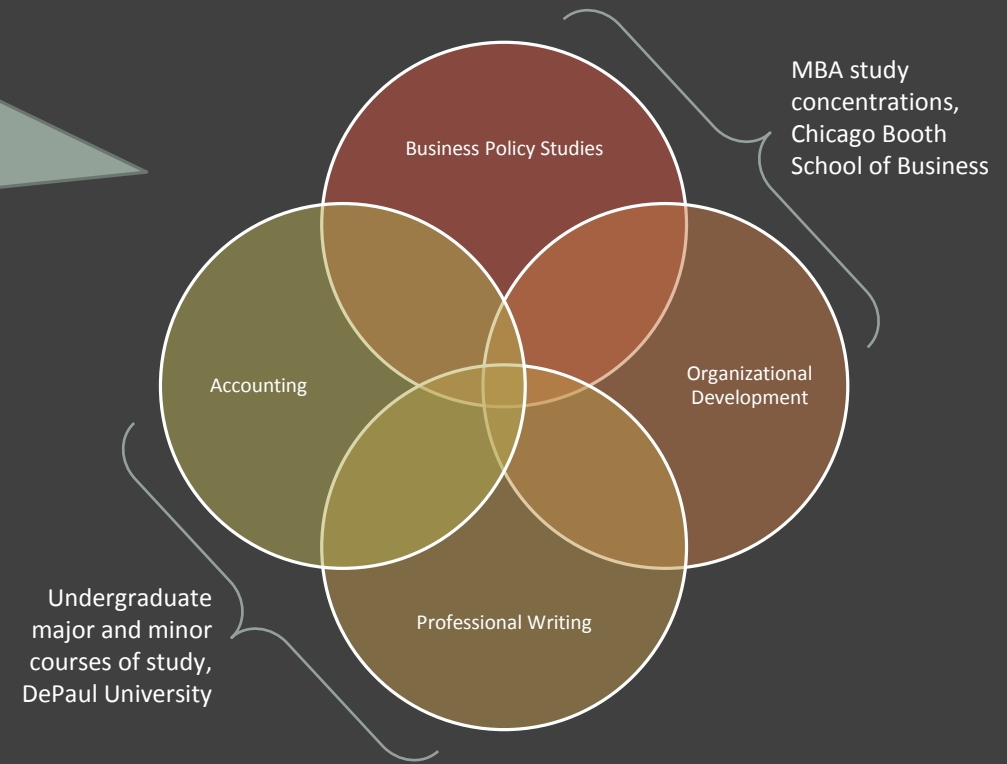
Ultimately, this is what enables a new process to become your standard procedure.

What makes me
integral to your
success in
implementing your
system?
Or standardizing
your operations?
Or understanding
your profitability?
Or managing your
cost structure?
Or controlling your
risks?

I've been doing process design for thirty years, grounded on an undergraduate and graduate education that is broad and insightful.

I have a deep experience base in Financial applications, significant experience in HR and Operations, and a proficient fluency with IT logic.

I have articulate, multi-faceted, and flexible oral and written communication skills.



Why am I independent?

And what makes that a good thing?

I like it because:

- ✓ Not being on your regular staff allows me to elicit forthright feedback from your team. The distance makes it safe for them.
- ✓ I'm not a fan of the euphemistic jargon of the big firm consulting culture. It's just not me. So I'm not on their staff either.

You'll like it because:

- ✓ I develop a solution that is customized for you, while a big firm often offers a prepackaged idea that works well for the generic middle.
- ✓ Since I don't have the overhead of a big firm, I can afford to beat their prices.

If you're interested in more detail, please contact me.

312.371.2557

melindadunker@yahoo.com

OR READ ON. I LOOK FORWARD TO HEARING FROM YOU.

What are some of the solutions have I designed for past clients?

I developed the corporate accounting function for an \$8B manufacturer.

I served as the implementation lead for an ERP installation at a \$200M government agency.

I served as my client's liaison to offshore report coders to translate information requirements into system-generated reporting.

I programmed an SQL database to match cost accounting with revenue data to enable profitability analysis.

I served as the data requirements lead for a Treasury module integration to an existing ERP system.

I designed operations forecast reporting procedures and collection tools.

I standardized chart of accounts usage after a client's multiple acquisitions.

I designed budget calculation and collection templates.

I performed time and use studies to reduce inventory spoilage and improve cycle time.

I programmed an SQL database to serve as a reporting tool for a client whose accounting system didn't have a reports module.

I designed journal entry upload templates to ERP interfaces, eliminating manual labor and the risk of human error.

I programmed an SQL database to recalculate a client's lost payroll data.

I mapped disbursement issuance procedures to determine why a client's check payments took too long to process.

I compared cost growth drivers to peer and best-practice benchmarks to right-size a client's administrative costs.

What can I help you with next?

What are some materials I have written for my clients?

Training materials

Job descriptions

Process maps

User manuals

Project plans

Database documentation

Decision support materials

Service level agreements

Requests for proposals

Strategy statements

Audit findings

Litigation support arguments

What are some of the software tools have I learned, to do this work or on behalf of my clients' specific system needs?

Microsoft Office desktop tools, like:

- Excel
- Word
- PowerPoint
- Access
- Visio
- Project

Enterprise Resource Planning (ERP) platforms, like:

- SAP
- Oracle
- PeopleSoft (now Oracle)
- Great Plains (now Microsoft Dynamics)

Financial consolidation and reporting tools, like:

- Hyperion (now Oracle)

Collaboration tools, like:

- Sharepoint
- HPQC
- Slack

Business Intelligence tools, like:

- BusinessObjects (now SAP)
- SAP HANA
- Tableau

Myriad proprietary in-house-developed systems, doing:

- Factory machine scheduling
- Inventory management
- Payroll processing
- Financial consolidation and reporting
- Investment and hedging operations

Can you have confidence that I'll be able to make your work easier, and more profitable?

100% of my clients have asked me to stay and do a second project for them after the conclusion of the first.

Solutions: Customized.
Reliable. Sustainable.

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LET'S WORK TOGETHER. TRAVAILLONS
ENSEMBLE.