



Tomasz Becker

Manager, Customer Master Data

☎ (973) 555-4186 ✉ tomasz.becker@example.com

🌐 linkedin.com/example/tomaszbecker 📍 Parsippany, NJ 07054

STRENGTHS

- 🔍 **Root Cause Leadership**
When billing and eligibility issues repeated, traced defects across records and interfaces, then converted findings into lasting controls.
- 👥 **Team Development**
Set clear goals, reviewed workloads, and coached analysts through feedback and development plans that built confidence.
- 🔧 **Cross Functional Partnership**
Finance, Customer Service, Contracting, and IT partners relied on coordinated reviews before corrections reached production.
- ✅ **Data Quality Focus**
Excel audits and reconciliations surfaced duplicate records, missing attributes, and hierarchy risks before transactions were affected.
- ⚙️ **Operational Improvement**
Simplified exception reviews and documented procedures so analysts could resolve issues consistently, with less reliance on individual knowledge.

SKILLS

Customer Master Data

Data Governance SAP Model N

Advanced Excel

Customer Hierarchies

Order to Cash Gross to Net

Chargebacks

Membership Management

Contract Eligibility

Pricing Accuracy

SUMMARY

Customer master data and **commercial operations** leader with 10 years of pharmaceutical and healthcare experience supporting accurate accounts, hierarchies, contracts, pricing, membership, chargebacks, billing, fulfillment, financial reporting, and **Gross to Net** outcomes. Advanced SAP, Model N, and Excel practitioner who turns large operational datasets into clear quality reporting, reconciled records, and practical corrective actions. Leads customer data teams through goal setting, workload planning, performance management, coaching, and development planning. Partners with Finance, Customer Service, Contracting, and IT to resolve source system defects before downstream transactions are affected. Experience includes data governance, validation controls, **root cause analysis**, workflow improvement, automation opportunities, **order to cash** operations, and contract integrity. Ready to contribute disciplined leadership and reliable data practices that protect commercial results.

EXPERIENCE

Senior Manager, Customer Data Operations

Alderpoint Biopharma 📅 January 2024 - Present 📍 Bridgewater, NJ

Lead an eight person customer data operations team supporting pharmaceutical accounts, hierarchies, governance controls, and commercial transaction quality. Own operating practices that connect customer records with pricing, contracting, order to cash, chargebacks, and Gross to Net outcomes. Coach direct reports through goals, workload planning, feedback, **performance management**, and development planning while coordinating corrective actions with Finance, Customer Service, Contracting, and IT.

- Led eight person team governing pharmaceutical accounts and hierarchies for pricing and **order to cash**.
- Established SAP and **Model N** validation routines, giving analysts consistent approval controls.
- Directed root cause reviews for recurring eligibility and billing exceptions across interfaces.
- Built Excel reconciliations highlighting aging items, hierarchy risks, **chargebacks**, and **Gross to Net** exposure.
- Partnered with Finance, **Customer Service**, Contracting, and IT on tested production corrections.
- Coached analysts through goals, workload reviews, feedback, and individual development plans.

Manager, Commercial Data Governance

Meridian Health Products 📅 July 2021 - December 2023 📍 Princeton, NJ

Managed customer master governance for a **healthcare** portfolio, connecting account standards and hierarchy integrity with contracts, membership, pricing, fulfillment, and financial operations. Built repeatable exception review and audit practices that separated isolated corrections from systemic defects. Managed analysts through service planning, performance support, cross training, and improvement work while coordinating commercial data requirements with contracting and finance partners.

- Managed customer master governance supporting contracts, membership, pricing, and fulfillment workflows.
- Introduced exception reviews that routed recurring defects into documented root cause investigations.
- Reconciled **SAP** accounts with **Model N** relationships before pricing and chargeback cycles.
- Developed Excel audits exposing duplicate records, incomplete attributes, and hierarchy conflicts.
- Coordinated data requirements with **contracting** and **finance** before commercial activity began.
- Managed analyst performance, cross training, service levels, and process documentation.

Senior Customer Master Data Analyst

Crestview Pharma Services 📅 June 2018 - June 2021 📍 Somerset, NJ

Financial Reporting

Root Cause Analysis

Team Leadership

LANGUAGES

English Native

Polish Proficient

MY CAREER



● Senior Manager, Customer Data Operations at Alderpoint Biopharma (2.8 Years)

● Manager, Commercial Data Governance at Meridian Health Products (2.4 Years)

● Senior Customer Master Data Analyst at Crestview Pharma Services (3 Years)

● Customer Data Analyst at Harborline Medical Supply (1.9 Years)

Supported complex pharmaceutical **customer accounts** and hierarchies across SAP and Model N, with direct influence on order processing, **contract eligibility**, pricing, membership, chargebacks, and financial transaction flows. Investigated defects, documented controlled remediation, and created repeatable procedures that improved consistency across analysts. Served as a subject matter resource for standards, escalation practices, and downstream commercial impact.

- Maintained **pharmaceutical** accounts and hierarchies in SAP for reliable commercial transactions.
- Performed Excel audits reconciling attributes, hierarchy assignments, and commercial relationships.
- Investigated shipping holds and pricing discrepancies, mapping causes for corrective action.
- Validated **Model N** relationships supporting membership and **chargeback adjudication**.
- Created operating procedures for account maintenance and quality checks across analysts.
- Guided newer analysts on standards, escalations, and downstream data consequences.

Customer Data Analyst

Harborline Medical Supply 📅 June 2016 - May 2018 📍 Newark, NJ

Processed healthcare customer account setup and maintenance for distribution operations, applying documented standards before records entered order and billing workflows. Audited files, reconciled identifiers, researched order exceptions, and maintained change documentation. Built foundational SAP knowledge while strengthening traceability, issue escalation, and data quality practices within a regulated healthcare environment.

- Processed healthcare account setup and maintenance before order and **billing** workflows.
- Audited Excel files for incomplete fields, duplicates, and inconsistent hierarchies.
- Reconciled customer identifiers with service and finance records for consistent billing.
- Researched order exceptions tied to master data issues and documented findings.
- Maintained change records that strengthened traceability during operational reviews.
- Built SAP customer master knowledge through disciplined escalation and documentation.

PROJECTS

Customer Hierarchy Quality Control 📅 2024

Worked with operations and technology partners to strengthen hierarchy validation in SAP and Model N. The team focused on preventing recurring eligibility, pricing, and billing issues before records reached downstream processes.

Commercial Data Exception Review 📅 2023

Collaborated with finance and contracting partners to separate one time corrections from systemic defects. Shared review practices gave analysts clearer ownership and improved preparation for pricing and chargeback cycles.

LEADERSHIP & AWARDS

- Mentor, Commercial Data Governance Mentoring Program, 2024 to Present
- Internal Facilitator, Healthcare Data Quality Working Group, 2022 to 2023

EDUCATION

Bachelor of Science in Supply Chain Management

Rutgers University 🎓 GPA: 0 📅 2016 📍 New Brunswick, NJ

Coursework: Supply chain operations, business analytics, financial reporting, database management

CERTIFICATIONS

- SAP S/4HANA Business Process Integration 📅 2023
- Microsoft Office Specialist, Excel Expert 📅 2022

TECHNICAL SKILLS

- **ERP Platforms:** SAP, SAP S/4HANA, Model N
- **Data Governance:** Data standards, validation rules, quality controls
- **Customer Data:** Customer accounts, customer hierarchies, master records

- **Commercial Operations:** Order to cash, contract eligibility, fulfillment
- **Revenue Operations:** Pricing, chargebacks, membership management
- **Financial Analysis:** Gross to Net, financial reporting, billing reconciliation
- **Data Analysis:** Microsoft Excel, pivot tables, reconciliation workbooks
- **Quality Methods:** Root cause analysis, exception review, corrective action
- **Process Improvement:** Workflow simplification, process documentation, continuous improvement
- **Team Management:** Goal setting, workload planning, performance management
- **Cross Functional Work:** Finance, Customer Service, Contracting, IT

PROFESSIONAL AFFILIATIONS

- Commercial Data Governance Mentoring Program, supporting analyst growth and shared operating knowledge.
- Healthcare Data Quality Working Group, collaborating on practical quality controls and issue resolution.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST