

JOHN DOE

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SOFTWARE CONSULTANT

Highly effective Technology Consultant with over 15 years of international experience specializing in project management, implementing complex technology applications, revenue management and taxation management. Offering an array of skills in team building, Oracle systems, end user training, proposals, presentations, quality assurance, risk management, stakeholder collaboration, streamlining processes and logically balancing competing priorities. Proven ability to establish credibility and trust among client and project teams to achieve exceptional results. Track record of success serving as project manager for simultaneous complex initiatives while consistently meeting targets, remaining under budget and finishing ahead of schedule.

SUMMARY OF QUALIFICATIONS

- *Project Management*
- *Pricing Technology Justification*
- *Functional & Technical Analysis*
- *Optimizing Resource Allocation*
- *Business Requirement Analysis*
- *Budgeting, Billing & Forecasting*
- *Customer Care & Client Satisfaction*
- *Product Development & Delivery*
- *Identifying Gaps & Target Markets*
- *Building Solutions & Issue Resolution*
- *Data Conversion & Analysis*
- *Increasing Revenue*
- *Change Innovation*
- *Marketing & Sales Support*
- *Cross-Functional Leadership*

PROFESSIONAL EXPERIENCE

CONSULTING TECHNICAL MANAGER | DELIVERY LEAD CITI BANK

2013 - Present

Oracle Systems LTD, City, XX

Manage and lead a major implementation of Oracle's Revenue Management and Billing Practice at Citi-Group New York. Global Billing System (GBS) is operational in 20 countries across three continents and processes and bills 60M transactions per month for more than 80,000 corporate clients globally. Oversee ORMB offshore development team.

- *Serve as ORMB Project Manager and Lead Architect for GBS Accounting Project, Earning Credits Projects, Worldlink Conversion, GBS ORMB Technical upgrade to v2.4.0.1 as well as GBS rollouts in Brazil, Mexico and UAE.*
- *Support business operations and production support teams while providing ORMB Level 3 support.*
- *Increased Citi's revenue by eliminating invoice aging issues.*
- *Prepare necessary designs and documentations for Change Requests and Production Tickets.*
- *Institute necessary measures for effective risk management, quality management and client satisfaction.*
- *Ensured successful rollout of GBS in Brazil, Mexico and UAE as well as efficient rollout of GBS Account Project.*
- *Recognized by Citi Operations and Business Team as a key contributor to project success.*

SENIOR CONSULTANT

2010 - 2013

Accenture Middle East B.V., City, XX

Oracle Utilities Customer Care and Billing (CC&B) Architect for National Water Company (NWC) Project in Riyadh and Jeddah. A full IT Transformation project, including GIS, EAM, SharePoint, Customer Portal and EBS. Ensured integration with Oracle Utilities Customer Care and Billing.

- *Led CC&B Team for Jeddah Business Unit Go-live and implemented CC&B in Riyadh and Jeddah with great success.*
- *Analyzed and designed NWC Business processes in CC&B.*
- *Directed train-the-trainer professional development for Business Managers.*
- *Delivered functional interfaces such as Bill Extract, AVAYA, Payment Gateway (SADAD), eServices and GL.*
- *Supported Conversion Team on data mapping, functional verification and follow-up on data cleansing activities.*
- *Facilitated strategic planning insights for environments management and locale configuration (Arabic).*
- *Spearheaded successful management of production environment and onshore/offshore resources.*