

TROY ESSICK - TECHNICAL PROJECT MANAGER (Infor)

Infor CloudSuite | Healthcare ERP Delivery | Multi-Tenant SaaS Migration & Program Recovery

NEWYORK-PRESBYTERIAN HOSPITAL

- Role: Technical Project Manager
- Software: Infor CloudSuite (Finance, SCM, HCM) - Multi-Tenant SaaS on AWS
- Tools: Infor OS, Excel, SharePoint, Jira, MS Project, Teams, Clarity CloudSuite, Agile, Hybrid, Traditional methodologies, SaaS Delivery Guide, CloudSuite Portal, CRM, Infor Data Lake, Infor Data Loader, Infor Mongoose, Infor ION, Ming.le
- Oversaw go-live and stabilization phases during multi-module CloudSuite ERP implementation
- Aligned IT, Finance, and Infor consulting teams to track escalations, data validation, and task completion
- Reviewed environment configurations, test scripts, and migration pass dependencies
- Resolved UAT bottlenecks and coordinated defect triage across Infor and NYP stakeholders
- ****Result:**** Supported successful stabilization across 3 core modules - Reduced daily critical tickets by 45% within first 60 days

HOAG MEMORIAL HOSPITAL PRESBYTERIAN

- Role: Technical Project Manager
- Software: Infor CloudSuite (Financials, Supply Chain, HR)
- Tools: Infor OS, Excel, SharePoint, Jira, MS Project, Teams, Clarity CloudSuite, Agile, Hybrid, Traditional methodologies, SaaS Delivery Guide, CloudSuite Portal, CRM, Infor Data Lake, Infor Data Loader, Infor Mongoose, Infor ION, Ming.le
- Took over midstream ERP implementation after critical delays due to data conversion failures
- Developed detailed cutover plan involving 10+ data passes and multiple conversion streams
- Facilitated daily coordination between Infor technical leads and HOAG stakeholders
- Conducted UAT support, data validations, and hypercare activity tracking
- ****Result:**** Delivered successful go-live with zero major issues - Rebuilt executive confidence in implementation team

PEACEHEALTH

- Role: Technical Project Manager
- Software: Infor CloudSuite (Healthcare MT SaaS Platform)
- Tools: Infor OS, Excel, SharePoint, Jira, MS Project, Teams, Clarity CloudSuite, Agile, Hybrid, Traditional

methodologies, SaaS Delivery Guide, CloudSuite Portal, CRM, Infor Data Lake, Infor Data Loader, Infor Mongoose, Infor ION, Ming.le

- Led stabilization and re-implementation strategy after failed initial go-live
- Identified root cause in supply chain data validation process that delayed deployment by a year
- Created executive-level remediation plan and supported full data pass rework
- Maintained documentation for new cutover plans, QA processes, and readiness checkpoints
- ****Result:**** PeaceHealth re-engaged Infor for complete re-implementation - Achieved full ERP go-live in second attempt with improved governance

Infor TPM Portfolio includes legacy migrations, ERP stabilization, and multi-tenant SaaS delivery for high-stakes healthcare customers.