

TROY ESSICK - SELECTED PROJECTS

Customer Success - Technical Program Management - Cloud ERP & ServiceNow

UNIVERSITY OF MAINE SYSTEM

Oracle Fusion Cloud | Customer Success Manager

- Delivered onboarding & Implementation Readiness Review (ERP, HCM, EPM)
- Created KPI-based success plan used by 3 departments
- Tools: Oracle Console, IRR Checklist, Success Dashboards
- Result: 35% faster onboarding - 25% faster time-to-value - IRR in 16 weeks

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Infor CloudSuite | Technical Program Manager

- Recovered stalled ERP (Finance, SCM, HR) with KPI dashboards
- Facilitated stakeholder workshops and hypercare governance
- Tools: Infor KPI Reports, Hypercare Logs, Governance Tracker
- Result: 25% fewer delays - Ops transition in 60 days

BILLINGS CLINIC

Infor CloudSuite on AWS | Technical Program Manager

- Migrated legacy ERP to AWS-based Infor CloudSuite
- Led PMO planning, integration testing, and onboarding
- Tools: AWS Console, Infor Mongoose, SharePoint PMO Plan
- Result: 18% IT cost reduction - 20% lower latency - Higher system scalability

TRIALCARD

ServiceNow | Program Manager

- Built compliance dashboards and automated workflows for pharma
- Delivered audit automation, access control, and HIPAA readiness
- Tools: ServiceNow ITSM, GRC, ATF
- Result: 50% faster reporting - 22% audit improvement - 60% QA time saved

PRIME TRUCKING

ServiceNow | Program Manager

- Delivered Quebec upgrade + ITBM portfolio management
- Enabled visual dashboards and 3x faster prioritization workflows
- Tools: ServiceNow ITBM, Visual Task Boards, PPM Suite
- Result: 40% IT visibility increase - 35% less manual tracking

Open to Customer Success, TPM, and AI-SaaS leadership roles.