

# UNIVERSITY OF MAINE SYSTEM

ORACLE

## Customer Success Manager

Software; Oracle Fusion Cloud (ERP, HCM, EPM)

Tools Used; Oracle IRR Dashboard, CS Cloud, OCI, Slack, PowerPoint, Excel, OneNote, MS Project, Outlook, Teams, Zoom

Facilitated a multi-pillar onboarding program across FRP, HCM, and EPM

Delivered full Implementation Readiness Review (IRR) using Oracle CS tools

Created a KPI-driven success plan tailored to a public university system

Managed onboarding risk tracking, escalations and cloud readiness validation

Collaborated with HCM CSM and delivery teams to ensure stakeholder alignment



- IRR delivered within 16 weeks
- 35% faster onboarding
- Full alignment with Oracle success playbook

**Result:** IRR delivered within 16 weeks

- 35% faster onboarding
- Full alignment with Oracle success playbook





LOGISTICS  
SUPPLY CHAIN.

ORACLE  
CLOUD

## Customer Success Manager

Role: Customer Success Manager

- Supported a high-volume logistics customer through Oracle Cloud onboarding
- Delivered strategic onboarding briefings across Finance & SCM stakeholders
- Managed touchpoints for IT, cloud provisioning, environment tracking, and KPIs
- Interfaced with Oracle Consulting and GXO's transformation office to ensure rollout timelines
- Supported success planning from Day 1 onboarding to post-go-live review alignment



### Tools Used:

Oracle CS Cloud, OCI,  
Oracle Cloud Readiness Toolkit, Slack, Excel, Powerpoint, Teams,  
Outlook, Zoom, OneNote

- Maintained 95% satisfaction
- Onboarding completed ahead of 90-day milestone
- Strengthened executive-to-CSM relationship

# NewYork-Presbyterian

## Infor CloudSuite

### Technical Project Manager

infor



Infor Data Lake

- Migrated data from legacy mainframe
- Established Infor Data Lake integration
- Achieved 100% job completion rates

#### Tools Used

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

**2200+ records  
loaded in first  
2 days**



infor

## Infor CloudSuite TECHNICAL PROGRAM MANAGER

- Delivered successful ERP upgrade to CloudSuite
- Optimized interface between modules for seamless user experience
- Achieved 97% adoption rate within 90 days



### TOOLS USED:

Infor OS, Excel, SharePoint,  
Jira, MS Project, Teams, Clarity  
CloudSuite, Agile, Hybrid,  
Traditional methodologies, SaS  
Delivery Guide, CloudSuite Portal, CRM, In-  
for Data Lake, Infor Data Loader, Infor ION,  
Mingle



# PeaceHealth

## Infor CloudSuite Technical Project Manager



- Led ERP re-implementation after failed go-live
- Diagnosed root cause in supply chain data
- Delivered remediation plan and successful relaunch

Result: full go-live achieved on second attempt

### Tools:

Infor OS, Excel, SharePoint, Jira, MS Project, Teams, Clarity CloudSuite, Agile, SaaS Delivery Guide, CloudSuite Portal, CRM, Data Lake, Mongoose, ION, Ming.le



PeaceHealth

Tcolsue:

# Program Manager

**Software:** ServiceNow ITSM, GRC, Automated Test Framework (ATF)

**Tools Used:** ServiceNow, Slack, PowerPoint, Excel, OneNote, MS Project, Outlook, Teams, Zoom, Atlas, Google Drive, Google Docs

- Managed program to deliver audit-ready ServiceNow GRC dashboards for pharmaceutical compliance
- Configured ATF to streamline testing cycles and reduce manual validation labor
- Defined use cases for HIPAA-aligned policy tracking and governance reporting
- Partnered with internal stakeholders and Infocenter developers to finalize MVP delivery scope



**-50%**  
reporting cycles  
**+22%**  
audit score  
**-60%**  
manual QA time

# PRIME TRUCKING

servicenow  
infocenter

## Program Manager



- Delivered Quebec upgrade and full ITBM suite implementation for large trucking logistics client
- Managed roadmap, stakeholder engagement and technical deployment of ServiceNow dashboards
- Conducted working sessions and retrospectives to validate requirements and prioritize workflows

Tools Used: ServiceNow, Slack, PowerPoint, Excel, OneNote, MS Project, Outlook, Teams, Zoom, Atlas, Google Drive, Google Docs, Agile

**40% gain** in IT project visibility **50%**

• 3x faster project prioritization  
in manual tracking efforts

• 35% reduction  
in manual tracking  
efforts