

# TROY ESSICK - CUSTOMER SUCCESS MANAGER (Oracle)

*Oracle Cloud ERP | Higher Ed & Logistics | KPI-Driven Onboarding & Cloud Success*

## UNIVERSITY OF MAINE SYSTEM

- Role: Customer Success Manager
  - Software: Oracle Fusion Cloud (ERP, HCM, EPM)
  - Tools: Oracle IRR Dashboard, CS Cloud, OCI, Slack, PowerPoint, Excel, OneNote, MS Project, Outlook, Teams, Zoom
  - Facilitated a multi-pillar onboarding program across ERP, 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
- \*\*Result:\*\*** *IRR delivered within 16 weeks - 35% faster onboarding - Full alignment with Oracle success playbook*

## GXO LOGISTICS SUPPLY CHAIN, INC.

- Role: Customer Success Manager
  - Software: Oracle Cloud ERP (Finance, Procurement, SCM)
  - Tools: Oracle CS Cloud, OCI, Oracle Cloud Readiness Toolkit, Slack, Excel, PowerPoint, Teams, Outlook, Zoom, OneNote
  - 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
- \*\*Result:\*\*** *Maintained 95% satisfaction - Onboarding completed ahead of 90-day milestone - Strengthened executive-to-CSM relationship*

*Oracle CSM Portfolio includes onboarding management, KPI planning, quarterly business reviews, and cloud value realization across industries.*