

# Michael J. Lunzer

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## Clarizen, Inc.

**Enterprise Customer Success Manager** (*San Mateo, CA*)

**March 2020 – April 2020**

- Company lost major clients due to the pandemic and had a Reduction-in-Force.

## Oracle Corporation

**Field Customer Success Manager – PaaS & IaaS** (*San Francisco, CA*) **September 2017 – January 2020**

- Manage a portfolio of 30+ Platinum and Gold accounts | \$14.9M TCV | \$5.6M ARR.
- Guide customer lifecycle: PoC, Onboarding, Planning, Implementation, Go-Live, Expansion/Renewal.
- Coordinated multiple on-site *Innovation Days* with customer's key leaders to identify new use-cases, ultimately leading to a new 'Proof-of-Concept to Production' expansion deal for each event.
- Partnered with clients to ensure they realize the full value of their cloud investment.
- Trusted advisor to customers, requiring understanding of technical architectures and product expertise.
- Lead customers through the migration process from on-premise, other cloud providers, and internally from OCI Classic to the Second Generation of Oracle Cloud Infrastructure.
- Developed cloud architectures and demonstrated Proof-of-Concept and Production systems targeting specific performance, capacity, cost, and other requirements of our customers and partners.
- Achieved 105% - 115% Net Revenue Retention for Cloud LOB every quarter in this role.

**Business Analyst – Global Finance Operations** (*Redwood Shores, CA*)

**June 2016 – September 2017**

- Resolved contract and quoting issues that prohibited Cloud orders from provisioning to the customer.
- Developed one APEX WebApp to track the resolution of post-provisioning issues that manifested in the collections process, drove remediation, and acted on root cause analysis to prevent future occurrences.
- Developed a second APEX WebApp to capture team quality metrics and provide real-time reporting:
  - Saved 11 team members 20+ hours each, per quarter, in manual data entry.
  - Quality metrics improved cross-functional operations in Sales, Provisioning, DevOps, & Finance.

**Supply Chain Analyst – Direct Procurement** (*Portland, OR*)

**May 2015 – June 2016**

- Purchased materials using Oracle's Advanced Procurement Applications to ensure continuity of supply to support internal manufacturing based on requirements extracted from Oracle Value Chain Planning Apps.
- Coordinated with Manufacturing and Supplier counterparts to create a Just-In-Time packaging solution.
  - Saved Oracle \$93k annually, with no impact to business continuity.
  - Project was awarded *Continuous Improvement of the Quarter* (Q3 FY16).
- Maintained positive relationships with suppliers and worked to resolve competing priorities.

**Material Planner – World-Wide Operations** (*Portland, OR*)

**July 2013 – May 2015**

- Managed the site's highest volume hardware assemble-to-order product (\$41M in Quarterly Revenue).
- Exceeded predictability metric of 95% with a 99% average on-time shipment rate on managed platforms.
- **New College Graduate Program Lead:** As part of the inaugural class, I helped define the structure of the program and worked with executives to prepare a curriculum focused on building successful careers.

## Education

**University of Oregon – Charles H. Lundquist College of Business** (*Eugene, OR*)

**June 2013**

**Bachelor of Science in Business Administration**

Concentration: Information Systems & Operations Management

Minor: Computer Information Technology

**Studied Abroad:** Copenhagen Business School

**June 2012 – August 2012**

## Certifications

**Oracle Cloud Infrastructure Certified Architect Associate**

**October 2018**

## Outside Activities

**Guest Speaker – San Francisco Raspberry Pi Meetup**

- Presented architecture for a Distributed IoT Sensor Network using Automation Hub
- Demonstrated findings using Node.js to control a Bluetooth lightbulb with Apple HomeKit

**October 2019**

**December 2016**

**Documentation Contributor – Home-Assistant.io (Open Source Project)**