

Michael J. Lunzer

3340 24th Street, San Francisco, CA 94110 • (650) 861-0474 • michaellunzer@gmail.com • michaellunzer.com

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

Experience

Oracle Corporation

Customer Success Manager – PaaS & IaaS (*San Francisco, CA*)

September 2017 – Present

- Manage portfolio of 40+ Platinum and Gold accounts | \$5.6M ARR | \$14.9M TCV
- 50% of Customers are currently running live on OCI PaaS/IaaS, remaining are currently implementing.
- Develop long term partnership with clients to ensure they remain highly successful in realizing the full value of their investment, leading towards the contract renewal.
- Trusted advisor to customers, requiring understanding of technical architectures and product expertise.

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

June 2016 – September 2017

- Resolved contract and quoting issues which prohibit SaaS orders from provisioning to the customer.
- Developed an APEX WebApp to track the resolution of post-provisioning issues that manifest in the collections process, drive remediation, and act on root cause analysis to prevent future occurrences.
- Created an APEX WebApp to maintain the team quality metrics and improve real time reporting:
 - Saves 11 team members from 20+ hours per quarter in manual/repetitive data entry.
 - Data used to identify areas for improvement in Sales, Provisioning, DevOps, & Finance teams

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.
 - Saves Oracle \$93k annually, with no impact to business continuity.
 - Project was awarded *Continuous Improvement of the Quarter* (Q3 FY16).
- Built supply chain map visualization in PowerMap for Excel to improve operational strategy.
 - Findings were leveraged in supplier negotiations to tighten contractual Service Level Agreements.
- 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.
- Leveraged Oracle E-Business Suite to manage material constraints, analyze Bill-of-Materials structures, confirm proper implementation of Engineering Change Orders, and monitor aging Finished Goods levels.

Key Initiatives:

- **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 curriculum focused on building successful careers at Oracle.
- **Internal Rotation as Production Control Analyst**

January 2015 – May 2015

 - Maintained Material Planner responsibilities while providing coverage in P.C. for Swing Shift Releases.
 - Utilized Supply Chain Management App Suite to coordinate customer orders with production schedule to ensure timely delivery and efficient use of production build resources for multiple high-volume platforms.

Fluent Grp

Microsoft Windows Brand Ambassador (*Eugene, OR*)

September 2012 – June 2013

- Engaged 40+ students per week in a live demo of the Windows 8 OS, while regularly exceeding my quota.
-

Activities

Guest Speaker, San Francisco Raspberry Pi Meetup

December 2016

- Presented findings on controlling a Bluetooth Lightbulb with Apple HomeKit via a Node.js app

President, UO Lundquist College of Business – eBusiness Club

March 2012 – June 2013

- Built & delivered wooden coasters, completing the entire business process from concept to implementation.
- Generated over \$1800 in sales using Kickstarter.com to fund "TheOregonCoaster" project.