

# Michael J. Lunzer

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## 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**

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## Experience

Oracle Corporation

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

**September 2017 – Present**

- Manage portfolio of 30+ 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.
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## 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.