# Mark Frankis

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SUMMARY:

* 20+ years’ experience executing on high visibility critical projects in complex environments.
* Leading large teams conducting OpenStack development and deployment. Ice House to Kilo. Multiple large scale Infrastructure deployments to US, Europe, Asia.
* Information Security and Cloud architectures (IaaS, DBaaS, and PaaS), web technologies, SOA. Identity Management systems [IDM], SAML, SSO, SIEM in a service oriented private and public clouds. OpenStack, Puppet, Ansible, Chef.
* Financials, Procure to Pay, Projects and HR process expert. Business process reengineering saving of tens of millions annually. Broad best practice understanding of Global Accounting close processes and rollups. 8+ years’ experience rebuilding and streamlining close processes at complex global companies. Many with dramatic improvements.
* BI, Data warehousing, Enterprise Performance Management.
* Management experience leading large and small teams. PMI best practices. Agile, Scrum and Six Sigma methodologies. Operations Strategy, Governance, Change Management. Creating Project Charters. Planning, analysis and design, configuration, development, conversions, testing, cutover, training, and production support.
* Hands On. 15+ years: Oracle Applications versions to R12. Oracle Financial, Projects, Procurement and HR suites. 25+ modules. Integration with 3rd party systems. Expertise designing cutting edge systems that can provide competitive advantage.
* Creative, Adaptable, Analytical, Driven. Startup experience, attitude and energy.

PROFESSIONAL EXPERIENCE:

Engineering Program Manager; Scrum Master; consultant. HP. October 2014 to present.

* Managing team creating a cutting edge implementation of Open Stack.
* Cutting edge deployments of Helion OpenStack for managed private clouds. On and offshore deployments of multiple rack systems. Setup of hardware and applications for Vancouver OpenStack and other conventions.
* Leading cutting edge DEVOPS team to create tools for cloud and cluster management. Development of deployment automation tools. Creation of tools to evaluate 3rd party hardware. Setup of Labs to verify and certify 3rd party hardware. On and offshore development and testing teams. JIRA’s, daily scrum meetings. Starting team 3. Current team 17.
* Impact: First customer facing Helion deployment. First Private Cloud deployment.

Environment: Private and Public cloud. OpenStack, Helion, Chef, Ansible, complex networking, IaaS some DBaaS. InfoSec.

Program Manager; Scrum Master; consultant; Cisco 2013 to 2014

* Business Process redesign of infrastructure processes. Worked with multiple business units to define detailed requirements.
* Helped implement VM automated provisioning system saving 90% on traditional server provisioning and automated billing.
* Managed 10+ projects with mixed on and offshore Sprint teams of 5 to 15+ each.
* Impact: Huge cost savings converting existing servers to VM’s.

Environment: Private and Public cloud. OpenStack, CEPH, Puppet, VMWare. Information Security.

Process Architect; Oracle Consulting; consultant. June 2012 to 2013

* Hands on, business process redesign of a member and medical history data warehouse [16 petabyte private cloud]. Heavy Information Security focus. Implemented governance, process controls, policies, and data quality standards. Helped with Oracle IDM.
* Impact: Solved problem that had existed for 14 months allowing team to claim project success.

Environment: Oracle DB 11g, SQL, Toad, Audit Vault, Oracle Apps R12, HR.

Program Manager; First Republic Bank; consultant. San Francisco, CA March 2011 to April 2012 Talent Burst

* Implemented Oracle Self Service HR, Performance Management, and Learning Management.
* Implemented F5 ‘BigIP’ in a cloud hosted server cluster. Setup a 24/7/364 monitored F5 SIEM. [Security information and event management]. SSO setup and integration with multiple applications and databases.
* Worked with Managers, Directors, VP’s and Cxx level executives on process improvement and vendor evaluation. IDM redesign proposals. Created Operational and Service Level Agreements. Governance. Managed multiple projects with team sizes from 8 to 27 with mixed company and vendor resources. Hosted; cloud based, multi-vendor, multi-application global architecture. Strategic redesign of systems and processes. Business Process Re-Engineering effort to enhance revenue while reducing risk. Identity Management project. Advanced Authentication.
* Projects above were a big success. Presented at Oracle Open World on Information Security Architecture.
* Impact: Eliminated a risk identified in a Banking Audit. Multiple cutting edge deployments.

Environment: Oracle Applications R12, Financials, HR, Self Service HR, OTL Audit Vault. Halogen Performance Management, Cloud Security Firewalls and F5 SIEM integration, IDM, SSO, Windows Active Directory, SOA, Agile, Waterfall. Tools: SharePoint, Microsoft Project, Excel, Power Point, Visio.

Program Manager; Cisco Systems consultant. San Jose, CA 9/10 to 2/11 Inirus

* Managed 4 programs representing 20+ projects [over 150 total FTE] improving global Oracle Financials and HR systems and processes. From DMAIC [Six Sigma] to PLC [Project Life Cycle]. Used BPM and SOA methodologies to standardize reporting and create metrics. Budgeting, forecasting, project governance. Soft selling recommendations.
* Worked to solve 112 key issues selected by ROI, pain or risk. Risks and pain included improving financial reporting accuracy, reducing corporate liability and late penalties, reducing the number of manual process, cutting down mandatory weekend work. Wins on all of the above either accomplished or in process. MDM project. Helped redefine PMO reporting and project evaluation method creating metrics for project evaluation and roll-up.
* Impact: Process improvements led to cost savings totaling $12 million annually.

Environment: Oracle Applications R12, Financials, HR, OTL, SOA, Agile, Six Sigma, Waterfall

Business Intelligence Manager; Avago Technologies [$5 billion semiconductor manufacturer] 01/09 to 6/10 FTE

* Managed and improved global sales forecasting and budgeting system. Hyperion plus complex integration.
* Led cross functional Financial & HR global teams and senior leadership in developing the future state of executive scorecard. Presentations to executive staff [VP’s and Cxx level]. Complex revenue models with multiple partners and sales channels.
* Responsible redesigning the global sales data warehouse. Kimball, TDWI and SOA methodologies. Informatica ETL design and development, logical and physical dimensional data modeling, defining agreed upon data owners and meta data definitions and controls. Complex MDM. Managed global team of 7.
* Business process reengineering, savings of millions/ year were created by improving and consolidating systems. Assisted with companywide replacement of Microsoft Outlook servers with Google Gmail.
* Impact: Architected Processes resulted in Savings of $3 million per year.

Environment: Oracle Applications; Financials, Supply chain, Procure to Pay, Quote to Cash. Hyperion. OBIEE. SOA

Lead Business Systems Analyst, consultant at VMware; Palo Alto, CA 2008 Oxford

* Lead Business Process Assessments for Finance team. Testing. R12 research and training. Procure to Pay testing for global rollout of 11.5.10.2 Oracle Applications; Financials, Fixed Assets, Procurement and Projects. Complex Integration.

Environment: Oracle Applications; Financials, Supply chain, Procure to Pay, Order to Cash, Projects, HR. IDM. Hyperion. SOA

Finance Systems Architect, consultant at Hyperion; Santa Clara, CA 2008 Oxford

* Lead Financial Business Process Assessments. Testing. R12 research and training. Procure to Pay testing for global rollout of 11.5.10.2 Oracle Applications; Financials, Fixed Assets, Procurement and Projects. Sales estimation reports. Complex Integration. Rolled out all of EMEA with localizations. Worked with procurement business leadership to define best practice Governance, Policies and Processes. Evaluated Oracle and 3rd party applications to create an optimized procurement system. Created reports and processes to verify and clean data [MDM].
* Impact: Redesigned the Projects and Procurement processes. Savings of $3 million per year.

Environment: Oracle Applications; Financials, Supply chain, Procure to Pay, Order to Cash, Projects, HR. Hyperion. SOA

Finance Systems Architect, consultant at VeriSign, Mountain View, CA 2007 Practical Answers Consulting.

Led Finance team; responsible for the divestiture of Jamba [www.jamster.com] created a new joint venture between News Corp [FOX] and VeriSign representing about $500mil in annual revenue.

* Divestiture was conducted as follows: First creating the new entity within the existing system. Then creating a duplicate and carving out what was not required. The new entity did a month end close, had a longer than normal weekend and returned to working systems. From an IT prospective we conducted final transfer steps and shipped the database to the new hosting facility. Months of testing and verification resulted in an as planned, no problems move.
* Change Management was a huge factor in success. Created and conducted presentations for management and C level executives. Large mixed business and IT team. Heavy SOX involvement, sign-off by key stakeholders in 3 companies plus legal and auditors. Managed global team of 8 for deployment effort.
* Challenges included redesigning the IDM system. Setting up new roles in SysAdmin and organizing teams to assign the roles per the new structure. Adapting existing reports to the new structures. Adjusting all the automated internal charging between departments. Redefining global rollup and close processes. Billing systems for transactions on mobile devices.
* Responsible for transferring and verifying all setups and data. Oracle Applications: 20+ Oracle modules, Hyperion, and associated data warehouse. Information Security and audit reports. New SSO, identity management for most locations.
* Impact: Made recommendation saving 6 month delay and $7 million in additional costs.

Environment: Oracle Applications; Financials, Supply chain, Procure to Pay, OTC, Projects, HR. SSO Hyperion, SOA, Agile

Program Manager: consultant at Hitachi Data Systems; [project completed, on schedule on budget]. San Jose; 2006 PAC

* Responsible for the Oracle **Global Rollout of Financial applications and databases** [complex integration]. Changes to global accounting system cut time to conduct month end closes in half. Created a global HR database BI/ reporting system. Custom E-Commerce systems included integration with third party inventory, sales and billing systems.
* Managed the integration of 3 acquired offshore companies.
* Managed global consulting team [over 100 FTE] with project budget of $15million. Conducted executive presentations.
* Impact: Savings estimated as $9 million per year.

Environment: Oracle Applications; Financials, Procure to Pay, HR. Business Objects, Hyperion, Visio, SharePoint. SOA, Agile

Enterprise Architect for Practical Answers Consulting 01/02 to 12/05 FTE

* cisco.com - **Architected the redesigned Cisco’s Third Part Logistics and Maintenance system process**. [Representing $4 billion in annual revenue] using BPM and SOA methodologies. XML Gateway, TCA, PO, Inventory, AP, Costing.
* ge.com, gap.com and carlson.com - Implemented Oracle Applications Financial, Projects, Procurement and HR suites plus BI reporting systems. Team sizes from 10 to 100+. Executive presentations. Complex revenue recognition and sales channels, Information security, Service and Operational level agreements, vendor management.
* Setup SSO and Identity Management.
* Impact: Huge ROI on projects eliminating 2000+ outdated systems saving $18 million+ /year.

Environment: Oracle Applications; Financials, Procure to Pay, OTC, Order Management, Projects, HR, Hyperion, SharePoint

Enterprise Architect at Again Technologies; [Startup, Enterprise Application Development] 11/01 to 8/02 FTE

* Startup: Application development of a cutting edge incentive compensation application for Employees, Dealer/ Channel and Sales with cash and non-monetary rewards and incentives.
* Led and developed a team of world class coders/ developers. Advocated for technology strategies and processes. Purchased hardware, software, tools, selected vendors, hosting facilities. Processes from Quote to Cash. Data Modeling.
* Helped hire 28 US developer supplemented by an 84 person offshore team in India that was purchased.

Environment: Oracle Applications; Procure to Pay. Order to Cash. Incentive Compensation. SQL, C, Java, XML, EDI

Director of Online Operations at iMediation; [B2B Ecommerce Startup] – 04/00 to 10/01

* Startup: Collaborative Marketing application. Complex integration combining 3rd party inventory and logistics systems creating combined offerings of products.
* Responsible for setup and deployment of Infrastructure. Sourced hosting facilities, selected, purchased and deployed $10mil in hardware in 3 datacenters both US and Europe.
* Tasked to create an online hosted version of the ERP product they were selling. Created and conducted presentations to sales teams. Generated millions in initial income. Setup a network operations center with 24/7 support.
* Hired 22 key staff and managed consultants, selected hardware, defined common metadata.

Environment: Infrastructure. Developing custom Applications and Setting up global NOC centers.

Data Warehouse Project Manager at All Advantage; - Consultant https://en.wikipedia.org/wiki/AllAdvantage (12/99 to 3/00)

* Startup: Infomediary and Viral Marketing. Worked senior executives defining objectives.
* Designed, developed and deployed customer and sales data warehouse reporting system designed to pay 20+ million members. Data included existing sales, customer data, demographics, evaluation of buying habits and existing products.

Consultant; Coopers and Lybrand [PricewaterhouseCoopers www.PWC.com]; 01/1995 to 12/1999

Clients included www.gallop.com, www.essilor.com, www.frontier.com and www.rcn.com

Implemented Oracle Applications Financial, Projects, Procurement and HR suites. Created reporting systems and Data Warehouses. Created sales forecasts. Setup sales bonus plans. The project was a major success completed on schedule with huge risks. Managed 28 at RCN. IT system consolidation of 3 major ERP systems from acquired companies creating a single set of books. Enterprise architecture and system redesign. Complex revenue models with multiple partners and sales channels. Conducted Benefits and ROI analysis. Defined and architected a new reporting system for both statutory and managerial reporting. Gallop including coding custom revenue recognition and a cutting edge incentive compensation system.

Impact: Cutting edge ERP and Information systems deployments. 14+ million in annual savings.

Environment: Oracle Applications; Financials, Supply chain, Procure to Pay, Order to Cash, Projects, HR. SSO. SQL

EDUCATION:

California State University Sacramento B.S.; Business Administration; Finance, second degree B.A. Economics

25+ weeks of specialized training in Project Management, Oracle Applications, Hyperion, OBIEE, database and application design. Certified Scrum Master. PMI Member www.pmi.org can be PMP certified quickly, I’ve been using the methodologies for years.