RICKY CONTRERAS

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PROFESSIONAL EXPERIENCE

**ORACLE HCM SENIOR CONSULTANT – ARGANO** **08/2022 – Present**

*Remote*

* Led end-to-end implementations of Oracle HCM Cloud across multiple industries, collaborated with global teams, executed complex technical requirements, and met aggressive project timelines.
* Delivered employee experience and organizational solutions across multiple modules including: Core HR, Recruiting, HR Help Desk/Case Management, Digital Assistant, Redwood/Visual Builder, and AI Agents.
* Developed strong client relationships by facilitating daily stakeholder meetings, designing requirements, and proactively resolving project issues. Clients are so pleased by my performance, that they frequently send praise to my leadership, socialize with me after work, and have offered me jobs.
* Frequently acted as the Project Manager for the project because my module (Core HR) is the foundation of all others and therefore needs to coordinate all downstream activities on both the client and Argano side.
* Facilitated AI and HR transformation workshops across teams and organized monthly professional development forums to provide knowledge on emerging Oracle AI capabilities and business use-cases.

**EVENT MANAGER – LONG BEACH STATE UNIVERSITY** **12/2017 – 12/2020**

*Long Beach, California*

* Managed events with clients from vastly different backgrounds and experience levels to ensure their events ran smoothly. Clients ranged from celebrities, conference organizers, musicians, and education panels.
* Navigated my team through operating the audio/visual equipment, collaborating with client, enforcing the venue policies, and pivoting at moment’s notice due to frequent changes during the programs.
* Developed professional relationships which led me to be requested for future events, receive three client-satisfaction awards, and increase my personal network with professionals from diverse backgrounds.

**SALES & MARKETING INTERN – MICROSOFT PARTNER COMPANY 06/2015 – 01/2016**

After standing out amongst my peers during the Long Beach Rotary Club’s “Camp Enterprise,” I was invited to apply to their internship program where I humbly accepted this position with my first-choice company.

* Networked with Microsoft partner company representatives at networking events which resulted in mentor relationships.
* Organized client information for company executives through high-end Microsoft CRM software to create a database of business relationships and improve efficiency for management.
* Contributed to the marketing of the company during their transition from small to mid-sized company by managing multiple social media platforms and webinars.
* Learned from and aided the Sales/Marketing directors in their day-to-day administrative tasks such as writing emails, making calls, writing proposals, and organizing the week’s marketing plans.



EDUCATION & CERTIFICATIONS

**Bachelor of Science, Business Administration – Management** 08/2016 – 12/2020

Long Beach State University