# Bringing People Together and Solving Business Problems with Innovative Solutions

# An insightful and results-driven systems consulting professional with a successful track record of providing strategic and technical consulting to top global enterprises across multiple verticals, including automotive, insurance, financial, technology, telecommunications, and retail. Passionate about improving operational efficiency through people, process, data and tools. Possesses a great balance of both soft and technical consulting skills. Excels at observing, extracting, and analyzing business needs with the goal of proposing solutions that ensure both short-term and long-term success. Strong verbal and written communication skills, and is well-practiced in delivering highly complex, technical ideas to cross-functional business audiences at all levels of organizations in simple-to-understand, persuasive visual presentations.

# Skills Summary

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| Functional Experience: | Solution Architecture, Project Management, Technical Service Delivery Management, Business Analysis, Knowledge Management, Pre-Sales Consulting and Sales Support, End-to-End SOW Production, Practice Development and Management, Competitive Product Analysis |
| Technical Experience: | Cloud and On-Premise System Implementations, System Integrations, Application Configuration, Custom Application Solutions, ETL, RDMS, Analytics Reporting Development, Data Migration, Data Mapping, Database Schema Design, HTML, XML, REST APIs |
| Additional Domain Expertise: | CRM, Knowledge Management, Search Engine Optimization, Content Management, Business Intelligence, Knowledge-Centered Services (KCS) |
| Enterprise Applications: | Oracle Knowledge Management (OKM), Oracle Service Cloud, Oracle Knowledge Advanced, Salesforce, MicroStrategy, OBIEE, Business Objects, Siebel, Remedy, TeamTrack, WorldServer, Sharepoint |
| Desktop Applications and OS: | PowerPoint, Visio, Project, Word, Excel, Outlook, MS 365, Windows, Mac, Unix/Linux |
| Certifications: | Oracle RightNow Cloud Service 2016 Certified Implementation Specialist, Oracle RightNow Cloud Service PreSales Specialist |
| Courses: | PMP Certification |

# Professional Experience

## SoftClouds

### **Principal Consultant and Practice Manager**, JAN 2016-Current

* Lead design efforts in creating innovative and forward-thinking technical solutions, including standard, custom, hybrid (cloud and on-premise), and integrated solutions.
* Direct engineers, developers, analysts and other project team members to deliver implementation services to customers per the requirements of the solution and established standards of excellence.
* Manage multiple vendors, business stakeholders, and technical team members to delight customers with solutions that are delivered in scope, within budget, and on time without sacrificing quality of service.
* Oversee the hiring and interviewing process for any members of the Oracle Service Cloud Knowledge Advanced delivery team.
* Demonstrate deep, technical and strategic expertise on practice areas by producing/publishing live webinars, whitepapers, blogs, and community posts.
* Lead pre-sales activities on all Oracle Knowledge and Oracle Service Cloud Knowledge Advanced deals by building and delivering live demos to Oracle prospects, and providing both strategic and technical input to SoftClouds and Oracle sales teams.
* Support the CEO and COO in developing the practices for Oracle Knowledge and Oracle Service Cloud Knowledge Advanced.

## Infogain Corp.,

### **Solutions Architect**, JAN 2012 – JAN 2016

* Helped countless customers implement Knowledge Solution programs and technologies as a solutions architect and strategic consultant on Oracle Knowledge Management implementation and services projects, Knowledge Management engagements, and search and content program development projects
* Managed Information Services and Technology projects at **Apple Inc.** (one of the largest implementations of Oracle Knowledge Management to date) and other Fortune 100 companies
* Trained and developed junior consultants to build and strengthen core delivery teams.
* Coordinated efforts and guided communications between offshore and onshore teams for optimal project delivery and support
* Provided search expertise and program management for **Intuit Inc.** (rivals Apple in size of Oracle Knowledge Management implementation – 130+ servers)
* Galvanized practice development efforts, including writing marketing material, creating templates for Statements of Work (SOW), building estimation sheets for sales, and providing guidance on team management and training

## Intellisurvey Inc.

### **Project Manager**, JUL 2010 - SEP 2011

* Interpret and code market research questionnaires into online surveys using Intellisurvey technologies
* Collaborate with clients and contractors to successfully manage projects during their lifecycles
* Analyze survey data to ensure accuracy of design and implementation

## Oracle (InQuira)

### **Managed Services Delivery Manager**, OCT 2009 - NOV 2010

* Responsible for managing 4 to 6 accounts at any given time, which includes some of the biggest corporations in the world (**Sprint, Choice Hotels, BP**, and more)
* Directed the activities of business analysts, language engineers and technical consultants to work together to enhance the impact of client's software implementations
* Translated business and marketing goals into search requirements, enhancements and projects
* Strategically assisted sales teams to position new services and offerings for current accounts to further enhance the value of the services offered by the group as well as the overall implementation

### **Professional Services Consultant**, OCT 2007 - OCT 2009

* Worked directly with customers at some of the most well-known companies across a wide range of industries to understand their specific business requirements, and actively participate in defining optimum business solutions using InQuira software products (IBM, Pitney-Bowes, McAfee, US Bank, Farmers Insurance, Fannie Mae, and more)
* Provided key analysis of clients' online businesses, and defined KPIs used to build and generate analytics reports that support ROI of product using Microstrategy reports and tools.
* Generated ideas for improving engagement satisfaction with search, UI presentation, organization, and usability
* Performed regular search optimization tuning and quality reviews
* Offered creative solutions to optimize clients' knowledge base content using the InQuira CMS (Information Manager)

## MedAssets (Avega Health Systems)

### **Software Implementation Specialist**, OCT 2006 - JUL 2007

* Delivered Oracle database administrative support for both internal and client databases
* Managed test and production database migration and upgrade projects from start to finish
* Participated in all phases of database tuning projects including strategy, analysis, build, test, and transition for clients' test and production environments

## Microsoft (Butler Hill Group)

### **QA Tester**, DEC 2005 - OCT 2006

* Performed non-scripted tests and acceptance on daily builds of Microsoft's machine translation software by identifying regressions and tracking the changes being implemented
* Logged, tracked, and validated bug defects through the chosen defect management tool
* Recommended solutions for defects to ensure problems are resolved quickly and efficiently
* Executed thorough data integrity checks for new data sets according to pre-defined data requirements

# Education

## **University of Illinois, Urbana, IL, BA**

* Double degree in English Literature and Linguistics
* Golden Key Honor Society
* President of Linguistics Student Organization

# Languages

English, Korean

# Clientele Highlights

* 3M
* Apple
* American Express
* BP
* Broadcom
* Catalyst360 (now Optum)
* CCCIS
* Choice Hotels
* ESET
* Fannie Mae
* Farmers Insurance
* IBM
* Intuit
* Invesco
* Lowes Home Improvement
* Mazda
* McAfee
* Mitel
* MTS
* NCR
* Pitney Bowes
* Serena Software
* Singtel
* Sprint Mobile
* Subaru
* The Hartford Insurance Group
* US Bank