

## Mark Foy

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( Latest resume available at my URL: <http://www.vitalita.com/staff/mfoy.html> )

### EXPERIENCE SUMMARY

**Masters Degree** in Computer Science.

25+ years experience as an **IT consultant**.

21+ years experience with **Oracle**.

16+ years experience with **Oracle E-Business Suite / Applications** - Performing **functional and technical work**

mainly within the Customer Relationship Management (CRM), Sales Force Automation (SFA), and Self-Service modules of Oracle E-Business Suite (EBS) (Oracle Applications / Oracle Financials for Enterprise Resource Planning (ERP)).

13+ years experience with **Oracle CRM**; including: Install Base, Service Contracts, TeleService, iSupport, and TCA.

3+ years working with **large Oracle integrators** such as Oracle Consulting, BearingPoint, Capgemini, and Deloitte.

Started working with Oracle as a software engineer/developer; then began working in Oracle E-Business Suite; next moved to being a technical development team lead; later transitioning to working as a functional lead.

**Functional** responsibilities: requirements gathering, functional gap analysis, application design, configuration, module setup, test script generation/execution, writing training guides, training end users, and production support.

**Technical** (technical lead, developer, etc.) activities: interfacing with users, identifying functional and technical gaps, estimating work, architecting system interfaces, designing custom solutions, programming, leading developers, scheduling, producing documentation, and providing production support.

### JOB INTERESTS

**Oracle E-Business Suite Implementations and Upgrades / Functional Lead / Techno-Functional Consultant / Business Analyst / Architect / Technical Lead** ( Oracle / Oracle E-Business Suite: CRM, ERP, including Oracle R12 and 11i / Implementations, Upgrades, Customizations, Extensions, Interfaces ).

### EDUCATION

**University of Illinois** - Champaign-Urbana, Illinois, U.S.A. (1990-1992)

Master of Computer Science (MCS) - Specialization in Artificial Intelligence (AI).

**Colorado School of Mines** - Golden, Colorado, U.S.A. (1986-1990)

B.S. in Mathematics (BS) - Computer Science (CS) Option - Minors in Physics and Economics.

### COMPUTER SKILLS

Software:	<b>Oracle</b> : 10g, 9i, 8i, 8, 7.x, SQL, PL/SQL (21 yrs) <b>Oracle E-Business Suite (EBS) / Applications</b> : R12, 11i, R11, R10.7, R10.6 (16 yrs); Most experience in Oracle Service/Customer Relationship Management (CRM/JTF): Service/TeleService/Service Requests/Case Management/Customer Support/Customer Care (CS/CSS/CSC), Installed Base (CSI/CSE), Service Contracts/Contracts Core (OKS/OKC), CRM Foundation (JTF), Trading Community Architecture (TCA/HZ), iSupport (IBU), Customers Online (OCO/IMC), Service Intelligence (BIV); Supplementary experience in Distribution, Manufacturing, SCM, and Financials: Order Management (OM/OE/ONT), Shipping Execution (WSH), Inventory (INV), Bill of Materials (BOM), Electronic Commerce/EDI Gateway (EC), Accounts Receivable (AR), Accounts Payable (AP), General Ledger (GL), Purchasing (PO); Other Components: Workflow/Workflow Builder, Alerts (ALR), Application Object Library (AOL/FND), Concurrent Manager (CM), Flexfields; New System Implementations; New Module Installations; Upgrades; Customizations and Extensions; Interfaces and Data Conversion. <b>Oracle Tools/Components</b> : SQL*Plus, SQL*Loader, Browser/Query Builder, Oracle Discoverer; <i>Limited Exposure to</i> : Pro*C, Oracle Application Server (OAS), Oracle Developer and Oracle iDeveloper (including Forms6i and Reports6i), Designer/2000 (20 yrs) <b>Misc.</b> : Toad, SQL Developer, SQL Navigator, DBArtisan, HP ITG (Mercury), BMC, ClearCase, ClearQuest, CVS/RCS, PVCS, DDTs, Lotus, MS Access, Remedy (Call Tracker)
Languages:	<b>SQL</b> (21 yrs) & <b>PL/SQL</b> (19 yrs) <b>Pascal</b> (3 yrs) <b>HTML</b> (3 yrs) <b>C/C++</b> (9 yrs) & <b>Pro*C</b> (10 yrs) <b>FORTRAN</b> (2 yrs) <b>SAS</b> (6 mos) <b>Korn/C/Bourne UNIX shell scripts</b> (6 yrs) <b>JavaScript</b> (1 yr)

## WORK EXPERIENCE

- 2/2015 – present **Twitter** - San Francisco, California, U.S.A.  
Oracle E-Business Suite Business Systems Analyst (Consultant) - IT.  
(Working ~ 90% Functional and 10% Technical within Oracle E-Business Suite.)  
*Environment: Oracle E-Business Suite [R12 (12.1); Order Management (OM/ONT), Receivables (AR), Trading Community Architecture (TCA/HZ)], Salesforce.com (SFDC), Oracle (11g): PL/SQL, SQL. SQL Developer.*  
*Business:* Online social media services.  
\* Designing integrations between O2C (Order-to-Cash) systems - including Oracle Applications (E-Business Suite) R12, Salesforce.com, AdServer, and other internal systems. Gathering requirements, designing solutions, configuration changes, setting up Proof of Concept (POC) demos, designing customizations/extensions, testing solutions, generating/performing test scripts, writing documentation, etc. Primary Oracle modules: Order Management (OM); Accounts Receivable (AR), TCA Customer Master (HZ).  
*Project Characteristics:*  
\* Interfacing billing information from AdServer and SalesForce.com to Oracle EBS (OM/AR).
- 10/2010 – 1/2015 **Riverbed** - San Francisco, California, U.S.A.  
Oracle E-Business Suite Business Systems Analyst (Consultant) - IT.  
(Working ~ 90% Functional and 10% Technical within Oracle E-Business Suite.)  
*Environment: Oracle E-Business Suite [R11i (11.5.10.2); Service Contracts/Contracts Core (OKS/OKC), Installed Base (CSI), Order Management (OM/ONT)], Salesforce.com (SFDC), Oracle (9i): PL/SQL, SQL. SQL Developer.*  
*Business:* Designs, produces, sells, and supports Wide Area Network (WAN) optimization hardware and software solutions.  
\* Involved in multiple projects involving new product introductions, mergers and acquisitions, and contract renewal processes.  
\* New Product Introductions: Enhance the Opportunity to Cash systems (Oracle EBS, Salesforce.com, etc.) to accommodate new sales models and products (subscriptions services, various billing frequencies (e.g., monthly billing), variable pricing based on duration, custom configured products which include dynamically licensed software, etc.).  
\* Optimize Contract Renewal Process: Interface data from Oracle (primarily Oracle Service Contracts and all data related to SCs) to a third party system (Concentrix Renewal Manager) so that renewal opportunities can be quoted to the customer; When SC is ready to be "booked", Renewal Manager interfaces SC back to Oracle SCs for signing and invoicing.  
\* Designing changes to the existing Oracle Applications (E-Business Suite) R11i system and its related systems (including Salesforce.com, a custom quoting system, and a custom software licensing system). Gathering requirements, designing solutions, configuration changes, setting up Proof of Concept (POC) demos, designing customizations/extensions, testing solutions, generating/performing test scripts, writing documentation, etc. Primary Oracle modules: Service Contracts (OKS), Install Base (IB/CSI), & Order Management (OM); Secondary: Accounts Receivable (AR).  
*Project Characteristics:*  
\* Interfacing sales opportunities from Salesforce.com to a custom quoting system; quotes move from custom quoting system into 11i Order Management (OM); Install Base instances (licenses) are interfaces to a custom "license key management" system; additionally, IB license information, along with related Service Contract information, interfaces back to SalesForce.com as a secondary archive (used by sales & technical support to verify entitlement).
- 4/2010 – 9/2010 **CalRecycle** (Department of Resources Recycling and Recovery) - Sacramento, California, U.S.A.  
Oracle E-Business Suite Business Analyst (Consultant) - IT.  
(Working ~ 90% Functional and 10% Technical within Oracle E-Business Suite.)  
*Environment: Oracle E-Business Suite [R12 (12.0.6); TeleService/Service Requests/Case Management (CS), Install Base (CSI), Customer Care (CSC), Universal Work Queue (IEU), Customers Online (OCO/IMC), Trading Community Architecture (TCA/HZ), CRM Foundation/Tasks/Resources (JTF), iSupport (IBU), Collections (IEX)], Oracle (10g): PL/SQL, SQL, Discoverer, Toad.*  
*Business:* Oversees waste management and recycling regulations throughout the state.  
\* Project Business Objective: Track beverage manufacturers, recycling operators and material processors with respect to certifications, violations, revenue, reimbursements, etc..  
\* Working on the implementation of Oracle E-Business Suite R12 system. Involved in the following business analyst tasks: (a) performing configurations, (b) writing up functional specifications for reports/alerts/customizations (including working with users on requirements) and creating high-level technical design documents, (c) generating test scripts, (d) performing quality assurance tests (prior to user testing), and (e) producing training materials, etc.. This

	<p>project phase focused on implementing a set of the Oracle Service/CRM modules such as TeleService/Case Management (CS) and Install Base (CSI).</p> <ul style="list-style-type: none"> <li>* Components designed and tested include: (i) Customer conversion into TCA; (ii) Invoice conversion into AR; (iii) Install Base instance conversion into IB; (iv) Service Request and Task conversion into CS; (v) interfaces to and from IB; (vi) customization to auto-generate service requests; and (vii) various reports.</li> </ul>
	<p><i>Project Characteristics:</i></p> <ul style="list-style-type: none"> <li>* Implementing CRM modules into an R12 instance (modules previously installed: Accounts Receivable (AR), Accounts Payable (AP), Trade Management (OZF), Procurement (PO)).</li> <li>* Interfacing data between Oracle R12 and external third party systems.</li> </ul>
8/2008 – 3/2009	<p><b><u>Wind River</u></b> - Alameda, California, U.S.A.</p> <p><u>Oracle E-Business Suite Functional Lead</u> (Consultant) - IT. (Working ~ 90% Functional and 10% Technical within Oracle E-Business Suite.)</p> <p><b>Environment:</b> <b>Oracle E-Business Suite</b> [R11i (11.5.9+); Service Contracts/Contracts Core (OKS/OKC), Installed Base (CSI)], <b>Siebel</b>, <b>Oracle</b> (9i): <b>PL/SQL</b>, <b>SQL Toad</b>.</p> <p><b>Business:</b> Designs, produces, sells, and supports embedded software products.</p> <ul style="list-style-type: none"> <li>* Project Business Objective: Automate the sales of software TERM licenses within Oracle.</li> <li>* Designing changes to the existing Oracle Applications (E-Business Suite) R11i system and its related custom sub-systems (including Siebel and a custom licensing customer portal). Executing the full project life cycle: requirements gathering, design, configuration changes, technical specifications, generating test scripts, documentation, training, etc.. Primary Oracle modules involved: Contracts/Service Agreements area (Service Contracts and Contracts Core) (OKS/OKC) and Install Base (IB/CSI). Also considering impacts to: TeleService (CS), iSupport (IBU), and Customers Online (OCO/IMC).</li> <li>* Working in the same role on a follow-on project to update the licensing model within all of Wind River's internal business systems (Oracle E-Business Suite 11i and Siebel).</li> </ul> <p><i>Project Characteristics:</i></p> <ul style="list-style-type: none"> <li>* Interfacing new orders from Siebel into 11i Order Management (OM); Customer information interfaces to/from Siebel and 11i via an Oracle Customer Data Hub (CDH) system; Service Contract (SC) renewals are quoted/processed in Siebel where the information about the prior year's SC (products &amp; pricing) is systematically pulled from the 11i SC module; When SC renewals are ready to bill, information is submitted from Siebel into 11i SC and billed in 11i AR.</li> <li>* Customers receive licensing information from a custom licensing web portal (data interfaces from Oracle Install Base (IB) to this portal so it can be presented to customers).</li> </ul> <p>(See below [3/2004] for more information about my prior work at Wind River.)</p>
11/2007 – 6/2008	<p><b><u>TIBCO Software</u></b> – Palo Alto, California, U.S.A.</p> <p><u>Oracle E-Business Suite CRM Business Analyst</u> (Consultant) - IT. (Working ~ 70% Functional and 30% Technical within Oracle E-Business Suite.)</p> <p><b>Environment:</b> <b>Oracle E-Business Suite</b> [R11i (11.5.10); Service Contracts/Contracts Core (OKS/OKC), Installed Base (CSI)], <b>Oracle</b> (9i): <b>PL/SQL</b>, <b>SQL Toad</b>, <b>HP ITG</b> (Mercury), <b>BMC Service Request Management</b>, <b>CCC/Harvest</b> (CA Software Change Manager).</p> <p><b>Business:</b> Develops and sells integration software.</p> <ul style="list-style-type: none"> <li>* Techno-Functional lead analyst on the project to implement TIBCO's Maintenance Renewal process into the Oracle 11i application. Charged with all tasks related to implementing the Service Contracts (SC/OKS/OKC) and Install Base (IB/CSI) modules: gathering business requirements, identifying gaps, design solutions to resolve gaps in the standard Oracle system, configuration/setup, testing, training, and all documentation.</li> <li>* Planned and implemented the data conversion methodology and programs to bring Installed Base (IB) instances (software licenses) and Service Contracts (SCs) (service agreements and maintenance) from a legacy system into the Oracle 11i application. Designed an interface to send entitlement information from SC/IB/OM Oracle 11i to Digital River (for Electronic Software Download entitlements) and to Siebel (for support entitlement verification).</li> </ul> <p><i>Project Characteristics:</i></p> <ul style="list-style-type: none"> <li>* Re-implement entire Order-To-Cash (OTC) process for both: [A] new software license sales (perpetual licenses and term licenses) so that Oracle 11i OM is used, as well as [B] maintenance/service agreement quoting and renewals so that 11i Service Contracts is used.</li> <li>* Interface 11i OM order and 11i SC renewal (entitlement) information to the system providing electronic software downloads to customers (Digital River); Interface 11i AR invoices (for both orders and SC renewals) to Siebel system for use in technical support and reporting.</li> </ul>
9/2006 – 10/2007	<p><b><u>Advent Software</u></b> - San Francisco, California, U.S.A.</p> <p><u>Oracle E-Business Suite Consultant</u> (Consultant) - IT. (Working ~ 65% Functional and 35% Technical within Oracle Applications.)</p> <p><b>Environment:</b> <b>Oracle E-Business Suite</b> [R11i (11.5.10); Installed Base (CSI), Service Contracts/Contracts Core (OKS/OKC), Order Management (OM/ONT), Inventory (INV)], <b>Oracle</b></p>

(9i): **PL/SQL, SQL. Toad.**

*Business:* Develops and sells investment management software and portfolio data services.

\* Working as a business analyst for the final 6 months of a project to expand the implementation of Service Contracts (SC/OKS/OKC) and Install Base (IB/CSI). Involved in testing (both standard functionality and custom functionality), working with Oracle on bugs, developing new business processes, writing training documentation, and configuring the application during go-live.

\* Functional lead on the Phase 2 project which will deliver a number of Service Contract enhancements, as well as preparing the system to interface data to a data warehouse (OLAP).

\* Functional lead on the Oracle 11.5.8 to 11.5.10.2 upgrade project for the following areas: IB, SC, Advanced Pricing, and integration of Oracle to ONYX CRM.

\* Analyst on a project to deliver Advent's software to customer as Electronic Software Downloads (ESD). Working on integration between Oracle Applications and IntraWare's SubscribeNet Electronic Software Delivery Solution.

(See below [4/2005] for more information about my prior work at Advent Software.)

1/2006 –

9/2006

**VMware** – Palo Alto, California, U.S.A.

Oracle E-Business Suite CRM Business Analyst (Consultant) - IT.

(Working ~ 65% Functional and 35% Technical within Oracle E-Business Suite.)

*Environment:* **Oracle E-Business Suite** [R11i (11.5.10); Service Contracts/Contracts Core (OKS/OKC), Installed Base (CSI)], **Oracle** (9i): **PL/SQL, SQL. Toad.**

*Business:* Develops and sells virtualization software.

\* Techno-Functional consulting on the project to implement VMware's Order to Cash process into the Oracle 11i application. Charged with all tasks related to implementing the Service Contracts (SC/OKS/OKC) and Install Base (IB/CSI) modules: gathering business requirements, identifying gaps, design solutions to resolve gaps in the standard Oracle system, configuration/setup, testing, training, and all documentation.

\* Designing and implementing the data conversion methodology to bring Installed Base (IB) instances and Service Contracts (SC) from a legacy system into the Oracle 11i application. Designing an interface to send entitlement information from SC/IB Oracle 11i to Siebel so those can be used by the support organization to verify a customer's right to support.

*Project Characteristics:*

- \* Converting customers from 3 legacy systems; cleansing customer data with Dun and Bradstreet services.
- \* Interfacing Install Base and Service Contract information from 11i to a customer web portal and to a Siebel system for Service Request entitlement and tracking.
- \* Implementing iStore as part of this Order to Cash process; this allows customer to place orders (product and services) on the web.

11/2005 –

12/2005

**Coherent** – Santa Clara, California, U.S.A.

Oracle E-Business Suite Technical Lead (Consultant) - IT.

(Working ~ 35% Functional and 65% Technical within Oracle Applications.)

*Environment:* **Oracle E-Business Suite** [R11i (11.5.10); Installed Base (CSI), Service Contracts/Contracts Core (OKS/OKC), TeleService (CSS), Field Service (CSF), Depot Repair (CSD)], **Oracle** (9i): **PL/SQL, SQL. Toad.**

*Business:* Manufactures Lasers.

\* (This project to implement Oracle 11i CRM into an existing 11i (11.5.10) environment was suspended before it was instantiated into production.)

\* Techno-Functional consulting on the project to implement Oracle CRM including: Install Base (CSI), Service Contracts (OKS/OKC), TeleService (CSS), Field Service (CSF), and Depot Repair (CSD).

\* Leading a 4-person development team. Interfacing between development team and users. Resolving system issues with functional setup or technical work (customization or extensions).

\* Designing and coordinating all data conversion development/testing tasks (for IB instances with Counters, Warranties, Service Agreements, and Service Contracts with Charges) and custom development items (e.g., Field Service Debrief customizations to facilitate data flow to order management (OM) and cost tracking).

4/2005 –

11/2005

**Advent Software** - San Francisco, California, U.S.A.

Oracle E-Business Suite Subject Matter Expert (Consultant) - MIS.

(Working ~ 65% Functional and 35% Technical within Oracle Applications.)

*Environment:* **Oracle E-Business Suite** [R11i; Installed Base (CSI), Service Contracts/Contracts Core (OKS/OKC), Order Management (OM/ONT), Inventory (INV), Bill of Materials (BOM)], **Oracle** (9i): **PL/SQL, SQL. Toad.**

*Business:* Develops and sells investment management software and portfolio data services.

\* Consulting on a project to move Advent's customer product install base and service contracts

from an Onyx legacy system into Oracle Applications. Designing a complete re-architecture of inventory items and bill of materials (BOM) to support all product and service sales, billing, and renewal from the Oracle system. New processes in Order Management (OM) so customer licensed software ends up in the Installed Base (CSI) and Maintenance ends up in Service Contracts (OKS/OKC).

- \* Documenting business requirements; Data design and process re-engineering to fit with the Oracle system; Prototype new business processes; Design legacy data conversion; Configure applications; Create test scenarios.
- \* Developed custom programs: (1) a program to send out updated software versions to entitled customers (utilizes the standard Oracle order API to create and book orders) (results in a mass shipment of the new software version to customers) (PL/SQL – 6000+ lines) and (2) a program to process a flat file containing inventory (INV) and bill of material (BOM) data into the open interface tables to load these items (utilizes the standard Oracle API for Importing Inventory Items, Inventory Categories, and BOMs) (results in items loaded without users having to manually enter them into Oracle) (PL/SQL – 3000+ lines).

2/2005 -	<b>Xilinx</b> - San Jose, California, U.S.A. <u>Functional Oracle E-Business Suite Analyst</u> (Consultant) - IT. (Working ~ 60% Functional and 40% Technical within Oracle Applications.)
3/2005	<b>Environment:</b> <b>Oracle E-Business Suite</b> [R11i; Installed Base (CSI), Service Contracts/Contracts Core (OKS/OKC), Trading Community Architecture (TCA), Accounts Receivable (AR)], <b>Oracle</b> (8i): <b>PL/SQL, SQL Toad</b> . <b>Business:</b> Designs and produces programmable logic devices (PLDs), and software tools for these devices. Provides world-wide solutions, support, and service for PLDs. <ul style="list-style-type: none"><li>* Implemented Oracle Customers Online (OCO/IMC) module. This included enabling Data Sharing and Security (DSS) for OCO and Customer Standard in AR so that users would not be able to modify restricted data as per SOX requirements.</li><li>* Post-production troubleshooting and analysis of business process issues within: Service Contracts (OKS), Install Base (CSI), and TCA/Customer Master. Gather requirements, write functional (MD050) and technical (MD070) specifications, provide recommendations for user challenges, and implement process and system modifications. (Utilized Oracle's Application Implementation Method (AIM) approach, and documented the process using AIM guidelines.)</li></ul>
3/2004 -	<b>Wind River</b> - Alameda, California, U.S.A. <u>CRM Track Functional Oracle Applications Lead</u> (Consultant) - IT. (Working ~ 90% Functional and 10% Technical within Oracle E-Business Suite.)
11/2004	<b>Environment:</b> <b>Oracle E-Business Suite</b> [R11i (11.5.9+); Service Suite/TeleService/Service Requests/Customer Support/Customer Care/Installed Base (CS/CSS/CSC/CSI/CSE), Customers Online (OCO/IMC), Trading Community Architecture (TCA/HZ), Service Intelligence (BIV), Service Contracts/Contracts Core (OKS/OKC), iSupport Self-Service (IBU), CRM Foundation (JTF), Application Object Library (AOL/FND), Concurrent Manager, Flexfields], <b>Oracle</b> (9i): <b>PL/SQL, SQL Toad</b> . <b>Business:</b> Designs, produces, sells, and supports embedded software products. <ul style="list-style-type: none"><li>* Managed all aspects of implementing the Customer Relationship Management (Oracle CRM) suite within the Oracle Applications (E-Business Suite) R11i project; included the following business flows: "Call to Resolution", "Click to Resolution", and "Contracts to Renewal". Performed the full configuration, testing, documentation, training, and post-production support for the following modules: CRM foundation (JTF: Tasks, Resources, and Escalation Management), the TeleService area (Service, Customer Support, Enterprise Install Base, Service Requests, Solution Management System, Customer Care, Contact Center) (CS/CSS/CSI/CSE/CSC), Customers Online (OCO/IMC), Contracts/Service Agreement area (Service Contracts and Contracts Core) (OKS/OKC), and iSupport (IBU). Coordinated implementation details with 4 other functional track leads in the areas of "Record to Report" (Financials), "Procure to Pay" (Manufacturing), "Order to Cash" (Distribution), and "Recruit to Retain" (HRMS). The main business goal of implementing the CRM/Service modules was to effectively manage customer service contracts and entitlement.</li><li>* Worked on all phase of the project life-cycle: (1) Gathered all business requirements in the service provider/service logistics area. (2) Designed training materials to bring users up to speed with the standard system functionality. (3) Performed an initial configuration of the system to support training and demonstration activities. (4) Final design incorporated business processes throughout the Support organization. (5) Completed configuration and setup to meet these needs. (6) Three cycles of testing performed: conference room pilots (CRPs) 1 and 2 and user acceptance testing (UAT). (7) Trained super-users. (8) Supported all go-live activities and post-production troubleshooting.</li><li>* These activities were done within the R2i implementation methodology since this project was lead by BearingPoint.</li></ul>

*Project Characteristics:*

- \* Global implementation for 12 operating unit dispersed in the Americas, Europe (EMEA), and Asia (APAC) completed in 6 months.
  - \* Re-implementation Oracle Applications from legacy 10.7 system (and other custom and third party systems) to 11i (11.5.9).
  - \* Customer Master re-engineered from 10.7 to 11i TCA with de-duplication, address verification, and DUNS number assignment using Dun and Bradstreet (DNB) services.
  - \* Converted the following data from legacy systems into 11i: Service Requests, Installed Base Instances and Systems, Service Contracts, and Customers.
  - \* Orders for new Service Contracts come from Siebel (into 11i OM); renewals are completed using the 11i Service Contracts module directly; pricing occurs using Advanced Pricing (QP).
- 6/2003 - **Xilinx** - San Jose, California, U.S.A.  
 12/2003      Functional Oracle E-Business Suite Analyst (Consultant) - IT.  
                 (Working ~ 60% Functional and 40% Technical within Oracle Applications.)
- Environment:* Oracle E-Business Suite [R11i; Trading Community Architecture (TCA), Service Contracts/Contracts Core (OKS/OKC), Installed Base (CSI), Order Management/Entry (OM/OE), Accounts Receivable (AR), Service Requests (CS), iSupport Self-Service (IBU), Customer Care (CSC), CRM Foundation (JTF), Application Object Library (AOL/FND), Concurrent Manager, Flexfields], Oracle (8i): PL/SQL, SQL. Toad.
- Business:* Designs and produces programmable logic devices (PLDs), and software tools for these devices. Provides world-wide solutions, support, and service for PLDs.
- \* Analyze, design, configure, test, and implement a pilot project to re-architect Xilinx's existing customer model into the Oracle 11i TCA (Trading Community Architecture) framework. Insure that TCA is implemented correctly, and new customers are structured properly, so that: (1) existing functionality and business processes (in the areas of Orders, Contracts, Installed Base Instances, and Invoices) are improved, and (2) future CRM module implementations can take advantage of this new TCA framework. Performed prototype implementations of the following CRM modules in an 11.5.9 instance: iSupport (IBU), Service Requests (CS), Customer Care (CSC), Customers Online (OCO/IMC), and CRM Foundation (JTF).
  - \* Post-production troubleshooting and analysis of Service Agreements/Contracts (including Service Contracts and Contracts Core (OKS/OKC) modules (which included SLA terms)), Install Base (CSI), TCA, and tax issues with Contracts (AR). Full life-cycle from requirements to specifications to testing to deployment using Oracle's AIM approach.
  - \* Custom development to call standard APIs in the Installed Base (CSI) and Contracts (OKC/OKS) modules. This custom process updates installed base instances and contract records to reflect correct ownership information for drop ship orders (PL/SQL).
  - \* Design, prepare, and conduct workshops and training sessions for Service Contracts (OKS) module users to provide them with short cuts and point out lesser-known features so they can improve their day-to-day productivity.
  - \* Analysis of system and process improvements allowing users to perform more transactions, in less time, with better quality. Areas researched include: Oracle Customers Online (OCO/IMC) module, TCA framework, Service Contracts templates, and other CRM areas.
- 3/2003 - **Neptium** (now ShipGenie) - Santa Clara, California, U.S.A.  
 4/2003      Senior Functional/Technical Oracle Applications Analyst (Consultant) - IT.  
                 (Working ~ 70% Functional and 30% Technical within Oracle Applications.)
- Environment:* Oracle E-Business Suite [R11i; Order Management/Entry (OM/OE), Shipping Execution (WSH), Inventory (INV), Application Object Library (AOL/FND), Concurrent Manager, Flexfields], Oracle (8i): PL/SQL, SQL. Toad.
- Business:* Develops software systems that extended functionality of ERP systems.
- \* Development, configuration, and testing of interfaces from Neptium's various systems to Oracle Applications (including the Order Management (OM/ONT), Shipping Execution (WSH), and Inventory (INV) modules among others) (PL/SQL).
- 8/2002 - **ShopNBC (NBC/GE/ValueVision Media)** (now ShopHQ) - Eden Prairie, Minnesota, U.S.A.  
 3/2003      Functional/Technical Oracle E-Business Suite Analyst (Consultant) - IT.  
                 (Working ~ 50% Functional and 50% Technical within Oracle Applications.)
- Environment:* Oracle E-Business Suite [R11i; Order Management/Entry (OM/OE), Shipping Execution (WSH), Inventory (INV), Order Capture (ASO), Workflow, Application Object Library (AOL/FND), Concurrent Manager, Flexfields], Oracle (8i): PL/SQL, SQL. SQLNavigator.
- Business:* E-Retail; B-to-C; web storefront and telephone sales direct to end customers.
- \* Techno-functional troubleshooting of the Shipping Execution (WSH), Order Management (OM/ONT), and Inventory (INV) modules within Oracle Applications. Working on issues related to pick release, pick confirm, deliveries, reservations (hard, soft, ATP), backorders (B/O), interfacing to 3rd party warehouse /packaging systems (ALS and FedEx), and ship confirmations (WSH, ONT, INV). Methodological identification of issues starting from order initiation to ship confirmation and closing of order line. Analysis of all scenarios/pathways an order

line can go through, and issues that may occur during the full lifecycle of an order. Changes in configuration to Shipping, OM, and INV setups as needed to address issues, improve performance, and ensure proper flow of data to 3rd party systems.

- \* Analysis of customizations and enhancements: evaluate design, quality, stability and maintainability of custom code developed to fill gaps between standard Oracle Applications functionality and business requirements. Recommend and implement solutions as needed (PL/SQL).
- \* Authoring SQL and PL/SQL scripts to analyze underlying data for inconsistencies and integrity issues; focus on querying data associated with order lines, deliveries, delivery assignments, and reservations (both custom and standard) to find data issues, create a plan to resolve the problems, and then test and implement the solution.

6/2002 -	<b>Ultratech</b> - San Jose, California, U.S.A. <u>Functional Track Lead</u> (Consultant) - IT. (Working ~ 90% Functional and 10% Technical within Oracle Applications.)
7/2002	<i>Environment:</i> <b>Oracle E-Business Suite</b> [R11i; CRM; Service Suite/TeleService/Customer Support/Customer Care/Installed Base (CS/CSS/CSC/CSI/CSE), Service Contracts/Contracts Core (OKS/OKC), Field Service (CSF), Spares Management (CSP), CRM Foundation (JTF), Trading Community Architecture (TCA), Workflow, Application Object Library (AOL/FND), Concurrent Manager], <b>Oracle</b> (8i): <b>PL/SQL, SQL</b> . <i>Business:</i> Capital goods manufacturing for the silicon chip industry; B-to-B; international business units; maintenance/repair/service/support; service contract sales. <ul style="list-style-type: none"><li>* (This project to implement Oracle 11i was terminated after the investigation, planning and training phases, so the project was not implemented in production.)</li><li>* Managed all aspects of starting the Customer Relationship Management (Oracle CRM) suite implementation within the Oracle Applications (E-Business Suite) R11i project. Performed the initial configuration, testing, documentation, and training of the following modules: the CRM foundation (JTF: Tasks, Resources, and Escalation Management), the TeleService area (Service, Customer Support, Enterprise Installed Base, Service Requests, Solution Management System, Charges, Customer Care, Contact Center) (CS/CSS/CSI/CSE/CSC), Contracts/Service Agreement area (what at that time was called Contracts for Service and Contracts Core) (OKS/OKC), Field Service (CSF), and Spares Management (CSP). Coordinated implementation details with 4 other functional track leads in the areas of Financials, Manufacturing, and Distribution. The main business goal of implementing the CRM/Service modules was to effectively manage customer service contracts, entitlement, and field service (including charging customers as needed).</li><li>* Worked with users on business requirements in the service provider/service logistics area. Designed training materials to bring users up to speed with the standard system functionality. Performed an initial configuration of the system to support training and demonstration activities. These activities were done within the R2i implementation methodology since this project was lead by <u>BearingPoint/KPMG Consulting</u>.</li></ul>
6/2001 -	<b>Managed Storage International</b> (now Datalink) - Broomfield, Colorado, U.S.A. <u>Project Lead/Functional Lead/Technical Architect</u> (Consultant) - IT. (Working ~ 85% Functional and 15% Technical within Oracle Applications.)
9/2001	<i>Environment:</i> <b>Oracle Applications</b> [R11i; CRM; Service/Service Online/Customer Support/Installed Base (CS/CSS/CSE/CSI), iSupport Self-Service (IBU), CRM Foundation (JTF), Trading Community Architecture (TCA), Customer Intelligence-OCI (BIC), Universal Work Queue (IEU), Customer Care (CSC), Interaction Center, Workflow, Application Object Library (AOL/FND), Concurrent Manager, Flexfields], <b>Oracle</b> (8i): <b>PL/SQL, SQL, Workflow Builder, iDeveloper, Discoverer</b> . <i>Business:</i> Data storage solutions and services; B-to-B; indirect sales to end customers via resellers; reselling third party products and services; maintenance/repair/service/support; service contract sales. <ul style="list-style-type: none"><li>* Lead a 3-member team in the accelerated implementation of Oracle Applications (E-Business Suite) R11i in 60 days. Performed the installation of the following modules: components in the Oracle CRM foundation (JTF; e.g., Tasks, Resources, and Interactions), the Trading Community Architecture (TCA), the Service/Service Online and Support modules (e.g., Install Base, Knowledge Base, and Service Requests) (CS/CSS/CSE/CSI), the iSupport Self-Service module (IBU), Customer Care (e.g., Contact Center) (CSC), Universal Work Queue (IEU), and Customer Intelligence (BIC/OCI); additionally implemented shared elements of Accounts Receivables (AR), Order Management (OM/ONT), Contracts (OKC/OKS), Inventory (INV), General Ledger (GL), and Human Resources (HR/PER/HRMS) to allow the full functioning of the CRM/Service components. Implementation focused on providing service support (case management) personnel the ability to efficiently track service requests (trouble tickets) based on entitlement and maintain field equipment configurations (Installed Base).</li><li>* Responsible for all functional aspects of the project: Analysis of user business requirements;</li></ul>

Creation of a functional gap document; Construction of a design document that includes: (1) connection points between Oracle Applications and other business systems and (2) the mapping of business processes within Oracle Applications; Produced a configuration document outlining all setups to achieve a system matched to the business processes (including both Oracle Service/Support modules as well as shared Financial and CRM modules).

- \* Creation of test script documents; lead the conference room pilot (CRP) phase of the project using these testing scenario documents.
- \* Wrote a training guide for users, and used this guide to conduct training sessions.
- \* Developed custom workflows for tracking service requests, and notifying users about the status of these service requests (Workflow Builder).
- \* Worked with Discoverer so users would have the ability to generate ad-hoc reports.
- \* Designed a custom Application Program Interface (API) to import service requests into Oracle Applications (Service module) based on events/problems that occur in a HP OpenView monitoring system (PL/SQL).

1/2001 -	<b>Bluelight.com</b> (now part of Kmart) - San Francisco, California, U.S.A.
5/2001	<u>Senior Oracle Applications Engineer</u> (Consultant) - IT.
	(Working ~ 15% Functional and 85% Technical within Oracle Applications.)
	<p><b>Environment:</b> <b>Oracle Applications</b> [R11; Order Entry/Management (OE/OM), Accounts Receivable (AR), Inventory (INV), Accounts Payable (AP), Purchasing (PO), Application Object Library (AOL/FND), Concurrent Manager, Flexfields], <b>Oracle</b> (8, 8i): <b>PL/SQL, SQL, SQL*Loader, Developer/2000, Forms</b> (4.5). <b>ClearCase, ClearQuest, TOAD, DBArtisan, Korn/C/Bourne shells.</b></p>
	<p><b>Business:</b> E-Retail; B-to-C; web storefront sales direct to end customers.</p>
	<ul style="list-style-type: none"><li>* Enhancements to a custom system that automatically creates Return Material Authorization (RMA) orders within the Order Entry/Management (OE/OM) module. Implemented a front end for internal users in Forms 4.5. Major revisions to the process which creates the RMA (after many validations against various data including original order and invoice, previous adjustments and returns, and restocking fees) so that the process automatically (without user intervention) receives the return into Inventory (INV), and pushes the appropriate credit memo to Accounts Receivable (AR), and creates the payment in Accounts Payable (AP) (PL/SQL).</li><li>* Implemented changes to the custom interface (PL/SQL) that sends pick tickets from the OE/OM module (based on the delivery shipping model; WSH) to a vendor's warehouse management system (WMS). Extensive architectural changes and enhanced error checking. Also enhanced the custom ship confirmation process which takes ship confirmations from the vendor's WMS, and loads them into the standard Oracle Applications interface tables (Open Shipping Interface) so the data can be populated (via the standard Oracle API) into the OE/OM module. This process also includes custom code to store multiple tracking numbers.</li><li>* Trouble shooting of order and customer import into Oracle Applications from a web storefront database. Process uses the standard Order Import and Customer Import as provided by the Oracle Applications, in addition to custom built extensions.</li><li>* Maintenance of custom returns processing code (PL/SQL, SQL*Loader). This code tracks the final disposition of returns (salvage, charity, return to vendor), and associates inventory adjustments with accounting codes so costs can be tracked in the General Ledger (GL).</li><li>* Changes to UNIX shell scripts that send files via an electronic messaging system (EMS).</li><li>* Manage programs in the Application Object Library (AOL/FND) that run all above processes, transfer files to and from Kmart, and have incoming files properly loaded into the Oracle Applications database (Concurrent Manager).</li></ul>
10/1997-	<b>GE Access</b> (originally Access Graphics - now Avnet Technology Solutions) - Boulder, Colorado, U.S.A.
12/2000	<u>Oracle Applications Development Team Technical Lead/Systems Architect/Software Engineer</u> (Consultant) - IT.
	(Working ~ 35% Functional and 65% Technical within Oracle Applications.)
	<p><b>Environment:</b> <b>Oracle Applications</b> [R11i, R10.7 NCA, R10.7, R10.6; Order Entry (OE/OM), Service/Installed Base/Support/Contracts (CS/CSS/CSI/CSE/OKC/OKS), Electronic Commerce/EDI Gateway (EC), Accounts Receivable (AR), Inventory (INV), Accounts Payable (AP), General Ledger (GL), Purchasing (PO), Bill of Materials (BOM), Alerts (ALR), Application Object Library (AOL/FND), Concurrent Manager, Flexfields], <b>Oracle</b> (7.x, 8, 8i): <b>SQL, PL/SQL, Pro*C, SQL*Loader, Developer/2000, Forms</b> (4.5), <b>Reports</b> (2.5), <b>Designer/2000, Brower/Query Builder, Discoverer, C, C++, PVCS, Kintana/Chain Link</b> (Kintana Create/R*I, Kintana Deliver/A*I, O*M), <b>MS Access, Remedy</b> (Call Tracker), <b>Lotus</b>.</p>
	<p><b>Business:</b> Value added distributor (VAD); B-to-B; indirect sales to end customers via resellers (VARs); reselling third party products and services; service/support; service contract sales.</p>
	<ul style="list-style-type: none"><li>* Coordination/Team Lead of 16-member development team on all technical aspects of implementing the Oracle Service module (including Service, Support, Installed Base, and</li></ul>

Contracts - CS/CSS/CSI/CSE/OKC/OKS – all of which would eventually become a part of the CRM suite) with customizations and extensions; involvement in all stages of the system's development lifecycle (12 months); project followed the Six Sigma (6 Sigma) methodology for quality assurance.

New functionality provides the ability to track all indirect sales information (serial number, warranty, final end user, etc.), sell extended warranty contracts (both for support provided by GE Access, and reselling support from third parties), and customer request tracking (including verifying entitlement, level of service, product configuration, etc.).

Acted as a bridge between functional and technical aspects of the project; connecting business user needs with system capabilities and required customizations; interpretation of functional requirements; interactions with users; functional and technical gap, design, and specifications; scheduling; resource estimation and tracking; testing; implementation; post go-live support.

Development included: custom components to interface Service module to Order Entry (OE/OM), Inventory (INV), Accounts Receivables (AR), and Purchasing (PO); data conversion from a legacy system (customers and existing service contracts); custom imports and exports of vendor data; custom pricing module; expanded use of the Accounts Receivables (AR) module to store end user information; creation of a custom service contract approval cycle (PL/SQL, Forms 4.5).

- \* Manage all development aspects of an Oracle Applications R10.6 to R10.7 upgrade (installation included 10 Financial and Manufacturing modules); coordination of a 7-member development team; evaluate and implement changes to all customizations and extensions.
- \* Directed a 4-member development team in the gap analysis, architecture, and interface design for integrating the new MOVE warehouse management system (WMS) (a 3<sup>rd</sup> party product from Optum) with the existing Oracle Applications installation.
- \* Analysis of upgrading from Oracle Applications R10.7 to R11i.
- \* Development of EDI exports and imports with the Oracle EDI Gateway (EC) and custom built extensions in Pro\*C, PL/SQL, and C++/DBTools.
- \* Creation of various Oracle Alerts (ALR) to inform internal users of certain events, or to notify customers of account status (e.g., all active service contracts).
- \* Evaluation and implementation of changes to financial reports and background processes (Reports 2.5, PL/SQL) to accommodate a modification in the fiscal calendar.
- \* Design and implementation of reporting components (Forms 4.5; PL/SQL; Reports 2.5) for Oracle Applications modules and parts of the custom CRM system.
- \* Development of database objects (packages, procedures, triggers, views, etc.) to provide custom functionality within the Oracle Applications, CRM, and data warehouse databases.

2/1996 -

**U S WEST Communications** (now CenturyLink) - Denver, Colorado, U.S.A.

9/1997

Software Engineer (Consultant) - Capacity Provisioning (CP) and LNO.

*Environment: Oracle (7.x): Pro\*C, OAS (Oracle Application Web Server), SQL, PL/SQL, Forms (4.5). C, Korn/C/Bourne shells, MVS, HTML (3.0), JavaScript, Netscape, SAS, CVS/RCS, DDTs.*

*Business: Telecommunications provider; B-to-B and B-to-C; direct sales of phone products and services to end customers; installation/repair/maintenance/service/support.*

- \* Intranet web-OLAP application design and development using the Oracle Application Server (OAS) (PL/SQL toolkit) and SAS (data manipulation, charting).
- \* Design and creation of a custom Oracle data warehouse.
- \* Performed a conversion of data from a legacy system to Oracle. Built a custom ETL Tool (Extraction, Transformation, and Loading tool) (10K lines of Pro\*C).
- \* Creation of C programs for UNIX to MVS mainframe socket communication.

7/1995 -

**Agricultural Ministry of Bavaria** - Munich, Germany.

1/1996

Technical Writer (Consultant).

*Environment: MS-Office.*

- \* Preparation of all documentation for Project SYBIL (see below).

7/1992 -

**Laboratory of Information Technology** (at the University of Trento) - Rovereto, Italy.

6/1995

Group Lead/Software Engineer (Consultant).

*Environment: C, UNIX (Sun, NeXT, SGI), X Windows, Oracle, SQL, Pro\*C, DSS, Models, AI, Pascal, FORTRAN.*

- \* Responsible for full-life cycle management of a GUI-based DSS (Project SYBIL). DSS development in C (20,000+ lines). Interfaced to Oracle via Pro\*C.

3/1995 -

**Danish Institute of Plant and Soil Science** - Tjele, Denmark.

5/1995

Internet/WWW Advisor (Consultant).

*Environment: UNIX (Sun), HTML, Netscape.*

- \* WWW site construction/consultation for EC Project EUNITA.

- 8/1990 - **National Center for Supercomputing Applications (NCSA)** -  
 6/1992      University of Illinois - Champaign, Illinois, U.S.A.  
Software Engineer/Maintainer - Computational Chemistry.  
*Environment: UNIX* (Sun, SGI), **UNICOS** (Cray), **AIX** (IBM RS/6000), **C/Bourne shells, C, X Windows, GUI.**  
 \* Designing user interfaces to chemistry and finite element modeling programs.  
Researcher (independent graduate work).
- Environment: UNIX* (Sun), **UNICOS** (Cray), **VMS** (VAX 8600), **C, Pascal, FORTRAN, AI, GA, NN, Modeling.**
- \* Creation of a traffic control system that utilized a genetic algorithm (GA).
- 5/1990 - **Covia** (then Galileo International and now Travelport) - Englewood, Colorado, U.S.A.  
 8/1990      Technical Analyst (Summer Internship/Contractor) - Tactical Planning.  
*Environment: VM & MVS* (IBM mainframes), **SAS**.  
 \* Utilized the SAS statistical system to analyze mainframe performance.
- 5/1988 - **Ball Corporation** - Westminster, Colorado, U.S.A.  
 5/1990      Construction Scheduler (Contractor) - Packaging Products Group.  
*Environment: Primavera* (Scheduling), **CAD**.  
 \* Maintained electronic PERT models for can plant construction projects.
- 6/1992 - Database Designer/Developer (Contractor) -  
 7/1992      Warehouse Management.  
*Environment: R:Base* (RDBMS), **SQL**.  
 \* Designed and implemented an inventory database (RDBMS) to be used at can plants.

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