Mark Foy

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

 ( LinkedIn = <https://www.linkedin.com/in/markfoy> )

AREAS OF EXPERTISE

Business Systems Consultant / Oracle EBS Functional Lead / Systems Integrator / Product Manager -- interfacing between business and IT -- gathering/documenting user stories and requirements -- fit/gap analysis -- current/target process flows -- functional design -- configuration -- UAT test script generation -- QA testing -- leading UAT (User Acceptance Testing) -- data preparation -- supporting users in testing -- creating training guides and process/system documentation -- hypercare.

EXPERIENCE SUMMARY

**Master’s Degree** in Computer Science.

**IT Consultant**: 26 years’ experience.

**Oracle**: 26 years’ experience.

**Oracle EBS (E-Business Suite) / Applications**: 24 years’ experience; Order To Cash (OTC), CRM, TCA.

**Salesforce**: 4 years’ experience; including Apttus for contract management.

**Business Processes**: primary expertise in OTC-related finance processes: order processing, licensing, service contracts, billing (including subscription billing), taxation, collections; further experience with Source to Pay (STP), sales, support, HR processes (e.g., position management and talent acquisition).

**Stakeholder Collaboration**: building and maintaining constructive networks of partners and teams with the end goal of effectively communicating and representing their processes and system needs.

Worked with **large Oracle integrators** such as [Oracle Consulting](https://www.oracle.com/consulting/), [Deloitte](https://www.deloitte.com/), [BearingPoint](https://www.bearingpoint.com/)/[KPMG](https://home.kpmg/us/en/home.html), and [Capgemini](https://www.capgemini.com/).

**Chronology**: Started as a software engineer/developer (focused in Oracle EBS) --> technical team lead --> functional lead / business solutions analyst / systems integrator / technical product manager.

EDUCATION

[**University of Illinois at Champaign-Urbana**](https://illinois.edu/) (UIUC) - Master of [Computer Science](https://cs.illinois.edu/) (MCS).

[**Colorado School of Mines**](https://www.mines.edu/) (CSM) - B.S. in Mathematics (BS) - Computer Science (CS) Option.

SKILLS

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| Software: | [**Oracle**](https://www.oracle.com/): SQL -- PL/SQL; |
|  | **Oracle E-Business Suite (EBS) / Applications**: R12 -- 11i -- R11 -- R10.7 -- R10.6.Most experience in Order to Cash (O2C), Customer Relationship Management (CRM) and Service: modules/processes: Order Management (OM) -- Installed Base (IB) -- Service Contracts (OKS) -- Service/TeleService/Service Requests -- Accounts Receivable (AR) -- Customer Master/Trading Community Architecture (TCA).Supplementary experience in Financials, Distribution, Manufacturing, and SCM: modules: Shipping Execution (WSH) -- Inventory (INV) -- Bill of Materials (BOM) -- Electronic Commerce/EDI -- Accounts Payable (AP) -- General Ledger (GL) -- Purchasing (PO).Interfaces -- Customizations / Extensions -- Data Conversion -- Upgrades -- Implementations. |
|  | **Oracle Tools**: SQL\*Plus -- SQL\*Loader -- SQL Developer -- CloudIO -- Toad -- DBArtisan. |
|  | **Other Business Systems**: **Salesforce** (SFDC) -- **Workday** -- Mediaocean **Prisma** (APIs for sellers) -- D&B **ERAM** (Enterprise Risk Assessment Manager) (APIs). |
|  | **Misc.**: Agile -- Atlassian (JIRA, Confluence) -- Asana -- MuleSoft. |

WORK EXPERIENCE

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| 2/2015 - 12/2022 | [**Twitter**](https://www.twitter.com/) - San Francisco, California, U.S.A.Sr Business Systems Product/Project Consultant - IT/Finance/Sales/HR. |
|  | *Environment*: **Oracle E-Business Suite** [R12; Receivables (AR), Order Management (OM), Trading Community Architecture (TCA)] -- **Salesforce** (SFDC) -- **Workday** -- **ERAM**. |
|  | \* Tasks: business process analysis (current/future state) -- documenting requirements -- designing solutions -- configuration changes -- setting up Proof of Concept (POC) demos -- designing customizations/extensions -- testing solutions -- writing/performing UAT test scripts -- coordinating UAT -- creating training materials, etc. |
|  | *Main Projects by business area:* |
|  | \* *Sales and Collections*: Integrating Mediaocean’s **Prisma** advertising/media management platform with Twitter’s **Salesforce** and **Oracle EBS** to streamline order processing and provide real-time ad metrics and invoices to advertising agencies.\* *FP&A, HR, Talent Acquisition*: Implementing **Workday** Position Management module to streamline planning, hiring, forecasting, and reporting on companywide headcount.\* *Procurement*: Integrating Purchasing contracts into **Apttus** (**SFDC**) for contract management standardization.\* *Indirect Tax*: For multiple countries: Bringing invoicing into compliance with tax regulations (**Sabrix**).\* A*ll of Finance*: **Oracle EBS** upgrade.\* *OTC*: Integrating acquired businesses into automated **Oracle EBS** billing process.\* *Collections*: Implementation of new collection tool (using **CloudIO**) bolted onto Oracle EBS; with integration to **D&B ERAM**. |
|  | *Characteristics*:\* Multiple integrations (APIs and interfaces for billing, collections, sales, etc.) between: Oracle EBS (OM/AR/TCA) -- Twitter’s Ads platform -- SFDC -- Mediaocean’s Prisma (advertising agency buying platform) -- Sabrix/ONESOURCE tax system -- Dun & Bradstreet’s ERAM -- Workday -- SmartRecruiters -- MuleSoft. |
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| 10/2010 - 1/2015 | [**Riverbed**](https://www.riverbed.com/) - San Francisco, California, U.S.A.Business Systems Technical Product Manager (Consultant) - IT. |
|  | *Environment*: **Oracle E-Business Suite** [R11i; Service Contracts (OKS), Installed Base, Order Management (OM)] -- **Salesforce (SFDC)**. |
|  | \* 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, etc.) to accommodate new sales models and products (subscriptions services, various billing frequencies, variable pricing based on duration, custom configured products/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 related systems (including Salesforce, a custom quoting system, and a custom software licensing system).\* *Tasks*: gathering requirements -- designing solutions -- configuring changes -- setting up Proof of Concept (POC) demos -- designing customizations/extensions -- testing solutions -- generating/performing test scripts -- writing training documentation. |
|  | *Characteristics*:\* Interfacing sales opportunities from Salesforce to a custom quoting system -- quotes move from custom quoting system into 11i Order Management (OM) -- Install Base (IB) instances (licenses) are interfaced to a custom license key management system -- additionally, IB license information, along with related Service Contract information, interfaces back to Salesforce as a secondary archive (used by sales & technical support to verify entitlement). |
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| 4/2010 - 9/2010 | [**CalRecycle**](https://calrecycle.ca.gov/) (Department of Resources Recycling and Recovery) - Sacramento, California, U.S.A.Oracle EBS Functional Lead (Consultant) - IT. |
|  | *Environment*: **Oracle E-Business Suite** [R12; TeleService/Service Requests/Case Management, Install Base, Customer Care, Universal Work Queue, Customers Online, Trading Community Architecture (TCA), CRM Foundation/Tasks/Resources, iSupport, Collections], **Oracle**: **PL/SQL**, **SQL**, **Discoverer**, **Toad**. |
|  | \* *Project Objective*: Track beverage manufacturers, recycling operators and material processors with respect to certifications, violations, revenue, reimbursements, etc.\* Implementing Oracle E-Business Suite R12. This project phase focused on Oracle Service/CRM modules: TeleService/Case Management (CS) and Install Base (IB).\* *Tasks*: performing configurations -- writing up requirements and functional specifications for reports/alerts/customizations and creating high-level technical design documents -- generating test scripts -- performing quality assurance tests (prior to user testing) -- producing training materials.\* *Components designed and tested*: Customer conversion into TCA -- Invoice conversion into AR -- Install Base instance conversion into IB -- Service Request and Task conversion into CS -- interfaces to and from IB -- customization to auto-generate service requests -- reports. |
|  | *Characteristics*:\* Implementing R12 CRM modules into existing R12 environment with previously installed modules: Accounts Receivable (AR), Accounts Payable (AP), Trade Management, Procurement (PO).\* Interfacing data between Oracle R12 and external third-party systems. |
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| 8/2008 - 3/2009 | [**Wind River**](https://www.windriver.com/) - Alameda, California, U.S.A.Oracle E-Business Suite Functional Lead (Consultant) - IT. |
|  | *Environment*: **Oracle E-Business Suite** [R11i; Service Contracts, Installed Base] -- **Siebel**. |
|  | \* *Project Objective*: Automate software sales within Oracle.\* Designing enhancements to the existing Oracle Applications (E-Business Suite) R11i system and its related custom sub-systems (including Siebel and a licensing customer portal).\* Executing the full project life cycle: requirements gathering -- design -- configuration changes -- technical specifications -- generating test scripts -- documentation -- training.\* Primary Oracle modules involved: Contracts/Service Agreements (Service Contracts) and Install Base. Also evaluating impacts to: TeleService, iSupport, and Customers Online.\* Follow-on project to update the licensing model within all of Wind River’s internal business systems (Oracle E-Business Suite 11i and Siebel). |
|  | *Characteristics*:\* 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 SC (products & pricing) is systematically pulled from the 11i SC module -- When SC renewals are ready to bill, information is interfaced from Siebel into 11i SC and billed in 11i AR.\* 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). |
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| 11/2007 - 6/2008 | [**TIBCO Software**](https://www.tibco.com/) - Palo Alto, California, U.S.A.Oracle EBS/CRM Business Analyst (Consultant) - IT. |
|  | *Environment*: **Oracle E-Business Suite** [R11i; Service Contracts, Installed Base], **PL/SQL**. |
|  | \* 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 Service Contracts and Install Base modules: gathering business requirements -- identifying gaps -- designing architecture to resolve gaps -- configuration/setup -- testing -- training -- documentation. |
|  | \* Planned and implemented the data conversion methodology and code to bring Installed Base (IB) entities (software licenses) and Service Contracts (SCs) (service agreements) from a legacy system into the Oracle 11i application. |
|  | *Characteristics*:\* Re-implement entire Order-To-Cash (OTC) process for both: [A] new software license sales (move to Order Management in Oracle 11i), as well as [B] service agreement quoting and renewals (move to Oracle Service Contracts module).\* Interfaces: [A] 11i OM order and 11i SC renewal (entitlement) information to the system providing electronic software downloads to customers (Digital River); [B] 11i AR invoices (for both orders and SC renewals) to Siebel system for use in technical support and reporting. |

OTHER CONSULTING CLIENTS

VMware -- Coherent -- SS&C Advent (2) -- AMD Xilinx (2) -- Wind River (2) -- ShopHQ (iMedia Brands) -- Veeco -- Managed Storage International -- Bluelight.com (Kmart) -- GE Access (Advent) -- CenturyLink -- Agricultural Ministry of Bavaria -- Danish Institute of Plant and Soil Science -- National Center for Supercomputing Applications (NCSA) -- Galileo International (Travelport) -- Ball Corporation [[Some details about these prior consulting engagements can be found in my LinkedIn profile = <https://www.linkedin.com/in/markfoy> ]]

TESTIMONIALS / RECOMMENDATION LETTERS

Testimonials from colleagues:

 (1) <https://www.vitalita.com/docs/mark_foy_rec_letters.pdf> or

 (2) <https://www.vitalita.com/docs/mark_foy_rec_letters.docx>

RESUME

The latest version of this resume:

 (1) <https://www.vitalita.com/docs/mark_foy_resume.docx> or

 (2) <https://www.vitalita.com/staff/mfoy.html>