

**Mark Foy**

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

**EXPERIENCE SUMMARY**

**Masters Degree** in Computer Science.

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

25+ years experience with **Oracle**.

20+ 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: **Oracle:** 12c, 11g, 10g, 9i, 8i, 8, 7.x, SQL, PL/SQL (25 yrs)  
**Oracle E-Business Suite (EBS) / Applications:** R12, 11i, R11, R10.7, R10.6 (20 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 Financials, Distribution, Manufacturing, and SCM:** Accounts Receivable (AR), Order Management (OM/OE/ONT), Shipping Execution (WSH), Inventory (INV), Bill of Materials (BOM), Electronic Commerce/EDI Gateway (EC), 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.  
**Oracle Tools/Components:** SQL\*Plus, SQL\*Loader, Browser/Query Builder, Oracle Discoverer; *Limited Exposure to:* Pro\*C, Oracle Application Server (OAS), Oracle Developer and Oracle iDeveloper (including Forms6i and Reports6i), Designer/2000 (20+ yrs)  
**Misc.:** Toad, SQL Developer, SQL Navigator, DBArtisan, HP ITG (Mercury), ClearCase, ClearQuest, CVS/RCS, PVCS, MS Access, Remedy (Call Tracker)

Languages: **SQL** (20+ yrs) & **PL/SQL** (19 yrs)  
**C/C++** (9 yrs) & **Pro\*C** (10 yrs)

## WORK EXPERIENCE

2/2015 -  
present

**Twitter** - San Francisco, California, U.S.A.

Oracle E-Business Suite Business Systems Analyst (Consultant) - Finance/IT.  
(Working ~ 90% Functional and 10% Technical within Oracle E-Business Suite.)

*Environment:* **Oracle E-Business Suite** [R12 (12.1); Receivables (AR), Order Management (OM/ONT), Trading Community Architecture (TCA/HZ)], **Salesforce.com (SFDC)**, **Oracle (12c): PL/SQL, SQL, SQL Developer.**

*Business:* Social media.

\* 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: Accounts Receivable (AR), Order Management (OM); 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 project phase focused on implementing a set of the Oracle Service/CRM modules such as TeleService/Case Management (CS) and Install Base (CSI).

- \* 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.

*Project Characteristics:*

- \* Implementing CRM modules into an R12 instance (modules previously installed: Accounts Receivable (AR), Accounts Payable (AP), Trade Management (OZF), Procurement (PO)).
- \* Interfacing data between Oracle R12 and external third party systems.

8/2008 - **Wind River** - Alameda, California, U.S.A.

3/2009 Oracle E-Business Suite Functional Lead (Consultant) - IT.

(Working ~ 90% Functional and 10% Technical within Oracle E-Business Suite.)

*Environment:* **Oracle E-Business Suite** [R11i (11.5.9+); Service Contracts/Contracts Core (OKS/OKC), Installed Base (CSI)], **Siebel, Oracle** (9i): **PL/SQL, SQL. Toad**.

*Business:* Designs, produces, sells, and supports embedded software products.

- \* Project Business Objective: Automate the sales of software TERM licenses within Oracle.
- \* 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).
- \* 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).

*Project 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 year's SC (products & 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.
  - \* 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).
- (See below [3/2004] for more information about my prior work at Wind River.)

11/2007 - **TIBCO Software** - Palo Alto, California, U.S.A.

6/2008 Oracle E-Business Suite CRM Business Analyst (Consultant) - IT.

(Working ~ 70% Functional and 30% 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, HP ITG** (Mercury), **BMC Service Request Management, CCC/Harvest** (CA Software Change Manager).

*Business:* Develops and sells integration software.

- \* 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.
- \* 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).

*Project Characteristics:*

- \* 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.
- \* 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.

9/2006 - **Advent Software** - San Francisco, California, U.S.A.

10/2007 Oracle E-Business Suite Consultant (Consultant) - IT.

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

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

- 1/2006 - **VMware** - Palo Alto, California, U.S.A.  
9/2006 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.**
- 11/2005- **Coherent** - Santa Clara, California, U.S.A.  
12/2005 Oracle E-Business Suite CRM 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.**
- 4/2005 - **Advent Software** - San Francisco, California, U.S.A.  
11/2005 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.**
- 2/2005 - **Xilinx** - San Jose, California, U.S.A.  
3/2005 Functional Oracle E-Business Suite Analyst (Consultant) - IT.  
(Working ~ 60% Functional and 40% Technical within Oracle Applications.)  
*Environment: Oracle E-Business Suite* [R11i; Installed Base (CSI), Service Contracts/Contracts Core (OKS/OKC), Trading Community Architecture (TCA), Accounts Receivable (AR)], **Oracle** (8i): **PL/SQL, SQL. Toad.**
- 3/2004 - **Wind River** - Alameda, California, U.S.A.  
11/2004 CRM Track Functional Oracle Applications Lead (Consultant) - IT.  
(Working ~ 90% Functional and 10% Technical within Oracle E-Business Suite.)  
*Environment: Oracle E-Business Suite* [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], **Oracle** (9i): **PL/SQL, SQL. Toad.**
- 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.**
- 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.**
- 8/2002 - **ShopNBC (NBC/GE/ValueVision Media)** (now Evine) - 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.**
- 6/2002 - **Ultratech** (now Veeco) - San Jose, California, U.S.A.  
7/2002 Functional Track Lead (Consultant) - IT.  
(Working ~ 90% Functional and 10% Technical within Oracle Applications.)  
*Environment: Oracle E-Business Suite* [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], **Oracle** (8i): **PL/SQL, SQL.**

- 6/2001 - **Managed Storage International** (now Datalink) - Broomfield, Colorado, U.S.A.  
 9/2001 Project Lead/Functional Lead/Technical Architect (Consultant) - IT.  
 (Working ~ 85% Functional and 15% Technical within Oracle Applications.)  
*Environment: Oracle Applications* [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], **Oracle** (8i): **PL/SQL, SQL, Workflow Builder, iDeveloper, Discoverer**.
- 1/2001 - **Bluelight.com** (now part of Kmart) - San Francisco, California, U.S.A.  
 5/2001 Senior Oracle Applications Engineer (Consultant) - IT.  
 (Working ~ 15% Functional and 85% Technical within Oracle Applications.)  
*Environment: Oracle Applications* [R11; Order Entry/Management (OE/OM), Accounts Receivable (AR), Inventory (INV), Accounts Payable (AP), Purchasing (PO), Application Object Library (AOL/FND), Concurrent Manager, Flexfields], **Oracle** (8, 8i): **PL/SQL, SQL, SQL\*Loader, Developer/2000, Forms** (4.5). **ClearCase, ClearQuest, TOAD, DBArtisan, Korn/C/Bourne shells**.
- 10/1997- **GE Access** (originally Access Graphics - now Tech Data) - Boulder, Colorado, U.S.A.  
 12/2000 Oracle Applications Development Team Technical Lead/Systems Architect/Software Engineer (Consultant) - IT.  
 (Working ~ 35% Functional and 65% Technical within Oracle Applications.)  
*Environment: Oracle Applications* [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], **Oracle** (7.x, 8, 8i): **SQL, PL/SQL, Pro\*C, SQL\*Loader, Developer/2000, Forms** (4.5), **Reports** (2.5), **Designer/2000, Browser/Query Builder, Discoverer. C, C++, PVCS, Kintana/Chain Link** (Kintana Create/R\*I, Kintana Deliver/A\*I, O\*M), **MS Access, Remedy** (Call Tracker), **Lotus**.
- 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, CVS/RCS, DDTs**.
- 7/1995 - **Agricultural Ministry of Bavaria** - Munich, Germany.  
 1/1996 Technical Writer (Consultant).
- 7/1992 - **Laboratory of Information Technology** (at the University of Trento) - Rovereto, Italy.  
 6/1995 Group Lead/Software Engineer (Consultant).
- 3/1995 - **Danish Institute of Plant and Soil Science** - Tjele, Denmark.  
 5/1995 Internet/WWW Advisor (Consultant).
- 8/1990 - **National Center for Supercomputing Applications (NCSA)** -  
 6/1992 University of Illinois - Champaign, Illinois, U.S.A.  
Software Engineer/Maintainer - Computational Chemistry.  
Researcher (independent graduate work).
- 5/1990 - **Covia** (then Galileo International and now Travelport) - Englewood, Colorado, U.S.A.  
 8/1990 Technical Analyst (Summer Internship/Contractor) - Tactical Planning.
- 5/1988 - **Ball Corporation** - Westminster, Colorado, U.S.A.  
 5/1990 Construction Scheduler (Contractor) - Packaging Products Group.  
 6/1992 - Database Designer/Developer (Contractor) -  
 7/1992 Warehouse Management.

## RECOMMENDATION LETTERS

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