

Mark Foy

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

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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, Deloitte, BearingPoint/KPMG, and Capgemini.

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 (UIUC) - Master of Computer Science (MCS).

Colorado School of Mines (CSM) - B.S. in Mathematics (BS) - Computer Science (CS) Option.

SKILLS

Software: **Oracle:** 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

2/2015 - **Twitter** - San Francisco, California, U.S.A.

12/2022 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**).
- * *All 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.

10/2010 - **Riverbed** - San Francisco, California, U.S.A.
1/2015 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).

4/2010 - **CalRecycle** (Department of Resources Recycling and Recovery) - Sacramento, California, U.S.A.
9/2010 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*.

- 8/2008 - **Wind River** - Alameda, California, U.S.A.
3/2009 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).
- 11/2007 - **TIBCO Software** - Palo Alto, California, U.S.A.
6/2008 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/markfoyl>]]

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/mfoyl.html>