

E-MAIL ID: [maclyn.macrose@gmail.com](mailto:maclyn.macrose@gmail.com)  
PHONE #: +91-9916701159

**WORK EXPERIENCE****8 years**

Program manager with over 8 years of experience in training , planning, coordinating ,executing, testing , controlling ,managing and closing various Oracle Partner Business projects. My major focus is to contribute to the success and long-term growth of the company by capitalizing on my project management experience and applying my expertise in the various areas of business to ensure the timely accomplishment of all identified goals and schedules.

**ORACLE SOLUTION SERVICES**

Designation: Program Manager

Location: Bangalore

Roles	Responsibilities
Program Manager	<ul style="list-style-type: none"><li>• Collaborate and engage with stakeholders and cross-functional teams with respect to Partner Business projects and requirements</li><li>• Design operational framework for process and tool enhancements for Customer and organization</li><li>• Prepare Project Studies and construct timelines and schedules for various projects</li><li>• Conduct and monitors projects and construct timelines and schedules for timely delivery</li><li>• Lead UAT (User Acceptance Testing) and co-ordinate with technical team for fixing issues with Oracle tools &amp; applications by raising bugs or tickets</li><li>• Simplification and Automation projects to implement new applications and processes</li><li>• Publish reports for a team of 25 analyzing their Key Performance Indicators, SLAs and Operational Metrics</li><li>• Conducts audits , root cause analysis and execute corrective action activities to deliver quality improvements of all deliverables</li><li>• Oversee Partner oriented leverage programs for Oracle partner business (Cloud OPN Low Cost Demo Dev Test program)</li><li>• Conduct organizational meetings with management and Oracle partner to discuss operational findings, queries and best practices for various line of business – Cloud, License and Hardware</li><li>• Standardized new hire training schedule and module</li></ul>
Partner Transactional Center – Business Analyst	<ul style="list-style-type: none"><li>• Align with Oracle Value Added Resellers and Value Added Distributors to negotiate budget approvals and modifications</li><li>• Engage and co-ordinate with our Global Process Owner for process enhancements, fixing process related issues and for transition and implementation of new process</li><li>• Expert advice to Sales, Oracle Partners and Oracle Value Added Distributors (VAD) to ensure the successful administration of complex non-standard business deals and assist Sales in identifying deal or approval issues and alternative approaches</li><li>• In support of sales leadership, and only as needed, coordinate the engagement of functional stakeholders (Legal, RevRec, Quoting, Credit, LMS, OFD, HQ, etc.) including international</li><li>• Simplified and Automated various Partner process</li><li>• Spearheaded UAT (User Acceptance Testing) with a team of testers</li></ul>

<b>Cloud Divisional Process Owner</b>	<ul style="list-style-type: none"> <li>• Audits for Cloud Operational process.</li> <li>• Trainer for Cloud Deal Management in Bangalore Center for new hires and new process training</li> <li>• Knowledge Management for Cloud Deal Management Process for Bangalore Center.</li> <li>• Worked with operations for process &amp; tool enhancements.</li> <li>• Engaged with global team for testing of implementing new applications and processes.</li> <li>• Led process knowledge assessments for Cloud Operations Bangalore Center.</li> <li>• Co-ordinated with technical team for fixing issues with tools &amp; applications by raising Bug or ticket.</li> <li>• Engaged and coordinated with our Global Process Owner for process enhancements, fixing process related issues and for transition and implementation of new process.</li> <li>• Provided expert advice to sales to ensure the successful administration of complex non-standard business deals and assist Sales in identifying deal or approval issues and alternative approaches.</li> <li>• In support of sales leadership, and only as needed, coordinate the engagement of functional stakeholders (Legal, RevRec, Quoting, Credit, LMS, OFD, HQ, etc.) including international.</li> </ul>
<b>Senior Deal Specialist-Cloud Deal Management</b>	<ul style="list-style-type: none"> <li>• Drafted contracts/quotes of various Cloud Offerings (SaaS, PaaS &amp; IaaS Operations).</li> <li>• Subject Matter Expert (SME) for various cloud offerings.</li> <li>• Major contributor to Quality control team for cloud business</li> <li>• Responsible for handling a team of 5 members with respect to quality &amp; productivity.</li> <li>• Acting lead /SPOC (single point of contact) for various global updates received. Also conduct knowledge sharing sessions to circulate the latest updates received.</li> <li>• Documentation and presentation of all the process documents.</li> <li>• Point of contact for escalations and query resolutions.</li> </ul>
<b>Order Management Analyst</b>	<ul style="list-style-type: none"> <li>• Created and maintained Sales Orders and Quotations</li> <li>• Conducted survey and tabulated survey report on the complexity of orders and the time consumption for each type of orders, which helped in creating the TAT (turnaround time) reports for the team.</li> <li>• Well versed with Oracle R12 applications and supporting tools.</li> <li>• Subject Matter Expert (SME) for the various Line of Business handled and provide query resolution.</li> <li>• Audit quality of various orders submitted by the team.</li> <li>• Conduct trainings &amp; update sessions for new joiners and the team at regular intervals and documented the same for various LOBs. Documents were standardized to streamline the process.</li> <li>• Construct process summaries undertaken for better understanding of process for internal and external Stakeholders.</li> <li>• Tabulate validation check list to improve sales submission quality and to reduce errors with would improve the TAT (Turnaround Time).</li> <li>• Handle complex process and requests efficiently and independently.</li> </ul>

## ACHIEVEMENTS:

- Received RNR Award for extraordinary performance for the quarter.
- Received 2 recognition awards, Appreciations on project completion.
- Stakeholder's appreciation for timely deliverables.

## PROJECTS:

- SLA's and Operational Metrics
- Confluence Documentation of Process
- Knowledge Management
- TAT (Turnaround Time) Control
- Complexity of orders determined by non- standard approvals
- UAT (User Acceptance Testing) for tools, applications and process
- OPN Limited Low Cost Demo Dev Test Program for Oracle Partners

## EDUCATIONAL QUALIFICATION:

Master of Science in Life Science

2009— 2011

Bachelor of Science in Biotechnology

2006 —2009

---

**PROFESSIONAL SKILLS:**

- Complete Functional Process Knowledge on Q2OO (Quote to Order Operations)
- Follow established processes, policies & quality standards
- Evaluate performance and give recommendations
- Oversee implementation of Process Improvement systems
- Create guidelines and procedures
- Oversee timelines and schedules
- Apply professional, technical and operational experience to continuously improve quality.
- Accountability in delivering high quality and timely results.
- Well versed with MS Office Package.
- Identify and utilize ways to increase process knowledge and skills.
- Ensure teams KPI's are met.
- Takes ownership for the completion of work assigned.

---

**Co-curricular Activities:**

- Secretary for Fun@Work and lead co-curricular activities for Oracle India.

---

**DECLARATION:**

I hereby declare that the details furnished above are true and correct to the best of my knowledge.

Maclyn.J