RAVI J. DEOT

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San Jose, CA

ENGINEER • CUSTOMER SUCCESS • HUMAN CAPITAL MANAGEMENT • ENTERPRISE RESOURCE PLANNING • SUPPLY CHAIN MANAGEMENT

-Energetic Hi-Tech Professional with 14+ years of progressive experience demonstrating advanced problem-solving skills, with a proven record of delivering high quality work and prompt turnaround time.

- Customer Success Leadership across the following Cloud SaaS Solutions: ERP, EPM, SCM. Teaming with the multiple groups within Sales, Support, Operations, and Consulting.

-Toastmaster- Distinguished Toastmaster (DTM). Managed clubs of more than 100 people in Facebook, Intuit, Hewlett Packard, Space Systems Loral, Stanford University and Lawyers club.

EDUCATION

MBA International Business, Marketing, Finance - University of San Francisco - 2011

BS   Industrial and Systems Engineering - San Jose State University - 2006

PROFESSIONAL EXPERIENCE

8x8, San Jose, CA   2019 - Present

Customer Marketing Manager

- Work with Professional Services and Customer Success organizations to drive successful onboarding
- Work with appropriate stakeholders to improve onboarding and drive adoption at the end-user level
- Get to know and understand customer's usage and pattern of our products to identify gaps and opportunities to positively influence the adoption
- Implement end-user awareness campaigns to successfully increase product knowledge, benefits, and adoption
- Create a value proposition for using 8x8 product suite to derive higher ROI with existing customers
- Collaborate across 8x8 organization, working closely with services, sales, marketing, finance, and products
- Work with customer-facing organizations at 8x8 to drive customer appreciation programs

ORACLE CORPORATION, San Jose, CA   2013-2019

Customer Reference Manager (*ERP, EPM, SCM, HCM*)
- Manage High Touch Sales Reference Fulfillment for three priority product portfolio areas – ERP / EPM / SCM Cloud
- Manage coordination of the global virtual fulfillment support resources to Portfolio area of responsibility
- Responsible for structured and ad hoc reporting surrounding request fulfillment status as well as real-time overall program status and related customer status changes
- Managing Global Customer Programs – Sales Conferences, Reference meetings, Account Management

Strategic Customer Success Manager *(ERP, EPM, SCM, CPQ)*
- Personalized/Standardized Engagement Model Across Oracle Cloud SaaS Solutions – On-boarding, Ops Reviews, QBRs, Roadmap, and Upgrade Planning
- Optimize Customer's Oracle Cloud SaaS Investment by Being Proactive, Sharing Best Practices
- Improve User Success and Adoption.
- Keep Customer Informed of New Products and Features.
- Facilitate Timely Resolution of Critical Executive Escalations.

Applications Sales Rep *(HCM),* Redwood City, CA
- Southeast Enterprise Accounts - Human Capital Management Applications. Major Accounts are the following- Acosta, Coca Cola, Chick-fil-A, DHL, DuPont, Fidelity, Fruit of the Loom, GEICO, Harris, Hilton, IHG, Papa John's, Publix, Regions Financial, Ruby Tuesday, ServiceMaster.
- Quota - Fiscal Year 2014 = 206.99% of Plan, $7.35 million sold; Fiscal Year 2015 = 186.5% of Plan, $7.59 million sold.
- Manage and close Oracle Applications sales opportunities through forecasting, account resource allocation, account strategy, and planning.
- Support sales through calls and/or web-based presentations to manage product positioning, and strategies.
- Increase pipeline through demand generation and targeted campaigns to the Oracle Applications install base accounts.
- Learn and maintain in-depth knowledge of Oracle Application products and technologies, competitors, cloud strategy, industry trends.
- Architect Oracle Applications based solutions to client's requirements.
- Develop and maintain competitive knowledge on industries and products to leverage in the sales cycle.
- Executive level discussions from VP to CXO and solution selling.

TESSERA TECHNOLOGIES, San Jose, CA   2012-2013
Program and Operations Manager
- Manage assigned programs from business case development to end of life.
- Drive proper Product Life Cycle (PLC) milestones closure and documentation, track milestones and deliverables.
- Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion.
- Liaison with factory program managers and other stakeholders.

EXAR CORPORATION, Fremont, CA   2007 – 2012
   Business Marketing – Sales
- Provide complete support to all distributors and reps requiring quote (RFQ's) and debit reviews (~ 250 / week) in Model N (CRM). Improved cycle time from 48 hours to 24 hours for RFQ's.
- Generate Key Indices Reports – Bookings $10K+, Major Customer Revenue Trend (90% revenue), New and Power Management Products. (Top 4- Electronic, Bluetooth, Mobile, Medical Devices)

   Customer Quality Engineer
- Provide direct feedback to all of Exar's customers using RightNow (Oracle ~100 / week).
- Streamlined processes to enhance reliability and quality assurance and introduced improvements based on customer inquiries and survey data (Reporting directly to the Sr. VP of Operations, Quality and Reliability).

   Project Leader
- Provide effective project management with responsibility for overseeing supply chain management systems and process, including- new product releases, customer relations, operations performance, improved on-time delivery from 85% to 98%, shipments, revenue attainment, SharePoint portals, RMA's and inventory control.
- Planned and implemented of new application software solutions to maximize yield improvement by 20%, collaborating extensively with IT, engineering, and management, which resulted in - $1.4M + / year in savings.

MAXIM INTEGRATED PRODUCTS, San Jose, CA   2006 - 2007
   Industrial Engineer

Technical Expertise:

Cloud: Cloud Applications, Cloud at Customer, Cloud Security
Applications: **Customer Experience** - Configure, Price, and Quote; **Enterprise Performance Management**- Financials Close and Reporting, Planning Budgeting, and Forecasting; **Enterprise Resource Planning** - Financials, Procurement, Project Portfolio Management; **Human Capital Management** - Applications, Cloud Solutions; **Supply Chain Management** - Manufacturing, Product Lifecycle Management
CRM- Salesforce, RightNow
Semiconductors: Analog, Linear & Mixed-signal Devices. Products- Connected Home (In-Home Connectivity, Cable Broadband, Satellite & Terrestrial), Infrastructure (Data Reduction & Security, Wired Infrastructure, Wireless Networking), Power Management (Power Conversion, Systems Controls, Universal PMICs, LED Lighting), Interface (AFEs, Bridges, Serial Transceivers, UARTS, T/E Carrier Communications)