TROY ESSICK - TECHNICAL PROJECT MANAGER (Infor)

Infor CloudSuite | Healthcare ERP Delivery | Multi-Tenant SaaS Migration & Program Recovery

NEWYORK-PRESBYTERIAN HOSPITAL

- Role: Technical Project Manager

- Software: Infor CloudSuite (Finance, SCM, HCM) - Multi-Tenant SaaS on AWS

- Tools: Infor OS, Excel, SharePoint, Jira, MS Project, Teams, Clarity CloudSuite, Agile, Hybrid, Traditional methodologies, SaaS Delivery Guide, CloudSuite Portal, CRM, Infor Data Lake, Infor Data Loader, Infor

- Mongoose, Infor ION, Ming.le

- Oversaw go-live and stabilization phases during multi-module CloudSuite ERP implementation

- Aligned IT, Finance, and Infor consulting teams to track escalations, data validation, and task completion

- Reviewed environment configurations, test scripts, and migration pass dependencies

- Resolved UAT bottlenecks and coordinated defect triage across Infor and NYP stakeholders

Result: Supported successful stabilization across 3 core modules - Reduced daily critical tickets by 45% within first 60 days

Infor TPM Portfolio includes legacy migrations, ERP stabilization, and multi-tenant SaaS delivery for high-stakes healthcare customers.