

TROY ESSICK - CUSTOMER SUCCESS MANAGER (Oracle)

Oracle Cloud ERP | Logistics | KPI-Driven Onboarding & Cloud Success

GXO LOGISTICS SUPPLY CHAIN, INC.

- Role: Customer Success Manager
- Software: Oracle Cloud ERP (Finance, Procurement, SCM)
- Tools: Oracle CS Cloud, OCI, Oracle Cloud Readiness Toolkit, Slack, Excel, PowerPoint, Teams, Outlook, Zoom, OneNote
- Supported a high-volume logistics customer through Oracle Cloud onboarding
- Delivered strategic onboarding briefings across Finance & SCM stakeholders
- Managed touchpoints for IT, cloud provisioning, environment tracking, and KPIs
- Interfaced with Oracle Consulting and GXO's transformation office to ensure rollout timelines
- Supported success planning from Day 1 onboarding to post-go-live review alignment

Result: Maintained 95% satisfaction - Onboarding completed ahead of 90-day milestone - Strengthened executive-to-CSM relationship

Oracle CSM Portfolio includes onboarding management, KPI planning, quarterly business reviews, and cloud value realization across industries.