

TROY ESSICK - CUSTOMER SUCCESS MANAGER (Oracle)

Oracle Cloud ERP | Higher Education | KPI-Driven Onboarding & Cloud Success

UNIVERSITY OF MAINE SYSTEM

- Role: Customer Success Manager
- Software: Oracle Fusion Cloud (ERP, HCM, EPM)
- Tools: Oracle IRR Dashboard, CS Cloud, OCI, Slack, PowerPoint, Excel, OneNote, MS Project, Outlook, Teams, Zoom
- Facilitated a multi-pillar onboarding program across ERP, HCM, and EPM
- Delivered full Implementation Readiness Review (IRR) using Oracle CS tools
- Created a KPI-driven success plan tailored to a public university system
- Managed onboarding risk tracking, escalations, and cloud readiness validation
- Collaborated with HCM CSM and delivery teams to ensure stakeholder alignment

Result: IRR delivered within 16 weeks - 35% faster onboarding - Full alignment with Oracle success playbook

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