# ROD VIAL

## Service Delivery Director / Senior Principal Technical Account Manager
## Oracle Managed Cloud / Oracle Advanced Customer Services

**Tasks Description**

**Oracle Products -** Provides Service Solution based on ITIL best practices and compliance standards as well Drive delivery execution and delivery excellence in adherence to service level agreements (SLAs) and amendment, contract agreement requirements for prestige portfolio of Managed Services top 100 client accounts governance.

• Primary owner for Managed Services BAU and project-specific delivery and management
• Deliver to program/project-specific SLAs and contractual requirements
• Conduct service reviews, resource planning, budget and SLA management
• Provide technical oversight for the project and day-to-day problem resolution
• Day to day resource management - assignment of tasks, staffing/ un-staffing, training, tracking utilization, etc.
• Adherence to technical documentation required by the client for a project
• Drive operational metrics for and provide inputs to **Client Service Executives** (CSEs) for ac-count-level planning
• Delivery of projects to planned margins; maintain smart shoring, pyramid ratios, cost reductions, etc.
• Tracking and monitoring project-specific Key Project Indicators and reporting the same in prescribed formats;sharing inputs with CSE to support CSE in account-level tracking
• Forecast resource cost on existing projects; sharing of inputs with CSE
• Support CSE in the identification of margin improvement initiatives; drive implementation/operationalization
• Work with finance to raise invoices and validate accuracy for projects; validate timesheets
• AS specific expense management including resource/consultants' expenses/expenses at the client site
• Resourcing and investment decisions to address underperformance, scope miss, or performance issue for projects; discussion and seek inputs from CSE as required
• In absence of CSE, manage all delivery responsibilities of CSE including leading identification and implementation of margin improvement initiatives; forecasting revenue and margin Drive customer satisfactionby being the primary relationship holder with key client stakeholders for AS services
• Ensure frequent communication and check-ins with client levels to build relationships
• Point of contact for program/project-specific delivery escalations
• Support CSE / Client Executive (CE) in technical queries and escalation resolution
• In absence of CSE, be the joint point of contact for all account escalations along with CE Lead governance activities for MS projects and support CSE in account-level governance
• Coordinate with Solution Architect (SA) / Enterprise Architect (EA) and CSE for technical onboarding/download on a solution
• Onboard resources, assign roles and responsibilities, and assess training needs
• Create MS delivery plans in line with overall program/project plans
• Present content in Management Business Reviews or Quarterly Business Reviews to the client
• Undertake ongoing Business Unit expense approvals
• In absence of CSE, validate invoice and follow-up on collections Support CE in account growth in absence of CSE
• Share input on customer priorities, key stakeholder, negotiation strategies, and statements of work
• Identify opportunities for extensions in conjunction with CE; provide input on new account leads / discussionsfor existing accounts
• Share input on solution due diligence via coordination with cross-service Line SAs; attend con-tract assurancereviews
• Build engagement with assigned team members via regular communications

**Key Interfaces**

• Collaborate with CSE for delivery execution, develop project plans, implement margin initiatives, resourcingdecisions and timelines, etc.
• Work with CSE to track and report operational metrics
• In absence of CSE, work with finance on financial forecasting of account revenue, margin and for invoicevalidation and follow-up on collections
• Coordinate with SA / EA during the transition phase for technical on-boarding
• Collaborate with other practices for resource on-boarding, staffing, and rolling off of resources
• Coordinate with Global Delivery and Near Shore Delivery Centers along with practice for resource management, delivery execution, and issues

**Internal Collaboration Tasks**

• Risk and Incident Management – Contribute and distribute in Root Cause Analysis, rollout solution and Disaster Recovery plans

• Change Management – Contribute and distribute approval process for change management, change, implementation emergency and scheduled plans, manage formal communications and training plans, assign resources based on project and stakeholder expectations. Manage Approval Hierarchy, communication setup and key functionality allowing to control and manage the changes with approval from authorized approver changes through patches implementation. Approval Management, Patch Management, Customization Management, Cloning/Automation

• Product Owner / Product Management – Contribute and distribute Product Management Assistance, assign resources based on project and stakeholder expectations

• Sales, Solutions and Transitioning (Project Management) – Contribute and distribute on Contract Renewal, Internal Stakeholder Yearly Account Reviews, identify opportunity, prospect margins and revenues.  Assist Solution Blueprints and Project Management based on project and stakeholder expectations and budget.

• Development – Contribute and conduct communication measures, follow up reporting bugs, assist on testing and resolution implementation plan

• Product Support – Ticketing System Administrator Role, Contribute and Distribute Product Support Communication, Manage schedule Product Support meetings with customers

• Networking, Firewall and Security – Contribute and Distribute Communication and Training material. Asist on Projects Implementation and changes, Audit Management, Business Resiliency, Security Risk plans

• Operations – Contribute and distribution on a day-to-day operation, strategic and analytical reports communications

**Key Applications and Tools**

• Project Management – Microsoft Project, Oracle Primavera

• Change Management - Oracle E-Business Suite, Oracle Database Configuration Manager (OCM)

• Risk Management – Oracle Enterprise GRC (Governance, Risk and Compliance), Oracle E-Business Suite, Audits Reporting

• User Training – Oracle Pulse, BI Reporting, Microsoft Powerpoint

**Key Metrics**

• Cost-to-serve (as % of revenue, adherence to deal budget)
• Delivery Quality (SLA management, number of red accounts)
• Labor Cost
• Total Contract Value (TCV), Total Contract Margin (TCM)
• Invoiced revenue
• Billability and utilization of resources
• Client satisfaction (Net Promoter Scores, client references, renewal rate)
• Margin improvement and cost reduction
• Resource management (fulfillment, staffing, onboarding, inputs for appraisal, etc.) #LI-FV1

**Impacts and Results**

• Working closely and orchestrated engagements through Sales, Solutions, Transition, Implementation, Project Management, Tech Support / Operations / Network, Security, Development among different special teams based on troubleshooting, quality assurance, and problem management to deliver 99,5 % SLA on HighRisk and Critical Accounts Support.
• Over $ 1 MILLION in Post-Sales Revenue (Renew, Upgrades and add-ons services)
• Participate in yearly customer success stories program with a high note on Oracle's Open World

**Accomplishments**

• 4 straight years with high score appraisals (4 out 5)
• 2018 Promotion – Promotion to Service Delivery Director / Senior Principal Technical Account Manager role as IC5 (Oracle Highest Individual Contributor grade level)