

Emma Oakley

Profile IT professional with 20+ years' experience in critical implementations at Fortune 500 companies. Highly proficient at implementing Information Technology applications, managed implementations of large-scale, complex, multi-disciplined, cross-functional, highly visible projects/programs, and cross-organizational teams providing risk analysis, time forecasting, and budget reports. Expertise in Contract Management, Managed Services, Service Delivery, Customer Success, Cloud Operations, ITIL, and SaaS. Accomplished in team leadership and mentoring. Success in building solid relationships with internal and external stakeholders.

Experience Oct 2023 – Present DeKalb County Schools
System

Manager, Technology Support Services Areas

of Responsibilities:

- Provide strategic direction and vision for the Call Center, Help Desk operations, and local school technology support, aligning technology initiatives and activity with the district's educational goals and priorities.
- Collaborate with all IT departments, district-wide divisions, school administrators, and staff to identify and address technology needs.
- Proactively monitor and address potential technology issues to minimize disruptions and ensure uninterrupted learning and work.
- Develop, maintain, track, and communicate Service Level Agreements to set expectations and measure IT support performance.

Oct 2021 – Apr 2023 Oracle

Sales Executive, Channels, NetSuite Areas

of Responsibilities:

- Established and maintained partner relationships to generate maximum revenue for NetSuite products.
- Worked with sales management to develop and execute prospecting campaigns for target market sectors.
- Worked with management teams to develop strategic plans for assigned products and develop a current product and pipeline analysis for assigned products.
- Worked with sales management to develop and execute sales plans for target market sectors across the portfolio of solutions.
- Developed financial justifications, prepared proposals, made presentations, and performed necessary follow-up for successful sale closing.
- Proactively develop relationships with key users and provide Product Marketing/Management team with customer feedback on product improvements.
- Worked with Sales Managers to strategize and execute territory management plans.
- Effectively managed assigned territory and established self-directed sales coverage.
- Provided direction and support in deal negotiations.

- Recommended products to improve customer satisfaction and sales potential.

Aug 2016 – Oct 2021

Infor

Director, Global Practice Lead, Managed Services Areas of

Responsibilities:

- Global Delivery Lead responsible for multiple Infor family products in various verticals, including but not limited to Lawson ERP Software, Cloud Suite Financial, SyteLine, and Edge practice for the Infor Managed Services division.
- Led onshore and offshore delivery teams for on-premise, hosted, and SaaS customer managed services
- Escalation point for internal or customer-related issues
- Responsible for capacity and capabilities planning to deliver IMS services based on current and upcoming demand.
- Execute a 24x7 service delivery model in building a cohesive team across global sites (Philippines, India, and the United States)
- Created best practices and continuous improvement for a team of managers who lead service delivery managers, service operations managers, solution architects, functional consultants, technical consultants, and our interface to development and support.

Aug 2015 – Aug 2016

Atlanta Public Schools

Director, Business Applications

Areas of Responsibilities:

- Responsible for the creation and execution of the enterprise systems strategy, organizational structure, resources, and budget.
- Developed measurements with/for the CIO and Executive Director, managing those measurements, delivering the required services, and providing progress reports to executive management to ensure success.
- Managed all business applications. Applications include but are not limited to ERP (Lawson GHR, Lawson S3, Payroll, Benefits, Financial, and Procurement), Document Storage and Retrieval, Time Recording (Kronos), and SharePoint.
- Served as the technical owner of enterprise systems.
- Determined business needs and requirements, provided guidance, and advised staff □ Created, executed, and monitored the strategic plan to support enterprise systems.
- Determined the appropriate components, implementation methods, hardware/software requirements, training needs, and required support level.
- Successfully implemented GHR in a cloud environment
- Lead effort to migrate Lawson Financial on-premise deployment to the cloud
- Managed vendor relationships, negotiated rates, and maintenance renewal fees

Oct 2012 – July 2015

WellStar Health System

IT Manager, Enterprise Operations

Areas of Responsibilities:

- Managed over 20 applications and 15 direct reports. Applications include but are not limited to ERP (Lawson – HR, Payroll, Financial, and Procurement), Document Storage and Retrieval (Perceptive and Documentum), and Time Recording and Analytics (Kronos).
- Responsible for interfaces between Infor and EPIC.
- Responsible for Issues tracking/solution definition and release/implementation planning

- Set the daily priority of critical issues for team members.
- Responsible for creating and maintaining multi-million-dollar budgets for operational and capital projects.
- Managed vendor relationships, negotiated rates, and maintenance renewal fees
- Provided status reports and presentations to C-Level executives at Steering Committee meetings.

Jan 2007 – Oct 2012

Infor (Lawson Software)

Senior Business Consultant

Areas of Responsibilities:

- Provided consulting services, including business consulting, technical consulting, implementation support, ongoing application support, private (on-site), and public training.
- Designed and Implemented LS9.x security for the front (self-service) and back office users for multiple governmental, healthcare, automaker, and telecom companies.
- Managed third-party clients to incorporate third-party back-office applications with Lawson front-office application to ensure that current third-party applications were not impacted but enhanced by Lawson application implementation in the portal application.
- Proposed project plans and schedules based on client meetings and review of Statement of Works and Service Level Agreements.
- Consulted with Healthcare, Telecom, Public School Systems, Hospital, City, County, and Federal Government lines of businesses in JAG sessions to map current and future states in organizations to better utilize Lawson modules to enhance the workflow.
- Integrated vertical best practices using Lawson applications
- Managed client's issues and defects list to ensure compliance with Statement of Works and Service Level Agreements.
- Coordinated with Customer, Global Support Center, and Lawson Client support to assess the current open issues, formulated an action plan to resolve problems, and recommended a go-forward solution/approach.
- Implemented Professional Services Automation in an integrated environment with bidirectional feeds from other Lawson applications such as Human Resources, General Ledger, Accounts Payable, Payroll, Project Accounting, and Project Tracking.
- Conducted design analysis sessions.
- Developed and executed Conference Room Pilot.

June 2003 – Jan 2007

John H. Harland

Product Line Manager – Call Center Technologies

- Managed clients' expectations for daily operation, production support, and implementation of Customer Care operations.
- Developed innovative solutions to complex problems cost-effectively.
- Presented call center solutions with budgets and vendor recommendations to senior management and key business stakeholders.
- Cultivated products life cycle plan (including objectives, strategy, and budgets) and direction for Call Center applications and divisions.
- Worked closely with the Chief Executive of Information Systems and senior-level management in multiple divisions (Call Center Operations, Marketing, Sales, and Finance) and Business Unit Managers to ensure maximum uptime, rapid problem resolution, physical accountability, and responsibility.
- Consulted with Business Unit Managers to provide recommendations and solutions to information systems challenges.

- Managed IT budget.
- Provided expert analysis and careful planning to ensure the company receives top quality equipment for hardware/software improvements and upgrades while remaining within budget.
- Negotiated contractor prices for outsourced work to maintain a competitive edge with minimal expenditures.
- Met with vendors and consultant groups to define system and project requirements.
- Led a cross-functional effort to understand market requirements and translate them into actionable plans at the functional level
- Managed all product launches into all call center locations of this crucial account and coordinated new product training for the call center agents and subject matter experts.
- Defined roles and responsibilities for each group to improve company processes and strengthen communication channels.

Education 1996 Georgia State University Atlanta,
B.B.A., Business Administration GA

Certifications ITIL