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Charlene

### **PROFESSIONAL OVERVIEW**

Charlene has over 18 years of experience with Oracle Applications, starting at Oracle Corporation in 1989 as one of the first Applications Support consultants and Training Managers. Charlene has implemented and upgraded Oracle Applications since 1999 as Application Consultant and Project Manager. She has worked on global implementations, with locations in North America, Europe, Mexico and Asia. Her specialties include functional analysis, project planning, design, configuration, conversions, account reconciliation, testing and training for Oracle Applications implementations. Charlene worked as a liaison between functional and technical teams to build custom reports, interfaces, customizations, extensions and to convert historical data. Her industry experience includes Consumer Electronics, Telecom, Management Consulting Services, Web and IT Hosting Services.

Charlene has managed the Education Department for a major software development corporation, and has hired, trained, and supervised as many as 20 Oracle Application instructors. Charlene was a certified trainer for Oracle Education delivering Oracle training classes in Oracle Payables, Oracle Receivables, Oracle General Ledger, Oracle Alert, System Administration, Oracle Flexbuilder, Oracle Receivable Technical Training, and Oracle General Ledger Technical Training. Charlene has developed and delivered customized and standard Oracle classes worldwide, including; US, Japan, Canada, South Pacific and United Kingdom. In addition, she has developed procedure documentation, courseware, test scripts and desktop manuals.

### **MANAGEMENT SKILLS**

- Business Process Analysis
- Upgrade and Implementation Strategies
- Project Management
- Project Strategies
- Training Management

### **FUNCTIONAL SKILLS**

- |                           |                                     |
|---------------------------|-------------------------------------|
| ▪ Oracle Receivables      | ▪ System Administration             |
| ▪ Oracle Payables         | ▪ Oracle Application Object Library |
| ▪ Oracle Purchasing       | ▪ Oracle Alert                      |
| ▪ Oracle General Ledger   | ▪ ADI/GLDI                          |
| ▪ Oracle Assets           | ▪ Internet Expenses                 |
| ▪ Oracle Order Management | ▪ Internet Receivables              |
| ▪ SubLedger Accounting    | ▪ Oracle Trade Management           |

## TECHNICAL SKILLS

- Oracle Receivable
- Oracle Payables
- Oracle General Ledger
- Oracle Application Object Library
- SQL\*Plus
- Discoverer
- HTML

## PRESENTATIONS (1995-1998)

OAUG - Presenter, Oracle Education Mini Training Session – Setup Periodic Alerts

OAUG - Presenter, Oracle Education Mini Training Session – Use Descriptive Flexfields

OAUG - Presenter, Oracle Education Mini Training Session – Oracle Receivables New Features

OAUG – Presenter on Oracle Channel, GUI Navigation

## EMPLOYMENT HISTORY and BUSINESS AFFILIATIONS

Independent Consultant	Founder	2001-Present
DARC Corporation	Principal Consultant	1999-2001
Oracle Corporation	Education Manager, Instructor, & Sr. Technical Analyst	1989-1999
Harris & Paulson, and Syntrex	Project Manager, Consultant	1982-1989
American Business Women's Association	Member	2000-2004

## PROJECT HIGHLIGHTS

### **Atrium – Dallas, TX**

Using Oracle User Productivity Kit (UPK), developed training materials on iExpenses.

### **Arrow Electronics – Denver, CO**

As the contract Finance testing resource on **Arrow's** SQA Team, Charlene worked extensively with Oracle 11.5.10 and Mercury Quality Center 9.0 to create a robust testing environment. Tasks included:

- Developing test sets and test scripts on Oracle General Ledger, Payables, Internet Expenses, Receivables, Fixed Assets, Trade Management, Advanced Collections and Credit Management to provide validation of the customized Oracle environment
- Logging and tracking defects encountered during testing sessions and performing root-cause analysis
- Using Quality Center Analysis features to generate reports and graphs for status monitoring
- Conducted User Acceptance test sessions

On a second project at Arrow, Charlene was the Finance support, training, and testing resource on **Arrow's** Finance Team during the migration of four additional divisions. Tasks included:

- Using Oracle User Productivity Kit (UPK), developed training materials on Oracle General Ledger, Purchasing, Payables, Internet Expenses, Receivables and Fixed Assets.
- Delivered training to finance users, managers, and field finance teams.
- Provided Finance Support for each of the four additional migrations.
- Performed finance process analysis and validation of accounting, including: Intercompany Accounting, Material Accounting and Month End Close Reconciliations

## **Kurt Salmon, LLC – Chicago, IL**

The Payables and Internet Expense functional resource on Kurt Salmon's Release 11.5.10 implementation, Charlene was responsible for implementing Oracle Payables and Oracle Internet Expenses. Her responsibilities included:

- Mapping of current process to Oracle process and configuration
- Setup and unit testing of new configuration and business processes

## **Rackspace - San Antonio, TX**

As the Receivables functional resource on Rackspace's Release 11.5.10 implementation, Charlene was responsible for implementing Oracle Receivables. Her responsibilities included:

- Gathering business requirements, gap analysis, determining RICE elements and system configuration.
- Mapping client requirements from multiple legacy systems and business processes to Oracle functionality
- Worked with functional and technical teams to configure and integrate Receivables with feeder systems including Oracle Service Contracts and legacy systems.
- Implementation included multiple worldwide organizations, multiple sets of books and currencies.
- Rigorous testing and trouble shooting of Receivables functionality

## **EchoStar Communications – Denver, CO**

On a second project at **Echostar**, Charlene was functional resource on **Echostar's** Business Analyst team to analyze and implement a custom tax solution. Tasks included:

- Analyze business and configuration requirements for custom Tax module to integrate with Oracle e-Business Suite.
- Implemented this custom solution to address tax issues with a minimal impact to the day-to-day operations, and fully integrated with Oracle Purchasing, Oracle Payables, Oracle General Ledger, and Oracle Assets.
- Rigorous testing of Purchasing, Payables, General Ledger and Fixed Assets to ensure appropriate PO and AP lines were selected, correct tax was calculated and invoiced, asset cost were updated, and appropriate journal entries were created and reconciled.
- Configure Tax Decision Maker and to work with the Vertex sales tax application and custom tax module.
- Delivered training to Tax department

## **The Trizetto Group, Inc.**

As the contract Financial testing resource on **Trizetto's** IT Support team, Charlene assisted in Oracle Applications Upgrade from 11.5.8 to 11.5.10. Tasks included:

- Rigorous system and unit testing of General Ledger, Payables, Receivables, Fixed Assets and Purchasing functionality.
- Provided application support and training for all financial modules.

## **EchoStar Communications – Denver, CO**

As the contract Financial testing resource on **EchoStar's** software quality assurance team, Charlene worked extensively with Mercury Quality Center 9.0 to create a robust testing environment. Tasks included:

- Lead consultant for regression testing of all Oracle Applications for this 11.5.10 upgrade.
- Worked with functional and technical teams to test and implement core functionality, custom reports, and custom interfaces and extensions..
- Implementation included multiple worldwide organizations, multiple sets of books and currencies.
- Rigorous testing and trouble shooting of Receivables functionality
- As the Receivables specialist, I was involved in analyzing, implementing and testing Lockbox and iReceivables.

- Analyzed Oracle Assets report requirements, and lead testing and reconciling of FA reports developed in Discoverer.

### **The Intelsat – Washington, DC**

As the Receivables functional resource at Intelsat, Charlene was responsible for migrating legacy billing system with Oracle Receivable 11.5.10. Her responsibilities included:

- Working with functional and technical teams to configure application
- Rigorous testing and trouble shooting of Receivables functionality
- Developed training materials, scheduled and conducted training
- Analyze and configured Receivables to support complex invoicing and revenue recognition policies.

### **British Telecom – Washington, DC**

As the Receivables functional resource on **British Telecom** Release 11 implementation, Charlene was responsible for implementing the Receivable application. Her responsibilities included:

- Working with functional and technical teams to migrate and consolidate Oracle Receivables into a single instance with multiple organizations, multiple sets of books and currencies.
- Developing project plan, conversion strategy, gap analysis, and system configuration
- Overseeing mapping and testing of data conversion elements, to include full transactional history of customers, invoices and receipts.
- Mapping client requirements from multiple legacy systems and business processes to Oracle functionality
- Unit and system testing and trouble shooting of Receivables functionality
- Developed and delivered training documentation
- Developed and delivered procedures documentation
- Provide on-going support.

### **Concert Communications – Washington, DC**

As the a functional resource on **Concert Communications**, subsidiary of ATT and British Telecom, in a global 10.7 implementation of Oracle Financials, Charlene assisted in the implementing Oracle Payables, Oracle Receivables and General Ledger application. Her responsibilities included:

- As a Receivable team lead, developing project plan, conversion strategy and gap analysis.
- Assisted in system configuration for Payables, Receivables and General Ledger.
- Working with functional and technical teams to migrate and consolidate Oracle Receivables into a single instance with multiple organizations, multiple sets of books and currencies.
- Mapping client requirements from multiple legacy systems and business processes to Oracle functionality
- Unit and system testing and trouble shooting of Receivables functionality
- Developed and delivered training documentation
- Provide on-going support.

In a second project, developed and delivered online procedure documentation and training manuals using Oracle Tutor. Conducted training in Oracle Receivables, Oracle Payables and General Ledger, to implementation team and end users.

### **What's For Free – Phoenix, AZ**

As the functional resource at What's For Free, Charlene assisted in implementing system of Oracle Financials 10.7. Her responsibilities included:

- Guided and supported team in business process strategies, and system configuration
- Working with functional and technical teams to configure application
- Rigorous testing and trouble shooting of Receivables functionality

- Developed and delivered user training.

### **Oracle – Redwood Shores, CA**

As Training Manager and Trainer, Charlene delivered custom and standard training, including: Oracle Payables, Oracle Receivables, General Ledger, Oracle Alert, System Administration, Flexbuilder and Oracle Receivable Technical Training. Training included development and delivery of Oracle Application courses, held at client sites and Oracle classrooms worldwide.