

Michael J. Lunzer

3340 24th Street, San Francisco, CA 94110 • (650) 861-0474 • michael@lunzer.com • michael@lunzer.com

Clarizen, Inc.

Enterprise Customer Success Manager (*San Mateo, CA*)

March 2020 – April 2020

- Quickly got up to speed with Clarizen's product portfolio while shadowing peers.

Oracle Corporation

Field Customer Success Manager – PaaS & IaaS (*San Francisco, CA*) **September 2017 – January 2020**

- Managed a portfolio of 40+ Platinum and Gold accounts | \$14.9M TCV | \$5.6M ARR.
- Guide customer lifecycle: PoC, Onboarding, Planning, Implementation, Go-Live, Expansion/Renewal.
- Coordinated multiple on-site *Innovation Days* with customer's key leaders to identify new use-cases, ultimately leading to a new 'Proof-of-Concept to Production' expansion deal for each event.
- Trained clients through live workshops & webinars to ensure they maximize their experience with OCI.
- Trusted advisor to customers, requiring understanding of technical architectures and product expertise.
- Lead customers through the migration process from on-premise, other cloud providers, and internally from OCI Classic to the Second Generation of Oracle Cloud Infrastructure.
- Developed cloud architectures and demonstrated Proof-of-Concept and Production systems targeting specific performance, capacity, cost, and other requirements of our customers and partners.
- Achieved 105% - 115% Net Revenue Retention for Cloud LOB every quarter in this role.
- Managed renewal contract negotiations and identified expansion opportunities with the Sales team.

Business Analyst – Global Finance Operations (*Redwood Shores, CA*)

June 2016 – September 2017

- Resolved contract and quoting issues that prohibited Cloud orders from provisioning to the customer.
- Developed one APEX WebApp to track the resolution of post-provisioning issues that manifested in the collections process, drove remediation, and acted on root cause analysis to prevent future occurrences.
- Developed a second APEX WebApp to capture team quality metrics and provide real-time reporting:
 - Saved 11 team members 20+ hours each, per quarter, in manual data entry.
 - Quality metrics improved cross-functional operations in Sales, Provisioning, DevOps, & Finance.

Supply Chain Analyst – Direct Procurement (*Portland, OR*)

May 2015 – June 2016

- Purchased materials using Oracle's Advanced Procurement Applications to ensure continuity of supply to support internal manufacturing based on requirements extracted from Oracle Value Chain Planning Apps.
- Coordinated with Manufacturing and Supplier counterparts to create a Just-In-Time packaging solution.
 - Saved Oracle \$93k annually, with no impact to business continuity.
 - Project was awarded *Continuous Improvement of the Quarter* (Q3 FY16).

Material Planner – World-Wide Operations (*Portland, OR*)

July 2013 – May 2015

- Managed the site's highest volume hardware assemble-to-order product (\$41M in Quarterly Revenue).
- Exceeded predictability metric of 95% with a 99% average on-time shipment rate on managed platforms.
- **New College Graduate Program Lead:** As part of the inaugural class, I helped define the structure of the program and worked with executives to prepare a curriculum focused on building successful careers.

Education

University of Oregon – Charles H. Lundquist College of Business (*Eugene, OR*)

June 2013

Bachelor of Science in Business Administration

Concentration: Information Systems & Operations Management

Minor: Computer Information Technology

Studied Abroad: Copenhagen Business School

June 2012 – August 2012

Certifications

Oracle Cloud Infrastructure Certified Architect Associate

October 2018

Outside Activities

Guest Speaker – San Francisco Raspberry Pi Meetup

- *Presented architecture for a Distributed IoT Sensor Network using Automation Hub*
- *Demonstrated findings using Node.js to control a Bluetooth lightbulb with Apple HomeKit*

October 2019

December 2016

Documentation Contributor – Home-Assistant.io (Open Source Project)