**Jerrold R. Croy**

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**Oracle Project/Program Manager/Operations Manager**

**Senior Functional Consultant & Project Manager** offering Oracle expertise in manufacturing, supply chain management, finance and advance planning and scheduling systems/modules. Leverage world-class consulting background of 20+ years with such firms as Oracle, IBM, PwC, and Capgemini. Record of success delivering solutions using Agile and Scrum for enterprise solutions and recommendations that produce significant business value focused on ROI and business process improvement for clients in diverse industries. Ability to support projects in Supply Chain, Manufacturing, Maintenance and IT with proposal and sales efforts, lead multifaceted teams, coordinate with users and technical teams, and drive implementation/evaluation initiatives end-to-end. Blend problem-solving expertise with strong skills in planning and gap analysis. Working on PMP certification.

**Areas of Strength**

Oracle Process Manufacturing (OPM 11.5.10, R12)

Oracle Discrete Manufacturing (11.5.10, R12, Cloud)

Oracle (ASCP/PS 11.5.10, R12 & Cloud)

Order Management / Procurement / Finance/

Inventory/BOM/SCM/Quality/ERP/PIM/WMS/eAM

Release Management

Oracle Install Base/Service Contracts

Rapid Improvement/Lean/Kanban Expertise

Sage & other ERP experience

Continuous improvement TOC-Theory of Constraints

Plant/Production/Maintenance Operations Knowledge

Oracle PLM & Oracle Solution Design & Testing

Oracle Project/Program Manager

Sales of Systems & Operational Improvements

Maintenance Management

Excel, Word, Power Point, Visio and MS Project

SDLC/Waterfall/Agile/Scrum Project methods

Communicate effectively with senior level executives

Performing due diligence & RFQ’s

Scrum Product Owner Class and preparing for Exam Cert.

**Professional Experience**

**Oracle Manufacturing and Supply Chain Functional Consultant Solutions Architect** | **Enterprise Solutions for TCS** Wilsonart EBS Manufacturing Pick, Pack & Ship Project 9/2022 – June 2023

* Oracle EBS R-12 Manufacturing Implementation Solutions Architect interface with System 36, INFOR and Oracle 10.7
* Oracle Shipping Management with custom Bar Code RF-GEN
* Support Wilsonart Manufacturing Plants for High Pressure Laminates and other engineered composite materials
* Temple TX and Fletcher NC Manufacturing Plants using Agile Project Management

**Senior Oracle Process Manufacturing Functional Consultant** | **Baxters North America** Cincinnati, OH 6/2022 – 8/2022

* **Support April 2022 Oracle OPM EBS Go-Live**
* Oracle EBS OPM Manufacturing Implementation Functional Lead
* Oracle Functional Help Desk Support for Implementation stabilization
* Items, Recipe, Formula, Routing, Work Orders/Batches, Costing, Job Costing, Procurement, Planning, Inventory, Shipping/Receiving, Order Management & Lot Genealogy
* Support KY & OR Food Manufacturing Plants

**Director MRP & Business Systems** | **Badger Daylighting** Red Deer, Alberta Canada 4/2021 – 05/2022

* **and Oracle MFG MRP Business Lead**
* Oracle Cloud Manufacturing Implementation Project Lead for Sage replacement & Coordinate with CES Global
* Oracle Cloud Go-Live January 2022 – Manufacturing, Bar Code & Advance Planning and Scheduling
* Coordinate with Legal Entity Restructuring Project for Fleet and Operations
* Items, Item Structures (BOM), Work Definitions (Routing), Work Orders, Job Costing, Procurement, Planning, Inventory
* SCM Staff of 34 employee/contractor – Procurement, Warehouse, Planning and Scheduling, Material Handling, Ship/Receive

**CES Global IT Project Manager Contractor** | **Badger Daylighting** Brownsburg, IN 2/2021 – 4/2021

Oracle Cloud Manufacturing / Support system architect at CES Global

* IT Project Manager for IT Forms Digitization Project and Oracle Cloud Manufacturing Project
* Item Costing, Demand Planning, Supply Chain Planning, Manufacturing, Procurement and Finance/Accounting
* Sage to Oracle Cloud Manufacturing for Badger Hydrovac Trucks in Alberta, Canada
* Support Badger Operations in Demand Planning for Fleet Operations for MRO parts
* Support Master Data Conversions from Sage ERP and Excel Spreadsheets

**Operations/Oracle Contractor Consultant** | Telamon Carmel, IN 3/2019 – 11/2020

Oracle R12 EBS Manufacturing/Supply Chain, ASCP, PS, O2C, P2P, D2B, F2P, Support system architect & PM -

* Wire Harness Business from Sage to Oracle in North Macedonia
* Support Master Data Conversions from Sage ERP
* Work with Super Users and other users on Oracle Training one on one
* Assist a PM that doesn’t know Oracle with MS Project Scheduling for CRP, UAT and Go Live
* Develop Wire Harness Training Documents & Training Sessions for Go Live Nov 2, 2020
* Support Go Live for North Macedonia through Nov 2020

**Oracle Lead Consultant Cloud ERP** | Cherry Road Technology for Town of Hempstead, NY 7/2018 -2/2019

Oracle Cloud Supply Chain Evaluation June 2018 – Feb 2019

* Lead system architect analysis of Supply Chain systems & integrations with all other flows

**Oracle R12 Program Manager** | Novanta for JADAK Business Units (3) Syracuse, NY 8/2017-2/2018

Oracle R12 EBS Implementation to support SkyeTek, Printers, Photo Research go-lives thru Feb. 2018

* Lead Novanta, Oracle and Off-Shore Tech Teams with 20 plus consultants
* Upgrade from Oracle 11i to the latest R12 with all discrete modules, PIM, ASCP, MES & Install Base.
* With 20 Business Process Leaders and Business Project Manager/Engineer.
* Full Oracle EBS Cloud with Arena PLM integration
* Off-Shore Team for development & Data Migration
* SharePoint Admin (limited)

**Oracle R12 eAM Cloud** | Signum Group for Macy’s Distribution Centers 5-7/2017

Oracle R12 training project to support distribution centers go-live for eAM (Maintenance) Oracle Production Instance.

* Support Go-Live for Oracle training and support of eAM in nine (9) locations.

## Oracle R12 Cloud Project Manager | ennVee TechnoGroup for Brake Parts Inc. McHenry, IL 1-3/2017

Oracle R12 project to add acquired company to existing Global Instance.

* Led project with executive business and IT staff plus consultants to add Remy Remanufacturing business.
* Develop and Facilitate three (3) executive presentations on opportunities, risks, team efforts and schedule.
* Hire Staff Core Team of Functional Consultants.
* Discrete Manufacturing systems

**Oracle R12 Cloud Project Manager** | Capgemini 7/2015-4/2016

Steered teams through deployment and testing initiatives in support of various client accounts.

* Led Oracle R12 UAT process as deployment project manager on engagement with Zebra Technologies, Lincolnshire, IL.
* Wrote Discrete & OPM Manufacturing/ PIM, MES/ eAM Oracle R12 test script Nucor Dallas, TX.
* Head team of 50+ functional consultants through Oracle R12 upgrade & implementation for billion-dollar Canada Bread, Toronto of all Oracle Modules for Discrete Manufacturing, PIM and ASCP.

**Independent Oracle R12 Consultant/Project Manager** | Consolidated Precision Products, Cleveland, OH 5/2015-6/2015

Sold project, wrote Statement of Work (SOW) to analyze manufacturing, supply chain and Oracle usage to provide process improvement recommendations.

* Analysis/Delivered executive presentation of improvements for Manufacturing and Oracle BOM/Routing for product costing, PIM, MES, eAM, WMS, Production Reporting, Procurement and Inventory Control in six weeks.

**Oracle R12 Supply Chain/Manufacturing/Planning Manager** | PricewaterhouseCoopers (PwC) 8/2013-4/2015

Contributed to projects and proposals as part of manufacturing, supply chain, and advance planning/scheduling Oracle practice.

* Appointed as project-driven supply chain member as part of internal PwC project.
* Led supply chain management and manufacturing system architect design phase for David Yurman, NYC.
* Served on PM Oracle eAM system architect configuration team in Toronto, Canada.
* Provided support in evaluating complex supply chain/manufacturing/MES issues for Comcast Company, Philadelphia, PA.

**Contractor Positions** | Century Pharmaceuticals & Empowered Solutions, Inc. 6-8/2013

*Process Engineering & Maintenance Consultant, Century Pharmaceuticals* (2013)

* Sold and Contracted to evaluate process control improvements for packaging lines and prepare proposals, coordinate with maintenance manager on facility improvements, and assess Oracle Custom Database program for quality/production/MES/ eAM/WMS.

*Oracle Project Manager & Supply Chain Consultant, Meggitt-Sunbank; contract via Empowered Solutions* (2013)

* Evaluated Oracle 11.5.5 MFG/ eAM/WMS & Business Use with focus on planning for six to eight weeks in Phase 1; provided recommendations for any quick fixes and/or potential upgrade to R12 in Phase 2.

**Oracle R12 Senior Principal Supply Chain Consultant** | Oracle Corporation 6/2011-4/2013

Worked on various customer projects and completed extensive training in Oracle Supply Chain.

* Provided go-live R12 process manufacturing/PIM/MES/WMS support to laminated metal/paper/film for LLFlex, Louisville, KY.
* Facilitated Teva Pharmaceutical Upgrade Workshop Overview 11.5 to R12 for Process Manufacturing, Philadelphia, PA.
* Granted Secret Security Clearance to deliver tier-2 functional helpdesk support for supply chain issues in production with Discrete 11.5.10 and RICE for US Marine Corps (VA); worked with technical team on issue analysis/resolution. Support Oracle Install Base/Service Contracts for Weapon Maintenance.

**Managing Consultant, Oracle R12 Global Business Services** | IBM Corporation 3/2010-6/2011

Held lead roles for Oracle Discrete, Process Manufacturing, and ASCP implementations in support of various clients.

* Evaluated R12 conversions for National Oilwell Varco (NOV), as well as served as Discrete/PIM/MES/ eAM Manufacturing lead R12 for expanding design recommendations to existing and future plant implementations.
* Led global manufacturing solution design for Beckman Coulter, Inc.
* Provided InfoPrint support for go-live procurement issues.
* Contributed to proposal development and project management for Carpenter Technology as Process Manufacturing Lead R12, which included recommendation of Manufacturing Operations Center.

**Eagle Associates - Contractor Positions** | Pinnacle Strategies / KForce & ASC Associates, Inc. / CPG Solutions 2009-2010

*Theory of Constraints Consultant, Spirit Aerosystems; contracted to Pinnacle Strategies* (2009-2010)

* Analyzed Boeing 777 Fuselage Supply Chain and TOC implementation.

*Senior Supply Chain Management Consultant, Scott Air Force Base; KForce contracted to ASC Associates* (2009)

* SME/Project Manager: Performed analysis of Global Logistics Supply Chain Command & Contact Center and KPIs to provide change and improvement recommendations prior to release of ECSS and Oracle for worldwide support.

*Manufacturing & Oracle EBS R12 Consulting Lead, ATI Allvac; Eagle Associates contracted to CPG Solutions* (2009)

* Led evaluation of existing solution, identified gaps, and proposed improvements as OPM solution design lead.
* Created plan for migration from legacy systems, developed plans in Steel alloy manufacturing using R12 OPM, and implemented interfaces with all other Oracle modules, such as Order Management, Purchasing, and ASCP.
* Conducted gap/fit analysis for functionality changes for R12 from legacy systems and coordinated with users and technical teams to review/approve customizations and related changes; configured OPM modules for OPM with Quality.

**Oracle EBS R12 Project Manager/SME Consulting Manufacturing Lead, Tootsie Roll Industries** | Terillium 6/2008-4/2009

Appointed as lead for all OPM/ PIM/ eAM and Quality Modules spanning six client plants using R12. Managed all Oracle Manufacturing service requests and enabled production scheduling functionality with OPM and ASCP.

* Partnered with technical team in designing strategy for interface with legacy systems, as well as worked with other groups, such as Order Management, Purchasing, and WMS, to design and test total data flow between modules.
* Created solution for migration from Discrete Manufacturing to Process Manufacturing; trained super users.

**Engineering Project Manager & Oracle SME, Wright Patterson AFB HQ AFMC** | Oasis Systems / KForce 2/2008-4/2008

Led project management for PMO supporting Expeditionary Combat Support System (ECSS) ERP system.

* Worked on full Oracle R12 suite with Discrete Manufacturing testing for design solution.
* Recommend replacing IFS with Oracle Install Base/Service Contracts for Aircraft Maintenance for better integration.
* Managed demand management solution ClickCommerce; proposed migration to Oracle Demand Solutions but recommend Oracle Demantra to replace ClickCommerce for better integration.
* Recommended Oracle’s eAM to replace IFS (maintenance) designed into original solution.

**Senior Principal Supply Chain Consultant** | Oracle Corporation 11/2005-1/2008

*Oracle Tesco/Fresh & Easy Project* (2007-2008)

* Managed initiatives for OPM system (11.5.10) in support of Tesco’s Fresh and Easy Kitchen & Retail, enabling ramp-up from 0 to 250 retail stores with fresh prepared food finished goods; led integration with Oracle’s Order Management, Purchasing, Advance Supply Chain Planning, Production Scheduling, and Enterprise Asset Management.
* Served as Production & Inventory Control Manager for Fresh & Easy go-live; oversaw team through receiving, shipping, and production reporting operations for seamless deployment.

*Oracle Spectrum Chemical Project* (2006)

* Created and delivered training material for all OPM modules across 2 plants, training 40 users ranging from shop floor to SMEs; acted as sole support resource for 60 users following go-live in Manufacturing, Quality, and Order Management.
* Oversaw OPM system (OPM, Inventory, Engineering, Quality Control, and Cost 11.5.10) and Order Management / Shipping Execution 11.5.10 with manufacturing plants in California.

*Oracle Emerson Electric Project* (2006)

* Advised and trained end and super users across Emerson’s tool and storage divisions, including training on Oracle Discrete Manufacturing modules and supporting multiple global manufacturing supply chain implementation go-lives.

**President, Sales & Implementations of Manufacturing Consulting** | Eagle Associates, Inc. 1991-2005

*Lean Coaching & Teaching* *| KaufmanGlobal* (2005)

* Provided coaching and leadership during Lean implementation for Goodyear Tire & Rubber and Truck & Aero Tires.
* Led Lean training and Kaizen Blitz production and maintenance for wood furniture company Kimball International.

*Lead, Advanced Planning & Scheduling – Air Force Management Project | KForce / BearingPoint / US Air Force* (2004)

* Handled Manugistics Networks production scheduling for three maintenance depots and sites, as well as led integration with Manugistics Demand, Collaboration, and Supply modules.
* Facilitated evaluation of enterprise-wide capacity and scheduling process for various aircraft products.
* Partnered with technical team in upgrading Manugistics Networks Demand, Production Scheduling, and Supply to 7.2.

*Acting VP of Operations | Heartland Industries* (2003)

* Sold, created SOW and completed eight-week contract with ROI, project plan, and evaluation of manufacturing, transportation, and systems while company prepared for its sale.
* Managed rapid improvement project for design and implementation of manufacturing process material flow.
* Drove analysis of JD Edwards ERP & maintenance system implementation and outsourcing of select report programming requirements.
* Removed bottlenecks in shipping/receiving by improving transportation scheduling/process aligned with manufacturing.

*Acting Program Manager, Engineering Configuration Management Group* *| Delphi-Delco Electronic Systems* (2003)

* Sold, create SOW & manage implementation from manual drawing and placed them on the Web for global access.
* Served as configuration management executive for Delphi via contract with Alliance Group Technology Corp.
* Headed project for Flint Print Room transfer to Kokomo Document Management Group, including conducting process gap analysis for improvements in ROI and cash flow; managed action items solutions.
* Delivered CMMI training for change management process.
* Involved in Executive and Implementation Staff Meetings for Global Engineering System (GES) project.
* Prepared manual/electronic drawings for production products, tooling, and equipment drawings for integration into Global Product Data Management System.

*Senior Supply Chain/Manufacturing Consultant & Project Manager | STG & Manugistics* (1997-2002)

* Performed sales, SOW and implementations as solution architect lead; solved complex scheduling and customer service critical issue with major client using Manugistics Networks Production Scheduling and Networks Master Planning.
* Provided problem-solving leadership for projects with maintenance and manufacturing for sites in the US and Mexico; worked on various key accounts/projects with results including 25% throughput increase and 70% reduction in lead time and inventory.
* Oversaw STG Americas Dallas office, including presales, proposal efforts, SOW and customer support; worked as architect consultant to sales/marketing teams and on Software Committee.

*Manufacturing Consultant | Eagle Associates, Inc.* (1991-1997)

* Completed 30+ client projects, with emphasis on process improvement, TOC, Kanban, and Lean; provided evaluation, gap analysis, recommendations, and implementation plans with ROI, cash flow, and performance measurements.
* Sell, create Statement of Work (SOW), Project Plans & Lead Architect of Advance Planning and Scheduling Systems.
* Held four-month interim role as plant manager for Ex-General Motors plant with 350 employees; drove efforts that resulted in $6M inventory reduction, enhancements to scheduling and pull signal process, and improvement of union relationships.
* Directed major synchronous manufacturing/maintenance projects for domestic plant closing of large auto client and migrated 38 products to smaller facility area; reduced lead time from 24 hours to 1.5 hours for largest product.

*Earlier Roles:*

**Senior Manufacturing Consultant, EDS/GM – 3 Divisions** | Electronic Data Systems

**Computer Store & Business Consultant** | Croy Computer Systems

**Production Manager/Defense Contractor** | Jered Brown Brothers

**Materials Manager** | Machining Enterprises

**Computer Store Owner**

**Computer Instructor & Computer Lab Coordinator** | Walsh College

**Production Control & Fineblanking/Tool Die Designer** | Michigan Precision Industries

**Education**

**Bachelor of Business Administration, joint majors in Accounting, Finance, Management & Computers** Walsh College

**Associate Degree, focus in Tool & Die Design, Heat & Air Conditioning & General Business** Macomb Community College

**Additional Activities**

* Certified Supply Chain Analyst (ASCA) | APICS Certified & Instructor
* APICS Instructor
* Held role in establishing AIAG efforts with Ford Motor Management
* School Council Finance Chairperson (Eight Years)
* Triple Crown Baseball Instructor / High School & College Indiana Bulls Baseball Coach