

# Dave Ireland

direland@theappsfactory.com  
303.834.7827

## Areas of Expertise

- Solution Architecture
- Industry Best Practices
- System Configuration
- Training
- Project Management
- Troubleshooting
- Data Conversion
- Systems Integration

## Oracle Applications Proficiency

CRM	Supply Chain	Manufacturing	Other
Depot Repair	Order Management	Advanced Planning	System Administration
Service/iSupport	Advanced Pricing	Work in Process (WIP)	BI Publisher
Service Contracts	Inventory	BOM, Routings	User Productivity Kit
Installed Base	Purchasing	Engineering	Approvals Management
Quoting	iProcurement	Quality	
Sales	Sourcing	Costing	
Marketing	iSupplier Portal	Project Manufacturing	
Field Service			
Advanced Collections			

## Consulting Experience

### Computer Security Client, Broomfield CO (2015 -)

*Service Contracts, Salesforce, Receivables, Order Management, Advanced Collections, iProcurement, AME (12.2.5)*

I helped the client implement usage billing in Service Contracts, and then led a 12.2.5 upgrade. Since then, I've implemented Advanced Collections and Approvals Management and led other process improvement initiatives.

### Gas Compression Client, Houston TX (2014 - 2015)

*EAM, Oracle Field Service, Install Base, Service Contracts, Salesforce (12.2.3)*

I worked with the client to improve their processes around Enterprise Asset Management and Oracle Field Service, as well as a custom dispatch application and a custom mobile application that integrate with Field Service. Additionally, I was responsible for supporting their Order to Cash process (Salesforce to Oracle Order Management, Service Contracts and AR).

### Storage Client, Longmont CO (2013 - 2014)

*Depot Repair, Teleservice, Install Base, iSupport, Order Management, Purchasing (12.1.3)*

I was the lead functional consultant on an R12 upgrade project that included process improvements in the Purchasing and Depot Repair functions. Once that effort was successfully completed, we implemented Oracle iSupport and greatly increased the footprint of the Service module.

### Lumber Client, Denver, CO (2011 - 2012)

*Purchasing, iSupplier Portal, Landed Cost Management, XML Gateway, Inventory (12.1.1)*

I consulted with the client on a broad range of supply chain initiatives. Primary focus was on building an integration between Oracle EBS and the JDA Planning Suite, but I also implemented iSupplier Portal and worked with the team on process improvements and customizations for Receiving, Cycle Counting and Physical Inventory.

### **High Tech Manufacturing Client, Westminster, CO (2010 - 2012)**

*Depot Repair, Advanced Supply Chain Planning, Work in Process, MES, Bills of Material, Costing, Project Manufacturing, Quality, Inventory, Purchasing (12.1.2)*

I was initially the Solution Architect and Lead Functional Consultant on a project to implement Oracle's full manufacturing suite in a Project Manufacturing environment. In a second phase, I performed a similar role on a project to implement Oracle's Depot Repair and Quality modules. I was responsible for solution design, system configuration, testing and training.

### **Anti-Virus Client, Boulder, CO (2009/10)**

*Service Contracts, Receivables, Inventory, Bills of Material, Advanced Pricing (12.0.6)*

I was the lead functional consultant on a project to automate the sales and billing processes for a supplier of SaaS (Software as a Service). We integrated Oracle's Service Contracts and Receivables modules with a 3<sup>rd</sup> party CRM application, and with a home-grown provisioning system, using SOA technology.

### **Storage Client, Longmont, CO (2008/9)**

*Order Management, Inventory, Bills of Material, Purchasing, Advanced Pricing (11.5.10)*

I was engaged by the client to optimize their use of Oracle Applications for Supply Chain Management. We radically changed their organization structure to allow for standard costing and average costing and set up automated replenishment processes to stock hubs worldwide from contract manufacturers in the US and China.

### **Airline Services Client, Englewood, CO (2007/8)**

*TCA, Order Management, Service Contracts, Installed Base, Sales, Marketing (11.5.10 & R12)*

I was lead functional consultant and solution architect on a project to upgrade the client's 11.0.3 instance (Financials and Distribution) to 11i. In the process, we greatly expanded the Oracle footprint to include CRM products. Initially, we replaced a Service Contracts billing system in California and the UK, and then expanded scope to include a full Financials, Distribution and CRM roll-out to the EU and their Denver headquarters. I was the TCA architect for the team, and worked with project team members and business representatives to develop a structure that met needs of all business units.

### **Medical Equipment Client, Englewood, CO (2006/7)**

*Inventory, Bills of Material, Shipping Execution, Demand Planning/DRP (11.5.10)*

I was the lead functional consultant in the above areas for a re-alignment of the client's business practices and their one-year old implementation of Oracle's e-Business suite. Using the AIM methodology, I baselined current processes, worked with senior Operations Management to perform a SWOT analysis, recommended future processes that would align them with industry best practices and performed gap analyses.

### **Airline Services Client, Englewood, CO (2006)**

*Order Management, Advanced Pricing (11.5.10)*

I was the lead functional consultant for the implementation of the above modules at the client's Marine Division. I was responsible for solution design, system configuration, testing, training and post production support. After the Marine Division was stable, I was part of a team that performed an assessment for an upgrade for the company's Aviation Division. We looked at the Multi-Org, Receivables, Order Management and Service Contract implications of bringing multiple business units and geographical operating units from a highly customized 11.0.3 environment to 11.5.10.

### **Printer Manufacturer Client, Vernon Hills, IL (2005/6)**

*Depot Repair, Inventory, WIP, BOM, OM, Teleservice, Service Contracts, Install Base (11.5.10)*

I was the lead Functional Consultant and solution architect on a project to implement Depot Repair for the client. The project involved customization to three of the primary UI's in the module (Oracle offshore) plus integration with the modules listed above. I was responsible for solution design, customization specs,

communication with the client, Oracle Development and Oracle Offshore, plus configuration, testing, training and post production support.

### **Federal Government, Denver, CO (2005)**

*Purchasing, iProcurement, Procurement Contracts, Sourcing, XML Publisher (11.5.10)*

I was the lead Procurement Consultant, implementing Oracle's Procurement suite for several federal government agencies. The suite included two new modules (Procurement Contracts and XML Publisher). The project included integrating procurement data with three government websites.

### **Printer Manufacturer Client, Vernon Hills, IL (2004)**

*Service Contracts, Install Base, Quality, Inventory, BOM (11.5.9)*

I was the lead Functional Consultant for the above modules in an environment where Baan was the legacy ERP application. In addition to implementing the Oracle modules, I was responsible for interfaces to Baan and other 3<sup>rd</sup> part software and for configuration of required distribution and manufacturing modules.

### **Solbourne Consulting, Boulder, CO (1998/2004)**

I engaged with multiple clients, focusing on Oracle's manufacturing, supply chain management and CRM products.

## **Education**

B.Eng in Chemical Engineering (University of Bradford, UK)

MBA (University of Denver, CO)