EDUCATION

1994 - 1996   **Fuqua School of Business, Duke University**, Durham, North Carolina
Candidate for the degree of Master of Business Administration, May 1996.
Fuqua School Fellowship recipient, Ann William Vander Weide Scholarship recipient.

1986 - 1990   **University of California, San Diego**, La Jolla, California
Bachelor of Arts degree, Mathematics-Computer Science, June 1990, **summa cum laude**.
Minor in Business Economics. University of California Regent's Scholar, Phi Beta Kappa.

EXPERIENCE

Summer 1995   **DataHouse**, Honolulu, Hawaii

Summer Associate, Marketing

- Developed services and programs for educational institutions. Researched customers, defined product and service packages, created pricing structure, and produced marketing materials. Contacted new customers, responded to requests for quotations, demonstrated system to prospective customers, and assisted current customers.

1990 - 1994   **Oracle Corporation**, Redwood Shores, California

Financial Applications Manager, Oracle WorldWide Customer Support 7/93 - 8/94

- Managed operations and technical support team of five analysts. Led department in achieving the highest customer satisfaction ratings, ranking first in the department and within the top three out of 35 departments in the division.

- Initiated and participated in task force to repackage maintenance software. Recommended and implemented trial solution in department. Received much praise from clients and analysts and decreased calls.

- Organized accelerated technical training program. Coordinated trainers, materials, location, and evaluations. Executed twenty classes in the year, saving the department thousands of dollars in training costs and hundreds of days in training.

- Implemented account management program in group to handle large or sensitive clients. Coordinated program with clients, analysts, and development group. Reduced the number of escalated issues and increased customer satisfaction.

Senior Technical Analyst, Oracle WorldWide Customer Support 12/91 - 6/93

- Assisted clients with Oracle Financials implementation plans, customizations, problems, and general questions on product use. Awarded Oracle WorldWide Customer Support's Best of the Best Award for providing outstanding customer service.

- Coordinated product support for Oracle General Ledger and Oracle Assets. Handled priority issues, served as technical resource, taught training classes, interacted with development group, and maintained and published technical bulletins for department.

Product Line Marketing Analyst, Applications Division 7/90 - 11/91

- Managed 5 Oracle Applications product lines. Scheduled certification and release, published release information, and monitored inventory. Produced Oracle Applications installation manuals, release updates, release notes, and marketing collateral.

TECHNICAL SKILLS

- Oracle Financials Release 9 (GL, FA, AR/RA, AP)
- Working knowledge of Application Object Library, Oracle Applications System Administration, Oracle RDBMS and tools
- Familiarity with UNIX, VMS, OS/2, and DOS operating systems