



**MARTIN DVORAK**  
Martin Dvorak Consulting  
Switzerland  
Tel. +41 79 238 29 89  
martin.dvorak@martindvorak.com  
www.martindvorak.com



3<sup>rd</sup> Rank IT Freelancer of the Year 2006

### SUMMARY

Management Consultant, IT Consultant and Project Manager  
for international Oracle E-Business Suite Projects.

### LEADERSHIP & BUSINESS SKILLS

EMEA wide programme management, change management, business process improvement and organisation, business process management, business process outsourcing, project management in ERP, CRM and eBusiness (B2C, B2B, Content Management). Managed 8 consultants when acted as Manager eBusiness. Led to improvement of financial performance, quality, personnel enhancement and customer satisfaction. Track record of significant cost reduction, profit improvement and results delivery achieved via large scale operations initiatives and change programmes using Six Sigma, Application Implementation Methodologies, Rapid Application Development and Activity Based Costing.

### ORACLE E-BUSINESS SUITE SKILLS

General Ledger, Payables, Receivables, Procurement, Inventory, Assets, Order Management, Cash Management, Projects, Sales, Marketing, iStore, iPayment, iExpenses, iProcurement, iSupplier, Human Resources, Financial Analyzer and Discoverer.

### EDUCATION

Since 2003, invests 6-10 days per year into personality, management and Oracle training.

Executive Management: Huddersfield University, 2002.

Economics: School of Management and Law, Zurich, Switzerland. Graduation in 1994.

Degree in Commerce & Administration: KV Business School, Zurich, Switzerland. Graduation in 1988.

### LANGUAGES

German, English, French, Czech and Slovak.

### PROFESSIONAL AFFILIATIONS

President of the Junior Chamber of Commerce Zurich, Switzerland, in 2007.

Member of Junior Chamber International, Worldwide Federation of Young Leaders and Entrepreneurs.

Graduate Business School Zurich & St. Gallen and ZHW Winterthur.

Alumni ZHAW School of Management & Law.

University Lecturer. Lecture seminars on various IT topics and CRM.

Contributor to the Entrepreneur Day 2007 in Zurich, Switzerland.

### PROFESSIONAL EXPERIENCE

#### **Business Consultant, leading provider of merchant processing services, Global 11.2007 – ongoing**

- Defining the global Procure to Pay process. Implementing the Procurement Strategy in Central Europe.
- Leading the Oracle part of the classified demerger project. Successfully converted the Oracle data into a 3<sup>rd</sup> party system. Transition of the remaining parts into the European Shared Services Centre.
- Worldwide implementation of Oracle's E-Business Suite Release 12.
- Implemented in time the new Oracle Global Finance System in Austria including Oracle's Procurement, Payables, Cash Management, General Ledger, Receivables, Inventory, Assets and Internet Expenses.
- Communicated effectively the decentralized purchasing process. Organized and achieved the Purchase Order / Payables invoice matching ratio from 3% to 86% within 3 months.
- Developed over 20 different functional specifications for customized features, legal, statutory and management reporting.
- Built Oracle Reports in FSG for year end close based on Austrian Accounting law.
- Solved multiple tasks such as closing open issues, support, business process improvement and post go live tasks while managing and motivating staff.
- Improved the processes, reliability, performance and ease of use of Oracle's E-Business Suite System.

#### **Business Consultant, Financial Services, Switzerland 12.2004 – 03.2006 and 02.2007 – 11.2007**

- Linked business strategy to infrastructure change in a framework of strategic change management.
- Integrated Host, Oracle Data Warehouse and Oracle Financial Systems by modelling, changing, testing, executing, controlling and monitoring the business process, reports and functionalities.
- Improved decision making process by integrating data and reporting tools based on complete, accurate and timely information across the enterprise.

- Reconciled and eliminated differences between Host, Oracle Data Mart and Oracle Financial Systems. Improved Oracle Data Mart mapping rules (over 7'000 rules).
- Improved change requests and issue resolution between business and IT by defining new deliverables, roles, responsibilities and processes.
- Managed new business requirements by writing functional specifications, liaised with IT development, testing and deployment.
- Improved reconciliation process by defining new or enhanced existing reports, automated reports, balance and P&L reconciliation. Defined prerequisites to automate reconciliation process, such as new mapping rules, know how transfer to business team on how to use the new reconciliation tools and processes.
- Introduced a new testing concept. Improved testing quality, speed and accuracy. Enabled monitoring.
- Built up reporting skills for Finance & Accounting team (Oracle FSG, ADI and Discoverer).
- Defined, agreed and implemented new methods, processes, structures, roles and responsibilities with the client. Ensured, that the business team adapted the new procedures.

**Business Consultant, Product Safety, Europe & Latin America**

**04.2006 – 02.2007**

- Successfully implemented the new Oracle Global Finance System in 12 different locations. This replaced many different systems and brought the customer onto a single global system using Oracle's E-Business Suite.
- Improved the reliability, performance and ease of use of Oracle's General Ledger, Payables, Procurement, Inventory, Assets and Internet Expenses.
- Client gets the most up-to-date and accurate information from their new Oracle E-Business Suite System.

**Business Consultant, the world's premier toy brands, Central and Eastern Europe**

**10.2004 – 11.2004**

- Conducted Eastern European roll out of the Oracle E-Business Suite, which was part of the Global Transformation Project. Met delivery target within timeframe.
- Made sure global footprint complied with legal and statutory requirements for Poland, Hungary, Czech Republic and Slovakia. Introduced and developed local business practices and forms.
- Took business requirements, defined future state designs and executed set up of General Ledger, Payables, Receivables, Cash Management, Assets, Procurement, iExpenses and Project Accounting.

**Change Management, EMEA, leading provider of hardware, software, and services**

**11.2003 – 09.2004**

- Drove the change acceptance activities for 6 countries, which were targeted in the Oracle Project Accounting roll out for Professional Services.
- Analyzed, developed and drove the country change acceptance plan with the EMEA change manager, country change managers and Business Solution Group engagement managers.
- Drove change acceptance plans focusing on business process re-engineering in order to deliver projects successfully, with improved profitability and efficient operations.
- Understanding the local Professional Services business processes and the related roles, the end state and business readiness. Mapped processes and roles to achieve end state. Achieved that end state by using a change acceptance plan and Six Sigma methodologies.
- Documented the changed core business processes, organisational impacts, roles and responsibilities.

**Business Analyst, EMEA, worldwide internet infrastructure provider**

**12.2002 – 07.2003**

- Improved order processing standardisation of the pan European front (CRM) und back office (ERP).
- Delivered a business process with supporting system changes. Increased order velocity by 115% for account and 296% for credit card orders, accuracy and quality by reducing rejection rate with 85%, reduced order processing costs resulting in \$3.8M annual savings, improved sales productivity and visibility of the order pipeline and scalable process to support standardisation and centralisation.
- Managed 7 different visions, scopes and functional specifications in the order processing area.
- Provided go live and post implementation support for Southern Europe.
- Carried out business process improvement in the prepaid orders area for EMEA by leading interviews, data gathering, analysis and recommendations from metrics. Resulted in \$1.5M annual savings.
- Captured 20 - 50 issues per specification and initiated corresponding improvements for the future processes.
- Developed 12 different process improvement scenarios to achieve common European process.

**ATOS ORIGIN, Switzerland**

**2001-2002**

**Manager eBusiness**

- As a member of the expanded management staff, I planned and carried out all eBusiness activities of the Swiss branch of Atos Origin.
- Led expansion and development of the eBusiness group by 25%, improving utilization rate and revenue by 93%, increased quality, personnel enhancement and customer satisfaction.
- Managed, coordinated and executed the groups' eBusiness approach to the market and to clients.
- Monitored the monthly business performance and managed delivery.
- Evaluated business opportunities, product portfolio development, new contracts and workshops. Increased delivery backlog by 70%.
- Delegated project execution including consulting and system integration to eSolutions staff.
- While acting as eBusiness manager, coached eight eBusiness consulting staff members.

**CAMBRIDGE TECHNOLOGY PARTNERS, Switzerland****1999-2000****Senior Consultant**

- Worked in business development in the area of eCommerce and Customer Relationship Management.
- Developed call center strategy and facilitated CRM-related workshops for a company in the utilities sector.
- Conducted package evaluation workshops for global clients in discrete, process and service sector, which resulted in selection of the most appropriate software for each client.
- Redesigned business processes for various clients, extracting functionality from the processes and representing it using a functionality matrix.
- Led a business strategy in the area of Extended Resource Planning (XRP) for the Central European practice.
- Implemented and supported Oracle Applications as a contractor in the area of General Ledger, Accounts Payable, Accounts Receivable, Fixed Assets, Purchasing, Inventory, Project Costing and Sales and Marketing for the Swiss subsidiaries of an European telecom company.

**ORACLE EMEA ONE, UK and ORACLE, Switzerland****1996-1998****Principal Applications Consultant**

- Acquired directly Oracle Applications consulting projects worth \$ 420'000 within the EMEA Region.
- Led Procurement, Fixed Assets and Inventory strategy and implementation for a telecom company, which resulted in NPV of CHF 13M - CHF 19.5M in savings and CHF 1.3M in total cost over 6 years.
- Improved and implemented cash-out processes for the largest hotel in the Czech Republic in 8 months only, which led to cash control, cost savings, reduction of inventory and improvement of logistics.
- Defined future procedures and implemented a new cost accounting system in accord with USGAAP for a leading reinsurance company. Delivered project 10 days earlier than agreed in scope.
- Initiated and redefined clients' specific requirements using Application Implementation Methodology (AIM).
- Defined current and future processes for General Ledger, Accounts Payable and Accounts Receivable with interfaces to receivables and payables transactions from legacy systems.
- Instituted a change management initiative and project review for a large Swiss bank. Ensured that project was back on track.
- Implemented a global template in the debit area for a multinational manufacturing company. Directed implementation of clients' strategy for General Ledger, Accounts Payable and Accounts Receivable for Central and Eastern Europe, managing 6 different sites.
- Trained clients' staff and key users during various implementations.
- Coached four junior consultants in the areas of finance, purchasing and logistics.

**UNISYS EUROPE AFRICA DIVISION, Switzerland, NL and UK****1994-1995****Project Analyst**

- Analysed and redesigned core finance and administrative functions in the Europe-Africa Division of Unisys.
- Created a cross-border Shared Services Center (SSC) in Amsterdam, The Netherlands.
- Developed business cases to prove \$20M annual savings when project completed in 1997.
- Planned projects and scheduled ten sub-projects with 200 people assigned to a total of 1'500 tasks.
- Performed site-selection analysis throughout Europe.
- Developed an Activity Based Costing (ABC) model, best practices and benchmarking with a leading management consulting company.
- Implemented the new VAT for the Swiss subsidiary.

**AT&T CORP (and former subsidiary NCR Corp), Switzerland****1989-1992****Financial Analyst FP&A**

- Prepared and consolidated annual budgets and monthly forecasts for the Swiss subsidiary that generated \$450M revenue. Coordinated quarterly review meetings held with the headquarters' senior management.
- Implemented the reporting and consolidation software Micro Control for the country management.