

CRAIG DANIELS

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SOLUTIONS ARCHITECT

I help organizations, across all verticals, realize growth opportunities and resolve pain points through Oracle's complete and integrated CX solutions. As a Customer Experience consultant, I help analyze current business obstacles, identify improvement opportunities, scope, design and implement Oracle Service Cloud (OSvC) integrated Oracle Policy Automation (OPA).

CORE COMPETENCIES

- Oracle Service Cloud (OSvC)
- Oracle B2B Service
- Insightful Requirements Gathering
- JavaScript
- PHP
- Oracle Intelligent Advisor (OIA)
- Oracle Visual Builder
- Application Integration Design
- HTML5/CSS
- RESTful Web Service

PROFESSIONAL EXPERIENCE

AmberLeaf Partners, Chicago, Illinois 2015-present

Senior Solutions Architect

- Lead project implementations from discovery sessions to execution in the United States, Canada, EMEA, China, and Japan.
- Translated technical concepts and patterns into business benefits for management and executives.
- Guided customers to design and build reliable, scalable system integrations with a primary focus on Oracle Service Cloud (OSvC) and Oracle Intelligent Advisor (OIA).
- Advised customers on architectures, patterns, and strategies for making best use of Oracle Service Cloud and OPA.
- Established a rapport with my clients as their trusted Oracle CX advisor.

Eventus Solutions Group, Englewood, Colorado 2012-2015

Solutions Consultant & Architect

- Analyzed and translated complex client problems assisting with pre-sales requirements gathering, SOW preparation, and proposal delivery.
- Articulated the business benefits of Oracle's technologies, product offerings, licensing, and support programs across various industries.
- Demonstrated proven success as an individual contributor in a business development role, working with accounts in industry-specific areas.
- Presented high-level overview of application architecture and integration capabilities to business and technical decision makers.
- Developed and sustained strong relationships with business partners and vendors to ensure effective partnerships.

Hyzer Technologies, Denver, Colorado 2010-2012

Application Solutions Consultant

- A seasoned RightNow CX technologist with in-depth knowledge of analytics, configuration, custom fields, custom objects, incident rules, knowledge base tuning, migrations, and workspaces.
- Estimated work effort, timelines, skills, and resources required to successfully drive multiple simultaneous projects to completion, on-time, and within budget.

- Maintained relationships with the customers and conducted checkpoint analysis during implementation to ensure what is being delivered is aligned with pre-sales discussions.
- Proven success developing in a rapid-iteration environment where requirements and feedback are solicited during initial development phases.
- Used industry and product expertise to translate customer requirements into a comprehensive solution.

iSchoolBand.com, Denver, Colorado

2009-2010

Application Solutions Consultant

- Managed the development of a private social network for school band directors, students, and parents to interact and organize their activities.
- Led user interface design and development to create a rich internet application using PHP, jQuery, CSS3 and XHTML.
- Monitored the software development lifecycle to align the as-planned to the as-implemented.
- Created and executed project plans and revisions as appropriate to meet changing needs and requirements.
- Ensured deliverables met specified requirements, costs, timelines, and quality.

BestContractors.com, Denver, Colorado

2007-2008

Technical Solutions Consultant

- Managed and mentored software development team in developing efficient coding practices using ColdFusion, MySQL JavaScript, PHP, HTML, and CSS.
- Overhauled procedural ColdFusion MySQL platform to an object-oriented environment using ColdFusion components (CFCs) and MySQL stored procedures.

Market America, Greensboro, North Carolina

2006-2007

Senior Web Applications Developer

- Developed in an object-oriented ColdFusion environment using a proprietary MVC architecture to decouple business logic from data presentation.
- Conceptualized and wrote optimized ColdFusion for an application receiving over one million hits a day resulting in 30 million dollars in yearly transactions.
- Managed launch of international web-based point of sale application in Hong Kong office.

Australia, Asia, Europe, Africa, North America

2005-2006

World Travel

- Traveled around the world for one year immersing myself in multiple cultures and gaining international work experience.
- Negotiated day-to-day living in twenty-three countries communicating with non-native English speakers using simple English, hand gestures, and drawings.

Ceridian Recruiting Solutions, Denver, Colorado

2001-2004

Senior Web Application Developer

- Developed and maintained a cloud-based human capital management software application using ColdFusion, JavaScript, HTML, CSS, and Microsoft SQL Server 2000.
- Defined project requirements and developed optimal system solutions to exceed client expectations.

Spiremedia, Denver, Colorado

2000-2001

Junior Web Application Developer

- Defined, coded, and tested database driven applications using ColdFusion, JavaScript, HTML, CSS, and Microsoft SQL Server 2000.
- Created custom client CMS applications to streamline ongoing programming needs.

EDUCATION

Associate in Computer Science, Des Moines Area Community College, Ankeny, Iowa