

KIRK STRONG

Principal Project Manager | Technical Program Management, Agile Delivery & Cloud Migration (OCI)

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PROFESSIONAL SUMMARY

Principal Project Manager and Technical Program Manager who led cloud migration workstreams modernizing on-premise systems to Oracle Cloud Infrastructure (OCI) for Customer File Management (CFM) and automation initiatives on Oracle's My Oracle Support platform, delivering \$5.6M and \$3.4M per month in cost savings used by 3,000+ customer service agents managing 350,000+ service requests. Pairs delivery leadership as Product Owner and Scrum Master with hands-on technical depth, across Oracle and Sun Microsystems. Experienced steering organizations through merger-driven technology change and delivering solutions that meet corporate, legal, and security compliance requirements.

CORE COMPETENCIES

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| ● Global IT & Development Project Management | ● Product Ownership & Release Management |
| ● Oracle Solaris & Linux Systems Administration | ● AI-Assisted Development (Codex/ChatGPT) |
| ● Cross-Functional Team Leadership | ● Technical Auditing & Compliance |
| ● Customer Engagement & Needs Analysis | ● Change Management & Organizational Transformation |
| ● Technical Training & Public Speaking | ● Executive & Cross-Level Communication |
| ● On-Premise & Cloud Solutions (Oracle Cloud Infrastructure) | ● Agile & Waterfall Methodologies |

HIGH-PROFILE ACHIEVEMENTS

- **Led the weekly Scrum of Scrums ceremony (2024–2026)**, coordinating priorities, dependencies, and delivery timelines across 25+ key stakeholders from multiple Scrum teams on the My Oracle Support CRM solution.
- **Ensured reliability and uptime** for the My Oracle Support platform, which handles 25%+ of Oracle's customer problem/solution interactions and supports a business generating over \$19B in quarterly revenue.
- **Delivered a dedicated Department of Defense (DoD) solution** alongside the commercial platform, built on common code to meet defense-sector requirements.
- Led the complex integration of **Sun Microsystems tools and infrastructure into Oracle's platform**, delivering a single unified solution and driving adoption through targeted communications and training.
- Championed the Customer File Management initiative from concept to deployment, **delivering \$5.6M per month in cost savings**.
- Championed the Guided Resolution initiative from concept to deployment, later enhanced with automation, **delivering \$3.4M per month in cost savings**.

PROFESSIONAL EXPERIENCE

Oracle Corporation Redwood Shores, CA <i>(Oracle acquired Sun Microsystems)</i>	2010 – Present
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Principal Project Manager (2024 – Present) / Project Manager (2010 – 2024)

My Oracle Support (MOS) Development Team Project Manager (Principal Project Manager since 2024), responsible for a one-stop solution serving multiple tiers of support customers across Guided Resolution, Service Request (SR) Automation, Customer File Management, and Knowledge Management — including searchable knowledge/solutions and automated issue analysis.

- **Key stakeholder** in the 2020–2026 rewrite and migration of the My Oracle Support CRM and ticketing system to Oracle Cloud Infrastructure (OCI) — a multi-team, multi-country initiative — leading the Customer File Management (CFM) workstream end-to-end, from requirements gathering and coding through resource allocation, deployment, and ongoing support and maintenance.
- **Led a distributed team of 8** — 5 on Customer File Management, 1 on Guided Resolution & SR Automation, and 2 on Knowledge Management — spanning multiple U.S. time zones and India, delivering two distinct, globally available solutions built on common code: one for Department of Defense customers and one for commercial customers, each serving customer- and internal-facing users.
- **Product Owner** — gathered and prioritized business and technical requirements from stakeholders, translating them into a groomed development backlog for the MOS platform.
- **Scrum Master** — facilitated sprint planning, daily stand-ups, retrospectives, and backlog grooming ceremonies to keep the development team aligned and unblocked.
- **Developer** — contributed hands-on as a member of the development team, including:

- **QA Automation** — wrote extensive scripts providing the majority of QA testing coverage for the Customer File Management (CFM) solution, including performance-profiling scripts comparing file-processing run times across releases to detect improvements or degradation.
- **Kubernetes & Cloud Troubleshooting** — reviewed Kubernetes microservices logs and investigated Helidon-based Java services running on Oracle Cloud Infrastructure to diagnose and resolve production issues, while overseeing engineers on the team deploying services via Helm charts.
- **Log & Traffic Analysis** — reviewed browser HAR files and used AI tools and OCI Log Analytics to identify issues and trends.
- Promoted to Principal Project Manager (IC5) in 2024 in recognition of sustained technical and leadership impact; in 2025, expanded scope to include Scrum Master responsibilities for the SR Automation and Knowledge Management workstreams.
- Responsible for secure receipt, processing, and storage of 200+ TB of confidential customer data across 350,000+ service requests, cycling roughly every 28 days.
- Managed projects required to establish and maintain HIPAA compliance and meet EU data requirements as part of Oracle's service offering.

Sun Microsystems | Broomfield, CO & Mountain View, CA

1996 – 2010

Project Manager (2009 – 2010) / Support Engineer Manager (2006 – 2009) / Principal Engineer (2001 – 2006) / Senior Support Engineer (1996 – 2001)

Promoted from Senior Support Engineer to Principal Engineer to Support Engineer Manager, leading a team of ten across product introduction training, engineering and installations, tool development, client satisfaction, issue resolution, and product ownership for a global territory spanning Switzerland, Malaysia, Canada, Mexico, and the entire U.S.

- Member of the international "fly and fix" team supporting Sun's multi-million-dollar high-end servers for Fortune 500 organizations, traveling to customer sites on short notice to resolve critical issues and outages.
- Technical lead for high-visibility projects including the Salt Lake City Olympics — owning hardware and security across event venues, patches, field change orders, system audits, and staffing; recognized by CEO Scott McNealy for flawlessly resolving issues during this globally televised event.
- Trained 200+ field service engineers on new products and beta procedures; developed server re-certification procedures.

PERSONAL PROJECT

Personal Website on Oracle Cloud Infrastructure — oci.strong-living.world

Two-node, load-balanced deployment in a private subnet, with Instance Principals for credential-free storage access, automated Let's Encrypt certificate renewal, and zero-downtime rolling updates.

EDUCATION

B.S. in Computer Engineering — University of California, Santa Cruz

Total Quality Management Certificate — University of California, Santa Cruz Extension

CERTIFICATIONS

- **Project Management Professional (PMP)** and **Certified Associate in Project Management (CAPM)** — PMI
- **Professional Scrum Product Owner (PSPO I)** and **Professional Scrum Master (PSM I)** — Scrum.org
- **BCS Foundation Certificate in Agile** — BCS, The Chartered Institute for IT
- **Oracle Cloud Infrastructure 2025 Certified Foundations Associate, OCI 2025 Certified AI Foundations Associate, and Oracle Data Platform 2025 Certified Foundations Associate** — Oracle

TECHNICAL EXPERTISE & TOOLS

Project Management: Jira | Confluence | Primavera | Microsoft (Project, Excel, Word)

AI-Assisted Development: Codex, ChatGPT — web UI prototyping, shell script development and testing, and log file analysis

Cloud & Web: OCI (Compute, Object Storage, Load Balancer, IAM, VCN) | Oracle Fusion Cloud Applications (ERP, HCM, CX) | Google Cloud Storage | Apache | Let's Encrypt | DNS

Networking & Diagnostics: TCP/IP protocols | Browser HAR file analysis | Kubernetes microservices log review | OCI Log Analytics

APIs: REST (Postman) | SOAP (SOAPUI)

Scripting & Languages: KSH, Bash, Zsh, CSH, C, Groovy, Python, Java (Helidon microservices troubleshooting), PERL, PHP, Git, and other languages

Analyzers: Network, SCSI, Fibre Channel, and Power