

# LARRY B. FRAZIER II

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## INFORMATION TECHNOLOGY LEARNING & DEVELOPMENT DIRECTOR

**Strategic, results-focused technology L&D director with 15+ years of experience driving excellence and efficiency throughout high-quality training programs across the U.S., North America, and global locations.** Strong base of expertise leading to increasingly challenging management roles across larger operations and functional areas. Utilize business intelligence and analytical data to support review of processes and program success. Progressive career path includes hands-on roles training and developing curricula.

### AREAS OF EXPERTISE:

- ✓ Global Operations/Logistics
- ✓ Program Design/Execution
- ✓ Budget/P&L Management
- ✓ Staff Management/Development
- ✓ Process Improvement
- ✓ Business Development
- ✓ Curricula Development
- ✓ Facilities Management
- ✓ Event Coordination
- ✓ Train the Trainer
- ✓ Performance Measurement
- ✓ Customer Support

### PROFESSIONAL EXPERIENCE

**Oracle Corporation | Kalama, WA**

**1998-Present**

#### **SENIOR DIRECTOR, GLOBAL TRAINING OPERATIONS AND BUSINESS DEVELOPMENT – Oracle University (2015-Present)**

Spearhead scheduling and delivery of global training program operations (\$157M revenue in 2016); oversee 12 direct reports and 188-member staff and hold control of \$25M (per quarter) budget. Manage facilities, event productions, venues, and curricula, as well as customer support. Drive collaboration across global teams. Conceive and create programs to optimize instructor development and readiness, with focus on improving quality and efficiency through integration of Six Sigma philosophy and practices.

- ✓ **Lowered overall expenses by \$3M/year** through process streamlining that enabled headcount reduction in resource team from 37 to 25.
- ✓ **Maximized employee resources by consolidating three (3) purchase order teams to one (1);** moved seven (7) members of original teams to fill key customer support roles.
- ✓ **Reduced duplication in schedules and increased revenue** by globalizing the LVC schedule, which gave customers more options for taking courses while requiring fewer resources.
- ✓ **Increase Customer Experience by Development of Customer Support team and Portals:** Build and lead a new team to improve customer experience with Oracle University by immediate response to all inquiries. Target Booking of 15 M.

#### **SENIOR DIRECTOR, DELIVERY OPERATIONS AND LOGISTICS (North America) – Oracle University (2011-2015)**

#### **DIRECTOR, LOGISTICS – Oracle University (2006-2011)**

#### **SENIOR MANAGER, DELIVERY OPERATIONS – Oracle University (2004-2006)**

As Senior Director, led multiple teams for NA and/or global operations: Technology Team Leads, Solutions Consulting, Scheduling and Resourcing, Private Event Management, P.O. and Contract Management, and partner scheduling, for North America operations, while overseeing management of NA facilities and schedule/producers' team for Live Virtual Class. Held accountability for revenue and margin recognition for all scheduled NA events.

**As Director, Logistics, managed only NA teams across identical areas.**

**As Senior Manager, Delivery Operations, led Technology Team Leads, Solutions Consultant, Scheduling and Resourcing, and Private Event Management teams for North America.**

- ✓ **Enhanced efficiency while reducing number of producers,** from 35 producers supporting 100 events/week to 20 supporting 200+ events/week.
- ✓ **Significantly increased revenue, while reducing cost of live training,** by switching from a dedicated producer model to an on-demand producer model and introducing Live Chat support.
- ✓ **Greatly improved flexibility and run rates by implementing just-in-time scheduling—**went from NA run rate of less than 50% for 3K scheduled classes per quarter to run rate of 70% for 1400 classes, with 400 classes added as JIT achieving run rate of 90%.

**Oracle Corporation | continued**

- ✓ **Lowered contractor expenses by 66.6%** through more efficient scheduling practices and more streamlined schedule.
- ✓ **Implemented new training plan with sales consulting team**, retrained resourcing and scheduling team, and built private event management team to ensure customer satisfaction and payment.
- ✓ **Set up a central resourcing tem for North America**; created a new sales solution to assist teams in scoping deals and created new Technology Team Lead group to help prepare instructors.

**SENIOR PRACTICE MANAGER – Oracle University (2000-2004)**

Directed team of 17 instructors and 8 technology team leads in education centers across central U.S. and Canada; oversaw staff/resource management, as well as development of instructors, practice managers, and curricula. Drove product delivery, resource management, and efforts to grow revenue while controlling expenses. Designed strategies for business development to reach new customers and fulfill goals.

- ✓ **Developed process and application—generating average \$2M+ per quarter**—to assist Sales in communicating when customer could not find a particular class; idea was expanded for global distribution.
- ✓ **In first management role, optimized results by consulting with experienced leaders on overseeing staff**, utilizing KPIs, and dealing with issues; met regularly with team to gather feedback and generate ideas.

**SENIOR INSTRUCTOR – Oracle University (1998-2000)**

Developed and delivered curriculum for Oracle database software web technology courses. Coordinated and managed professional development programs for U.S. and Canada, as well as training content for use online.

**CAREER NOTE:** Earlier experience as a **Senior Instructional Programmer/Analyst** for the United States Air Force. (Honorable Discharge, E5).

**EDUCATION & PROFESSIONAL DEVELOPMENT**

**Bachelor of Science in Computer Science** | Chapman University, Orange, CA

**Six Sigma Black Belt Certification**

Professional Management Training - University of Phoenix  
Manage Professional Growth Course  
360 Review Process  
Managing within the Law Course  
Oracle Database Courses

**CERTIFICATIONS**

**Oracle Gold Club Member, Oracle Certified**

**Oracle Master Developer and Certified Technical Trainer**