

STEFAN WILLEMS

Sr Manager OCI Cloud & AI Adoption

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EXECUTIVE PROFILE

Cloud and AI adoption leader with 20+ years of experience across Oracle Cloud Infrastructure (OCI), enterprise customer support delivery, cloud engineering, customer success, sales, and operations. Combines hands-on cloud architecture and AI enablement with commercial execution to accelerate adoption, resolve critical and complex technical escalations, protect renewals, and grow revenue. Experienced people leader and cross-functional operator across Sales, Engineering, Support, Product, Legal, Partners, and executive stakeholders, with a strong customer-obsessed mindset and executive presence.

CORE EXPERTISE & SKILLS

Cloud platforms & technical domains: Oracle Cloud Infrastructure (OCI); cloud adoption; IaaS/PaaS architecture; DR/HA; identity; compute; storage; networking; databases; analytics; billing, metering, and cost optimisation.

Customer engineering & support: Enterprise customer support; technical troubleshooting; complex issue resolution; executive escalations; go-live readiness; strategic account management.

Leadership & delivery: Regional people leadership; coaching and mentoring; KPI governance; operational cadence; cross-functional delivery; stakeholder management; retention and expansion.

AI & automation: AI governance; Oracle AI enablement; ChatGPT & Codex; MCP development; Python script development; customer-facing HTML tools;

PROFESSIONAL EXPERIENCE

Oracle Romania | Bucharest, Romania

Senior Manager, OCI Cloud & AI Adoption - Benelux & Israel

Jun 2022 - August 2026

- Lead a regional Cloud Adoption team supporting 40+ Premium and Premium+ strategic enterprise customers across four countries, spanning OCI adoption, consumption growth, retention, go-live readiness, blocker resolution, customer support delivery, and KPI execution.
- Hire, onboard, develop, coach, and lead a regional team, setting clear performance expectations and enabling customer-facing cloud professionals to address complex customer scenarios.
- Delivered as a team 21 FY26 year-to-date go-lives and maintained 88% Premium coverage for cloud workloads above \$50K.
- Achieved activation above 95%, onboarding above 90%, and first-dollar revenue for more than 95% of net-new bookings across FY23-FY26.
- Generated more than \$1.1M in retention-led revenue in FY26 Q4, the highest result in EMEA; AI initiatives also generated an initial \$150K FY26-Q4 revenue increase.
- Established a cross-functional engineering and operational cadence with Sales and Cloud Engineering to manage account risk, renewals, customer outcomes, critical escalations, issue ownership, and resolution.
- Selected for Oracle's 19-person worldwide Global AI Swat Team; lead the EMEA Cloud Adoption AI Hub initiative (120+ FTEs) and build reusable Codex applications, OCI MCPs, Python scripts, and customer-facing HTML tools to improve engineering productivity, customer solutions, and support capabilities.
- Exceeded Expectations in FY23, FY24, and FY25.

Oracle Romania | Bucharest, Romania**Principal Account Cloud Engineer, IaaS & PaaS - Key & Top Accounts**

May 2021 - May 2022

- Supported key Dutch enterprise accounts with OCI adoption, troubleshooting, consumption blockers, billing, metering, cost optimisation, and go-live assistance.
- Delivered customer-facing engineering support for complex cloud issues, partnering with customers and internal technical teams to drive resolution and adoption.
- Bridged customers, Sales, Account Cloud Engineering, and internal Oracle teams; increased revenue to 95% of pool target.
- Co-founded OCI Think Tank, a cross-continent internal initiative; contributed to knowledge sharing, engineering collaboration, and continuous improvement. Exceeded Expectations in FY21 and FY22.

Oracle Romania | Bucharest, Romania**Principal Cloud Architect, IaaS & PaaS - Key & Top Accounts**

Jun 2020 - May 2021

- Advised strategic customers on OCI architecture, implementation choices, operating models, reporting, commercial terms, and account-level constraints.
- Partnered with customer and internal engineering stakeholders to address complex architecture, deployment, and operational scenarios.
- Served as SME for OCI billing, reporting, metrics, and Oracle commercial terms and conditions.

Oracle Romania | Bucharest, Romania**Senior Customer Success Manager, IaaS/PaaS - Key & Top Accounts**

Sep 2018 - Jun 2020

- Managed strategic Dutch IaaS/PaaS accounts with cloud contract value up to \$10M, driving adoption, consumption, risk mitigation, retention, renewals, and expansion.
- Acted as a senior customer advocate and escalation point, coordinating Sales, Support, Consulting, and technical stakeholders to protect customer outcomes.
- Increased territory OCI usage and consumption by 800% in 18 months; selected as one of two EMEA Customer Success top performers by VP decision (Dec 2019).

Oracle Romania | Bucharest, Romania**Customer Success Manager, IaaS/PaaS - Benelux**

Dec 2017 - Aug 2018

- Owned Benelux cloud accounts up to \$100K ARR across adoption, satisfaction, retention, expansion, Sales, Support, Renewals, Consulting, and technical teams.
- Coordinated cross-functional teams to resolve customer blockers, improve customer experience, and support successful cloud adoption.
- Raised cloud use-case adoption KPI from 18% to 50% in under four months and initiated an EMEA-wide Oracle Universal Credits conversion program.

EARLIER EXPERIENCE

SPD/GV2/CRM | Romania

Operations Manager

Jan 2017 - Nov 2017

- Managed operations across multiple business lines, with responsibility for 20+ people, KPIs, logistics, sales validation, and investment governance.
- Led, coached, and developed a multi-function team while maintaining operational performance and accountability.

Eastern European Capital Ltd | Bucharest, Romania

Operations Manager

2015 - 2016

- Supported growth from 6M RON to 27M RON; managed reporting, operational risk, compliance, financing, process improvement, and ERP/BI implementation.

Easy Insurance Solutions / Renomia SRBA | Bucharest, Romania

Business Development Manager, Green Energy Insurance

2012 - 2014

- Secured an exclusive Romanian partnership with Solarif / HDI Insurance and closed solar-park insurance with EUR 45M total insured value.

ECI SRL | Bucharest, Romania

Manager, Consumer Loans & Mortgage Underwriting

2005 - 2012

- Led a 10-FTE sales and loan-underwriting team; contributed to CRM deployment, lender relationships, broker contracts, procedures, and industry credit brokerage association founding.

AWARDS & RECOGNITION

FY26 Q3 AI Creativity Award (Oracle, Apr 2026) | FY27 Q1 Global AI Swat Team Impact Award (Oracle, Jun 2026) | FY25 Q2 Inspire Excellence Manager Award (Oracle, Nov 2024) | Customer Advocate Award (2020) | Compliance & Ethics Integrity Hero Award (2020) | FastCloud Methodology Champion (2019) | Autonomous Database Adoption Award (2018)

CERTIFICATIONS

Oracle Cloud Infrastructure AI Foundations (2025) | OCI Foundations 2020 Certified Associate | Oracle Autonomous Database Cloud 2020 Certified Specialist | Oracle OCI Architect Associate (2020)

EDUCATION & LANGUAGES

Hanzehogeschool of Applied Sciences Groningen - Management, Economics and Law (18 months completed) | Maartenscollege, Haren - HAVO

Languages: Dutch (native), English (fluent), Romanian (professional proficiency).