**Deepthi Golla**

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I am working as an Associate Technical Consultant and has 6.6 years of experience in the Technology side of RightNow CX (Oracle Service Cloud) as a Web/UI Developer and ERP (Supply Chain Management). I am currently a part of the CRM Competency team in Cognizant Technology Solutions India Pvt Ltd and seeking for an organization to take new opportunities where my skill sets be utilized and appreciated.

**Experience Summary:**

* 5.1 years of experience in **Oracle RightNow CX** **(Using HTML5, CSS2, CSS3, JS, AJAX, JSON, CI, Responsive Design, PHP)** in CRM Domain and 1.5 years of experience in ERP Domain using SQL and PLSQL procedures and functions.
* Has extensively worked as a Web/UI Developer for Oracle RightNow CX.
* Hands on experience on developing **Customer Portal widgets, Connect PHP API, CPM** in PHP and **Add Ins**.
* Involved in creating **RightNow Add Ins** using C#, Visual Studio 2017.
* Has good knowledge of **CRM** Domain.
* Working individually and as a team member according to the project requirement.
* Hands on experience on creating **Engagement Engine Rules** for Oracle Live Help on Demand.
* Hands on experience on designing look and feel for **Syndicated Chat Link** for Live Chat (Oracle Live Help on Demand).
* Has good knowledge on **Connect Web Services** implementation in Oracle RightNow CX.
* Has done POC on Oracle Policy Automation.

**Technical Skills:**

|  |  |
| --- | --- |
| CRM tools | Oracle RightNow CX |
| Languages | ROQL, PHP |
| Web development | HTML5, CSS2, CSS3, AJAX, JQuery, JSON, JavaScript, Bootstrap 3.3.7, AngularJS, Typescript |
| DB tools | SQL |
| IDE’s | Microsoft Visual Studio 2015, 2017, Visual Studio Code |
| Packages | Microsoft Office 2011, 2016 |

**Work Experience:**

**#1.Cognizant Technology Solutions India Pvt Ltd, Bangalore (Jul’2019 – till date)**

**Environment:** Windows XP/7.

**Domain:** CRM (Customer Relationship Management) - Oracle Service Cloud/ RightNow

**Technology:** HTML5, MVC, CSS3, AJAX, JSON, Bootstrap V3.3.7, Angular6, PHP, CI, Typescript

**#1.Oracle Solution Services India, Bangalore (Oct’2013 – Jul'2019)**

**Environment:** Windows XP/7.

**Domain:** CRM (Customer Relationship Management)

**Technology:** HTML5, MVC, CSS3, AJAX, JSON, Bootstrap V3.3.7, Angular6, PHP, CI, Typescript

**Environment:** Windows XP/7.

**Domain:** SCM (Supply Chain Management)

**Technology:** SQL, PLSQL

**Project 1: KPN (Koninklijke PTT Nederland) (Jan 2020 to Till date)**

KPN is a Dutch landline and mobile telecommunications company. KPN started as a public telecommunications company and is based in Rotterdam, Netherlands. On 1 January 1989, the PTT was privatised and reorganized as a private business known as Koninklijke PTT Nederland, shortened to KPN or PTT Nederland. In the Netherlands, KPN has 6.3 million fixed-line telephone customers.

**Roles Assigned**: Developer

**Responsibilities**:

Worked on Upgrade support and Change Requests (CR) based on the optimizations/requirements provided by the KPN.

**Technologies Used:** PHP, Functional (Agent Desktop)

**Project 2: TMNA (Toyota Motor North America) (Jul’2019 to Dec’2019)**

Toyota Motor North America, Inc. is a holding company of sales and manufacturing subsidiaries of Toyota Motor Corporation in the United States. Its services include government and regulatory affairs, energy, economic research, philanthropy, corporate advertising and corporate communications.

**Roles Assigned**: Developer

**Responsibilities**:

Worked on Connect PHP API for Import of data in CSV format from Customer Connection to OSvC using Cron Job on daily basis.

Worked on sending response in JSON format by calling OneTrust/TIPS API.

**Technologies Used**: JSON, PHP, ROQL

**Project 3**: **Credit Suisse (Oct 18 to Till date)**

Credit Suisse Group AG is a Swiss multinational investment bank and financial services company founded and based in Switzerland. Headquartered in Zürich, it maintains offices in all major financial centres around the world.

**Roles Assigned:** Developer

**Responsibilities:** Configuring RightNow Customer Portal. Updating/creating templates, pages and CSS. Adding/removing CP widgets and creating custom widgets for interface. SSO Redirection Implementation, KA Portal Design. Integration via Import / Export jobs from PeopleSoft to OSvC or from OSvC to PeopleSoft. Mobile Pages CSS changes using media query for different set of devices.

**Technologies Used:** HTML, CSS2, CSS3, Responsive Design, AJAX, JSON, PHP, ROQL, CI

**Project 4: ARCBS (Jun 18 to Sep 18)**

The Australian Red Cross Blood Service is a branch of the Australian Red Cross. It is the body primarily responsible for blood donation and related services in Australia.

**Roles Assigned:** Developer

**Responsibilities:** Configuring RightNow Customer Portal. Updating/creating templates, pages and CSS.

**Technologies Used: HTML, CSS2, CSS3, Responsive Design, AJAX, JSON, PHP, ROQL, CI**

**Project 5: RightNow 2.0 Brazil and RightNow 1.5 Brazil (From Dec 17 to May 18)**

Business Expert & Partners (BExpert) specializes in implementing CRM solutions, now known as Customer Experience, or just CX. The company is concerned with the business and, therefore, maintains as a focus of its actions in the sale of tools capable of allying the modernity of the software to the efficiency of the provision of consulting services.

**Roles Assigned:** Developer

**Responsibilities:** Worked on Add-In Development (CTI Integration, Dialer Add-In, different add-in implementations using Web Services).

**Technologies Used: HTML, CSS2, CSS3, Responsive Design, AJAX, JSON, PHP, ROQL, CI**

**Project 6 & 7: Payoneer Upgrade Support (Feb, Mar 17 - Upgrade Support) and ADB (From Sep 17 to Dec 17)**

The Asian Development Bank (ADB) is a [regional development bank](https://en.wikipedia.org/wiki/Multilateral_development_bank) established on 19 December 1966, which is headquartered in the [Ortigas Center](https://en.wikipedia.org/wiki/Ortigas_Center) located in Mandaluyong, [Metro Manila](https://en.wikipedia.org/wiki/Metro_Manila), [Philippines](https://en.wikipedia.org/wiki/Philippines).

**Roles Assigned:** Developer

**Responsibilities:** Worked on Connect PHP API for export and import of data in CSV format from RightNow using ROQL and transferred the data to ADB using SFTP. Worked on creating Cron Job Schedule for actions PHP scripts and SFTP transfer.

Configuring RightNow Customer Portal. Updating/creating templates, pages and CSS.

Adding/removing CP widgets and creating custom widgets for interface.

**Technologies Used: HTML, CSS2, CSS3, Responsive Design, AJAX, JSON, PHP, ROQL, CI**

**Project 8: Chubb Inventory Management (May 17 – Aug 17)**

Chubb Limited is the world’s largest publicly traded property and casualty insurer. The company has offices in 54 countries. Chubb provides commercial and personal property and casualty insurance.

**Roles Assigned:** Developer

**Responsibilities:** Worked on Add-In Development.

**Technologies Used: C#, Visual Studio 2017**

**Project 9 & 10: ISM Portal (From Aug 16 to Feb 17) and RAM Portal (From Aug 16 to Aug 17)**

Internal project for Oracle SSI to manage service requests related to RightNow integrations with ERP, HCM, PAAS and Taleo.

**Roles Assigned:** Developer

**Responsibilities:** Configuring RightNow Customer Portal. Updating/creating templates, pages and CSS.

Adding/removing CP widgets and creating custom widgets for various interfaces.

**Technologies Used: HTML, CSS2, CSS3, Responsive Design, AJAX, JSON, PHP, ROQL, CI**

**Project 11: DHL Portal (From Aug 16 to Dec 17)**

Configuring & Migrating from CP2 to CP3 (3.4) latest version (May 2016 Release).

**Roles Assigned:** Developer

**Responsibilities:** Configuring RightNow Customer Portal. Updating/creating templates, pages and CSS.

Adding/removing CP widgets and creating custom widgets for various interfaces.

**Technologies Used: HTML, CSS2, CSS3, Responsive Design, AJAX, JSON, PHP, ROQL, CI**

**Project 12: Carlson Wagonlit Travel (CWT) (From May 16 to Dec 17)**

A UK [Public limited company](https://en.wikipedia.org/wiki/Public_limited_company) related to Banking and Insurance Products for its 8 languages using RightNow for the customer service process flow of triggering a CP.

**Roles Assigned:** Developer & Admin

**Responsibilities:** Configuring RightNow Customer Portal. Updating/creating templates, pages and CSS. Adding/removing CP widgets and creating custom widgets for various languages (English, Spain, French, Dutch, Italian, Portuguese, Polish, Thai)

Creating standard texts, configuration messages and Message bases and CPM for managing CC field.

Deploying FnT add in production site.

**Technologies Used: HTML, CSS2, CSS3, Responsive Design, AJAX, JSON, PHP, ROQL, CI**

**Project 13:** **Lloyds Bank (From Jan 16 to Apr 16)**

A UK [Public limited company](https://en.wikipedia.org/wiki/Public_limited_company) related to Banking and Insurance Products for its 7 interfaces using RightNow for the customer service process flow of triggering a chat from the Lloyds Banking Group site using Custom Process Model for managing anonymous chat and define look and feel customizations for chat pages.

**Role:** Developer

**Responsibilities:** Worked on CPM for Incident creation on updating emails and phone number. Worked on Chat CP designing & Adding/removing CP widgets and creating custom widgets for Chat Pages & Created custom widget to extend the functionality of RightNow for chat pages from Customer Portal. Configuring RightNow CP. Updating/creating templates, pages and CSS for Chat pages.

**Technologies Used: HTML, CSS2, CSS3, Responsive Design, AJAX, JSON, PHP, ROQL, CI**

**Project 14: Ceridian (From Oct 15 to Dec 15)**

A UK firm that able to receive data from the RightNow MYSQL database from the 30 tables Ceridian currently extract data from, and write this to the identical schema maintained in Ceridian’s data warehouse.

**Roles Assigned:** Developer

**Responsibilities:**

1. Worked on Connect PHP API for nightly export of data in CSV format from RightNow using ROQL and transferred the data to Ceridian using SFTP.
2. Worked on creating Cron Job Schedule for actions PHP and SFTP.

**Technologies Used: HTML, CSS2, CSS3, Responsive Design, AJAX, JSON, PHP, ROQL, CI**

**Project 15: Luxbet Migration (Sept 15)**

Luxbet is an online betting company, Australia, licensed by the Northern Territory Racing Commission, and provides racing, sports and novelty betting options that uses RightNow CX for migrating from its old system called tabcorpuk.

**Roles Assigned:** Admin

**Responsibilities:**

1. Creating user accounts, profiles, and managing profile permissions.
2. Creating Navigations Sets, Workspaces and configuring rules for different user groups.
3. Configuring RightNow incident management system with multiple incident queues.
4. Configuring RightNow Live Chat functionality with multiple chat queues.
5. Configuring RightNow Knowledge base, creating/updating answers, standard texts, migrating report definition and creating dashboards. Working with business rules.
6. Working with custom objects, custom fields and system attributes.

**Project 16: Reliance Commercial Finance (From Apr 15 to Aug 15)**

Reliance Commercial Finance uses RightNow CX for importing data from Reliance to Service Cloud to load customers’ data.

**Role:** Developer

**Responsibilities:** Worked on Connect PHP API for importing the data from csv to the Reliance RightNow CX.

Involved in creating custom objects, fields required for importing data. Worked on custom scripts to delete the data using Connect PHP API for contacts and incidents.

**Project 17: Lloyds Live Help on Demand (Apr 15)**

A UK [Public limited company](https://en.wikipedia.org/wiki/Public_limited_company) related to Banking and Insurance Products for its 7 interfaces called Halifax, Lloyds Bank, BankofScotland that uses Oracle Live Help on Demand for Live Chat.

**Roles Assigned:** Techno-Functional

**Responsibilities:** Creating Engagement Engine Rules for all 3 brands called Lloyds bank, Halifax and BankofScotland for triggering Syndicated chat link on Lloyd’s main pages.

Involved in creating various users and look and feel design for Live Chat pages.

**Technologies Used: HTML, CSS2, CSS3, Responsive Design, AJAX, JSON, PHP, ROQL, CI**

**Project 18: Kikkoman Project (From Jun 14 to Apr 15)**

Kikkoman Corporation is a leading Soya sauce brand, established in 1917, headquartered in Japan with 5000 plus employees.

**Roles Assigned:**  PLSQL Developer

**Responsibilities:** Involved in creating data base objects like tables, views, and synonyms.

Involved in creating packages, procedures and functions for various modules.

**Technologies Used: SQL, PLSQL, R12 Application using Forms, Reports.**

**Project 19 & 20:** **TAMA Upgrade (From Jan 14 to Mar 14) & ICON Upgrade (Apr 14)**

Israel Tama’s main area of specialization is packaging and protective products for agriculture, which we refer to as “Crop Packaging Products (CPP)”.

**Roles Assigned:** PLSQL Developer

**Responsibilities:** Worked on upgrade of Forms, Reports and database objects.

Installation of Packs on Reference Instance for delivered packs from 11i to R12.1.3.

**Technologies Used: SQL, PLSQL, R12 Application using Forms, Reports.**

**Educational Qualifications:**

* Bachelor of Engineering in 2011 from MITS (Madanapalli) affiliated to JNTU Anantapur, Madanapalli (AP) with 75%.
* Board of Intermediate Education in 2007 from Sri Satya Sai College for Women with 86%.
* Board of Secondary Education in 2005 from Siddhartha School with 79%.

**Awards & Achievements:**

* Recognized as one of the **top performer** in Team.
* Received several **appreciation notes** from higher-level management.
* Got spot award for taking up new technologies like C# (RightNow).

**Personal Details**

**Name** : Deepthi Golla

**Date of Birth** : 25 November 1989

**Languages known**. : English, Telugu and Kannada

**Marital Status** : Married

**Declaration**

I hereby declare that the above-mentioned details are correct to the best of my knowledge. If I get a chance, I can prove my ability.

Location: Bangalore Signature:

Deepthi Golla