



Tulasi Ramaiah

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Experience Summary

A 3x Vlocity Certified | Vlocity VIP Masters Program Member | Vlocity Level 2 Certified Professional with 3+ years of experience working for a global client as a Vlocity and Salesforce Developer and providing solutions to critical business requirements. Total 10+ years of experience in CRM and IT Industry.

- Worked as a Senior CRM Developer at Encora Technologies sdn.bhd & SMS Outsourcing sdn.bhd for 3 years in Kuala Lumpur, Malaysia
- Experience in implementing Vlocity Cards, Omniscrypts, Integration Procedures, Data Raptors, Calculation Matrices.
- Hands-on experience in EPC concepts like Picklist, Attribute, Object Types, Products, Product Bundles and Pricelist.
- Hands-on experience in Order management concepts such as Technical products, Decomposition Relationships, Product class Decomposition, Orchestration Plans, Orchestration Items, Orchestration dependencies
- Hands-on experience in CPQ concepts like Guided selling and Advance Rules

Employment History

- Infosys [Aug 2019 to till date]
- Virtusa [Sept 2018 to Aug 2019]
- SMS Outsourcing sdn.bhd, Malaysia(Celcom) [July 2017 to July 2018]
- Encora Technologies sdn.bhd, Malaysia (CIMB Bank, DHL) [June 2015 to June 2017]
- IBM (Feb 2014 to June 2015)
- Birla Soft (Dec 2010 to Feb 2014)

Certifications

1. Vlocity Platform Developer
2. Vlocity Communication CPQ Developer 1
3. Vlocity Communications Order Management Developer I
4. Salesforce certified Administrator201
5. Salesforce certified Platform Developer 1

Technology

Applications	Vlocity
Tools	VDX, Copado, Vlocity Build Tool, ADO, JIRA, GitHub, VS-Code
Languages	APEX basics,HTML,XML,CSS

Qualifications

Degree and Date	Institute	Major and Specialization
MCA(Master of Computer Application)2009	Sri Venkateswara University,Tirupati.AP	Computers

Assignments

The details of the various assignments that I have worked are listed here, in chronological order.

Project	Talk Talk Group
Company	Infosys
Period	June 2020 to till current
Location	Bangalore
Description	Working as a developer for Vlocity solutions and Community changes for application that is used to handle ordering from partner portal for TT-Products.
Role	Developer
Application	Vlocity
Tools	ADO, GitHub, VS-Code,Copado
Highlights	<ul style="list-style-type: none">Configuring new Order Decomposition, Fulfilment Request and Orchestration plans.Working on portal changes including Audience management and new community pages creation.

Project	M1 Transformation
Company	Infosys
Period	Aug 2019 to May 2020
Location	Bangalore
Description	M1 is Singapore based telecom company which sells SIM cards and various mobile plans digitally. We are working on designing Order management which helps CSR to help customer with their problems regarding and their mobiles plans or services.

Role	Developer
Application	Vlocity
Tools	VDX, GitHub, JIRA
Highlights	<ul style="list-style-type: none"> • Worked on OmniScripts including Integration Procedure and Data Raptors. • Experience in implementing Vlocity Cards, Omniscripts, Integration Procedures, Data Raptors, Calculation Matrices.

Project	Citi Bank
Company	Virtusa
Period	Sept 2018 to Aug 2019
Location	Chennai
Description	Citi Bank is having various branches across world and having consumer and investment sectors. Contact center will get calls from Credit card users for various requirements. Based on the requirements Contact center agent has to assist users. Agent will process to backend office to close the service request based of the requirement to full fill card requirement.
Role	Developer
Application	Vlocity
Tools	VDX, GitHub, JIRA
Highlights	<ul style="list-style-type: none"> • Experience in implementing Vlocity Cards, Omniscripts, Integration Procedures, Data Raptors, Calculation Matrices

Project	Celcom Axiata Malaysia
Company	Celcom
Period	July 2017 to July 2018
Location	Malaysia
Description	Celcom Axiata is a combination of cellular network provider that deliver Prepaid, Post-paid, Devices and Fibre Broadband products to end users, as well as various systems that represent opportunities to bring new innovations to the market. Celcom is a transformation program that implements a new re-defined set of business processes. The objective of this program is to provide consistent customer experience, improve employee

	<p>satisfaction and to provide Celcom global/scalable capabilities. The program implements the following systems/applications:</p> <ul style="list-style-type: none"> • Product& Pricing • Order Management • Asset Based Ordering • Integrations
Role	Senior Developer
Solution Environment	Siebel IP2015 on Windows10 as well as Windows 7.

Project	One View Contact Centre
Company	CIMB Bank
Period	June 2015 to June 2017
Location	Malaysia
Description	<p>CIMB Bank is having various branches across world and having consumer and investment sectors. Consumer bank for credit card services maintains a Contact Center. Contact center will get calls from Credit card users for various requirements. Based on the requirements Contact center agent has to assist users. Services like Card Activation, Card Blocking, Card Refund, Card Redirection, Card payment, Billing cycle change, Card Retention. Agent will process to backend office to close the service request based of the requirement to full fill card requirement.</p>
Role	Developer
Tools	Siebel Financial 8.1.1.11

Project	Vodafone Spain
Company	IBM India pvt
Period	Feb 2014 to June 2015
Location	Bangalore
Description	<p>Vodafone Spain is a one of the projects from Vodafone to handle Spain telecom functionality. In this functionality, it covers how to provision new connectivity and handling the existing Connections along with this as part of new functionality like providing broad band facilities, TV channels offers to the users along with SIM connection.</p> <p>It's been implemented based on Asset based Order</p>

	Management with the help of Row Set Transformation Business Service and Signals & Variable maps
Role	Developer
Tools	Siebel Tools 8.1.1.10, Oracle 11g, SOAP UI

Project	INTL Sales, GE Healthcare
Company	Birlasoft
Period	Jan 2011 to Feb 2014
Location	Bangalore
Description	GE Healthcare has a range of products that include medical imaging and information technologies, medical diagnostics, patient monitoring systems, drug discovery, and biopharmaceutical manufacturing technologies. The Company's Sales Representatives will contact hospitals and create account and related contacts & opportunity. Based on the opportunity sales quotes will be created and once it is approved from all the approvals then Sales Order will submit after that invoice will generated and billing will happen. These sales quote will process by back office, then they will deliver the products accordingly
Role	Developer
Tools	Siebel Tools 8.0.1.10, Oracle 11g, SOAP UI

Personal Details

Date of Birth	26-08-1984
Nationality	Indian
Passport	J3449451