

Rubarani Duraisamy

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| Professional Summary |

Experienced Technical Consultant with a background in recommending end-to-end solutions that augment clients' business processes. Have over 7 years of experience in project planning, requirements gathering and client relationship management to growing firm. Actively looking for a job in Hyderabad, India

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| Technical Expertise |

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| * Technical and Functional knowledge in Oracle Service Cloud, Oracle Policy Automation, Oracle Knowledge Advanced
* Proficient in designing solutions and integrations
* Oracle B2C Service Integration and Development 2020 Certified Implementation Specialist
 | * Sound knowledge in the implementation considering the aspects like MVC design, maintaining modularity, improving performance,etc,..
* Experienced in Web page development with PHP, HTML, JS, jQuery, CSS
* Trained and certified in Advanced Java
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| Project Assignments - Tata Consultancy Services |

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| Jan 2020 – PresentTechnical ArchitectGeneral Electric Company – Hyderabad, India | * Technical lead for offshore team responsible for design, review and optimize solutions, timely delivery of change requests and Integrations
* Have done Integrations with Workday and Oracle Digital Assistant
* Integrations of OSVC Customer Portal and Agent Desktop with OPA using determinations API
* Integration of OSVC chat with external system using APIs. Have done agent availability check with chat real time reports
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| Feb 2017 – Jan 2020Technical ConsultantGeneral Electric Company - Schenectady, NY | * Collaborated with client and interdepartmental peers to take client requirements and transform them into turn key solutions
* Have lead projects successfully on time, coordinating with clients and offshore
* Authoring of Knowledge Advanced Content, publishing, creating workflows, etc,..
* Implementation of Knowledge Advanced Search using REST APIs in the Portal
* Involved in the research and PoC on SOLR Indexing and Search
* Design analysis of extraction of data from SVC to systems like Data lake
* Implementation of custom search in OPA forms against an xml file using JS extensions
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| Dec 2015 - Jan 2017Technical ConsultantGeneral Electric Company - Chennai, India | * Developed Custom scripts to purge old records, mass case upload, account creation, integration with other systems, etc,..
* Developed Custom Process Models to handle emails, send communications, identify duplicate cases, route cases, send approval emails to automate process, etc,..
* Worked on RightNow Connect Web Services through Java Axis 2 to create SVC webservice to create a custom connection to OPA
* Extensively developed OPA Forms for Case creation and complex routing logic
* CP Framework migration from 3.0 to 3.3 and 3.0 to 3.7
* Integrations with 3rd party systems involving both inbound and outbound in PHP
* Design and Implementation of visibility and ability to update a case by any secondary contact in Customer Portal
* Identification of contacts as internal and external and restricting the access of end user pages accordingly
* Design and implementation of search capability of all cases related to a Process in portal
* JS API implementations to do validations and calculation in the workspace
* Design and implementation of way to take the API endpoints(stage, prod) based on the svc instance the script is executing. This is to prevent the creation or retrieval of records from prod instance whenever the svc prod instance is cloned
* Implementation of Surveys, enabling them through sso, star based surveys
* Migration of SSO to Version2
* Implementation  of Customer Portal SSO, Agent Console IDP SSO, Browser UI IDP SSO
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| Aug 2015 - Nov 2015DeveloperLoss Mitigation System, TCS CRM CoE - Chennai, India | * Loss Mitigation System is built using Oracle Service Cloud (Portal and Agent Desktop) and Oracle Policy Automation to determine the workout option eligibility for a Borrower. This is built in a way to overcome the key challenges faced in Mortgage Default Management Framework.
* Integration with Paypal Payment gateway
* Integration of OSC and OPA through web determinations to determine the eligibility
* Extensive creation of custom widgets to achieve the desired functionality like Navigation, creation and Custom Objects update not related to Incident.
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| Jul 2014 - Jul 2015DeveloperMotorola Mobility Inc - Chennai, India | * Involved in the Customer Portal Migration from CP2 to CP3 Preparation of Migration plan based on the Oracle Migration guide.
* Analysis of business and technical requirements for the change requests
* Preparation of design documents and implementation of Change Requests
* Preparation of Short Form Project Documents
* Preparation of Test data and Unit testing
* Creation of Deployment plan documents for the releases
* Creation of User manuals for the usage of Call Centers
* Involved in creation of SOAP envelopes using RightNow Connect Webservices which will be used by the external applications to do an update to RNT
* Defect management and tracking
* Daily & weekly status reporting to clients Skills Oracle Service Cloud (RightNow)
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| Nov 2013 - Jun 2014DeveloperTCS RightNow Airlines, Student Experience Solution - Chennai, India | * Design of Customer Portal Template, themes
* Login functionality to identify Agent/Customer and redirect to different pages.
* Integration of Oracle Service cloud (RightNow) with Siebel from Customer Portal.
* Authenticating access to individual pages based on his contact type.
* Creating multiple Service requests from Customer Portal.
* PDF generation for the filled in form or a contact created.
* Configuration of Self-Service for facebook.
* Involved in configuring channels and channel accounts to monitor the Social channels.
* Responsibilities Design of Customer Portal Template.
* Configuration of Chat permissions and rules to route the chat based on category selected.
* Creation of Transactional surveys to pop up at the end of chat.
* Design of Mobile Template and Pages.
* Creation of Knowledge base.
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| Education |

2013

B TECH: Information Technology

Valliammai Engineering College, Anna University | Chennai, India

Secured 8.56/10 CGPA, Anna University Rank Holder: 35th Rank

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| Certifications |

* Oracle Certified Java Professional (OCJP)
* Oracle RightNow CX Cloud Service 2012 Certified Implementation Specialist
* Oracle Cross-Channel Contact Center Cloud 2017 Implementation Essentials
* [Oracle B2C Service Integration and Development 2020 Certified Implementation Specialist](https://www.youracclaim.com/badges/0f482296-1798-4aba-a3fe-c197be44011f/linked_in%22%20%5Ct%20%22_blank)

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| Accomplishments |

* Have received On the Spot, Technical Excellence and Best Team awards for taking up the new challenges and commitment shown towards the project.
* Have acquired Oracle RightNow CX Cloud Service Presales and Sales Specialist titles.
* Secured Business Skills domain certification from TCS Business Domain Academy.
* Received appreciation from Clients for the team effort and timely accomplishment of the project.

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| Personal Information |

Name  - Rubarani Duraisamy

Date of Birth - March 5th 1992

Marital Status - Married

Designation - IT Analyst