



THIYAGARAJAN S

(H) +91 9894720330 | vijay.thiyagarajan@gmail.com

11/15, Block 1, F1, Majestic Flats, Nethaji Street, Gandhi Nagar, Moovarasampet, Chennai – 600091

Professional Summary

- Responsible for gathering and understanding the business needs of members within specific projects and the same was analyzed with the IT teams and user departments to translate into system developments
- Prepared documents like DS140, TE.040, AN100, FPD, Design documents etc.,
- Conducted various sessions like Kick-offs, CRP, SIT, UAT, User Training & Admin Training.
- Helping the pre-sales team to understand RFP / RFQ to understand the requirements from business and advising the feasibility of the same.
- Acted as a liaison between various department and IT team to resolve service requests as quickly and efficiently as possible
- Excellent understanding of requirement of the business and to create BRD accordingly
- Responsible to maintain various ad-hoc reporting and analytics efforts as needed
- Sound knowledge and understanding of testing principles, and strong ability to write test cases
- Queries and Escalations from clients are handled with high standards.
- Take initiative to improve existing processes, or develops new processes to increase efficiencies within functional area
- Manage Critical customer impact issues and ensure minimum impact to the Service Desk due to any Critical Incidents.
- Handling a team of members in various shifts and allocating work based on the business requirement daily by conducting huddles and meeting.
- Monitoring of various important Logical Terminals and Interfaces in periodic intervals and trouble shoot the same incase of any issues
- Achieved 99% metrics while being part of 10-member team to show customer satisfaction.
- Ensure that all key performance indicators of the assigned process are met & any Gaps are documented and controls to be put in place to avoid occurrence.
- Ensure adequate back-ups created for all critical process and assist other teams during contingencies (Staff shortage, High volumes etc)
- Worked very closely with the process owners and other internal clients for overall growth of the bank's business.
- Ensure team morale and motivation is high through team building and regular interaction.
- Educate and provide feedback/coaching on process errors and also assume responsibility as a single point of escalation.

Work Details

Senior Consultant – Nexinfo Inc

July 2019 to Till date

Project Name	Client	Application	Duration
Manufacturing company in US	Sakura Finetek USA	Oracle Rightnow Service Cloud Oracle Fusion Order Management Oracle Service Contracts & Install base	July 2019 – Till date

- Team handling, ticket assignments to the respective team
- Escalation management, frequent huddles with the stake holders and team
- Weekly and monthly reports
- Validating Unit Testing and prepared test scripts & test cases.
- Bug fixing, Enhancements, Support and maintenance.

Business Analyst / Consultant / Lead– TransSys Solutions

Dec 2016 to July 2019

Project Name	Client	Application
Freezone Authority in Dubai	Dubai Maritime City	Oracle Rightnow Service Cloud/Oracle Eloqua
Sudani / Expresso Sudan	Sudani Telecom / STG	Oracle Sales, Service Cloud & Oracle Field Service Cloud & SRM
AGRA	Alliance for a Green Revolution in Africa	Oracle Engagement Cloud
OGFZA – Nigeria	Oil and Gas Freezone Authority	Oracle RightNow / Service Cloud
SSM	Companies Commission of Malaysia	Oracle RightNow & SRM & Eloqua

Eloqua

- Identify existing Marketing Strategies on various communication channels.
- Experienced in marketing strategy with business stakeholders including campaign models, tracking, attribution modeling and marketing metrics.
- Experience in AB testing, Lead Nurturing and distribution mechanisms.
- Build testing frameworks to optimize click through and conversion rates across digital media campaign portfolio.
- Experienced in working with analytics teams to develop standard Eloqua reporting.
- Implementation involved using the concept of Visibility, coaching, pipelining and alignment to create better qualified leads and reduce differences between marketing and sales.
- Creation of Lead scoring matrices for Lead generation and creation of a Lead nurturing program for Leads that are not ready to be converted to a sale
- Implementing change management among Users to enable maximum utilization of Eloqua capabilities by users.
- Help users with creation of Campaign workflows that would meet the business needs of the Marketing team
- Educating users on Best practices in creation of Assets (Emails, Landing Pages and Forms)

SRM

- Creation of Topics, Indicators, Workflows
- Set up for Publish, Engage, and Resources
- Integration enablement and deployment
- Creation of Content & Apps on the Facebook pages
- Configuration of Social Properties
- Creation of Campaign Templates
- Creation of Users, Bundles and Set up of System access
- Unit Testing of Set up configurations
- Creation of Campaigns on Facebook, Google Plus, Twitter and Instagram

OFSC

- Creation of User Groups and Users based on the zone, location, work area.
- Configuration of multiple ways routing depends on the user requirements.
- Configuration of Work Skills, Holidays, Business Rules, Timeslots, Themes and message scenarios upon need.
- Message scenarios created for various types of information.
- Developed Reports/dashboards based on the business requirement.
- Mobility, Collaboration configuration
- Performing Unit Testing and prepared test scripts & test cases.
- Bug fixing, Enhancements, Support and maintenance.

OSvC

- Configured the agent desktop based on the client requirement.
- Configured the profiles, customizable menus, knowledge base, guided assistance, smart assistant, workspaces/workflows, product/category, message templates, and password configuration for staff and customer, and data import wizard/template.
- Analyze the requirements and configured the business rules for routing the incidents to the queues, assigning the SLA to the contacts.
- Analyze the requirement for escalating incidents/tasks and configured the escalation process through business rules for the escalation timing intervals and alert the supervisor about the escalated incidents/tasks.
- Developed the Reports/dashboards based on the customer requirement.
- Performing Unit Testing and prepared test scripts & test cases.
- Bug fixing, Enhancements, Support and maintenance.

Engagement Cloud

- Develop the solution design and created process for Account to Agreement
- Imported the Master and Transactional data through file import activities
- Customized the application using application composer
- Created both OTBI and OBIEE reports as per the Business requirement
- Built the dashboard based on role-based organization-based Hierarchy
- Created Approval process using BPM workflow

- Configured the outlook integration and mobile setup
- Configured service request and Milestones
- Mailbox configuration and Omni Channel routing
- Coordinated the integration between process cloud and OEC for Approval Process

Certifications:

Oracle Service Center 2019 Certified Implementation Specialist

Oracle RightNow & Field Service Cloud Service Presales Specialist

Oracle RightNow & Field Service Cloud Sales Specialist

Oracle RightNow Cloud Service 2016 Support Specialist

Oracle Eloqua Marketing Cloud Service 2013 Support Specialist

Team Leader – Scope International Private Limited

March 2009 – Nov 2016

Responsibilities in Global Message Centre Chennai

- Handling customer tickets on a daily basis by tracking and resolving the issue till closure.
- In case of critical issue we will initiate the bridge call with required departments to expedite fix.
- On a weekly basis a ticket review dash board has been submitted to the top management as well as to various departments to identify the satisfactory level of the customer as well as the obstacles faced in ticket life cycle.
- Responsible to increase the automation percentage by referring the message pattern and get confirmation from the spokes in various countries to set up auto routing.
- Being the SPOC for the manual routing rule maintained by the entire unit and doing a regular review based on the requirement of the group.
- Responsible for routing swift messages received to SCB across the globe
- Responsible for handling the fresh request of RMA from the correspondent bank
- Handling various queries related to swift messages in SCSTAR (SCB App)
- Will be responsible to achieve 100% TAT with no misses in SLA
- Handling PDM and also ensuring the valid messages reaches the other depts.
- Will be involving in various projects related to the requirement of business.
- Handling the error analysis of the team members on a monthly basis.
- Responsible for authorizing products like RMA related activities and GASB
- Will be finalizing the errors for the entire team and updating the same to the MIS Team

Responsibilities in Global Reconciliation Hub

- Reconciliation of Sundry and Suspense based on Ledgers and RPR.
- Timely and accurate submission of the MIS data for weekly and monthly review.
- Checking and implementation of Auto-system reconciliation meticulously.
- Checking and implementation of Auto-system reconciliation meticulously.

- Checking the transaction status as per process flow and identifying the decline.
- Perform error free reconciliation as per process and DOI agreed by stakeholders.
- Act as a back-up for any other type of reconciliation as advised by Line Manager, Unit Manager or Head of department.
- Ensure that turnaround times (TAT), as agreed with the stakeholders in SLA are met.
- Guarantee quality processing & adherence to all controls and checks.
- Handle Customer Queries and correspondence, and then help to resolve with responsive.
- Undertook the project on increasing auto match and auto coding in TLM which saves cost & time.
- Follow-ups and actions for facing system oriented issue with software and IT team.

Commodity Dealer – Karvy comtrade Ltd

Jan 2008 – Feb 2009

- Acquisition of new customers for various products like Demat services, Commodity trading accounts, Mutual Funds, Insurance products
- Maintaining the portfolio of the existing customers and advising them on the market conditions
- Revenue generation from the new and existing clients by cross selling of various financial products and to get new leads by providing quality services
- Placing orders on behalf of the customers, tracking the same and updating it to them for further action
- Ensure to update clients about any important information which will have impact in their portfolio which will have direct impact in the same
- Diligently monitoring their Trading accounts to avoid and to intimate them on the margin short fall or debit due to uncertain market conditions

Dealer – MNC Bullion Pvt Ltd

Jan 2008 – Feb 2009

- Maintain existing customers and update them on the market status
- Ensure to place orders on behalf of the customers on their desired commodities like gold and silver.

Operations Executive – STOCKCOM Tradez

Jan 2006 – Dec 2007

- Acquisition of new customers for Trading in commodity markets both MCX and international markets
- Ensure to update clients about any important reports and news from various sources like Reuters, Bloomberg and FX Trading sites which will have impact in their portfolio and have direct impact in the same
- Updating the margin status to the clients and the market trend on a timely basis
- Maintaining pay in and pay out details of the clients
- Updating details of cheques and getting margin limit to the client on a timely basis and depositing the same in company account

Certification

- Passed **NISM** Securities Market and Risk Management
- Passed **NCFM** Financial Markets: A Beginner's Module
- Passed **NCFM** Commodities Market module
- Passed MCX CERTIFIED COMMODITY PROFESSIONAL (**MCCP**)

Education

MBA Marketing and Finance – 63% VLB Janakiammal college of Engineering and Technology, Coimbatore 2006

B.Sc Information Technology – 67% JJ College of Arts and Science, Pudukkottai 2004

Personal Details

DOB: 07/07/84

Marital Status: Married

Sex: Male

Children: 1 boy and 1 girl

Place : Chennai

Date :

(THIYAGARAJAN.S)