**Venkat M**

**Oracle EBS CRM & Supply Chain Solution Architect**

 **Oracle CX (Sales/Service/CPQ/Engagement Cloud/HCM Recruitment Cloud/HCM HRHD) Solution Architect**

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Total experience of over 14 years in Implementing Oracle CX Cloud and EBS applications for Telecom, Retail, High Tech, Med Device and Software industries. Hands on experience in configuring and deploying solutions for Lead to Quote, Order to Cash (O2C), Invoice to Cash, Call to Resolution and Configure to Quote business processes.

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| --- | --- |
| Oracle CX and HCM Cloud Skill Matrix |  |
| Oracle Service Cloud (RightNow) | 4 Years |
| Oracle Engagement Cloud- Sales | 1 Years |
| Oracle Engagement Cloud- Service | 2 Years |
| Oracle CPQ | 1 Years |
| Oracle Recruitment Cloud | 1 Years |
| Oracle HR Help Desk (HRHD) | 2 Years |

|  |  |
| --- | --- |
| **Oracle Ebusiness Suite Skill Matrix** |  |
| Oracle CRM (Sales, Service, Field Service, Service Contracts) | 5 Years |
| Oracle Supply Chain (Order Management, Adv Pricing, Accounts Receivables) | 5 Years |
| Credit Card Pmt Systems (Card Connect, CyberSource, PayPal) | 4 Years |

FUNCTIONAL Skills:

* Demonstrated experience in conducting requirement gathering, discovery sessions, JAD sessions and Map & Gap analysis
* Participated in multiple pre-sales calls which involve, requirement analysis, LOE and licensing cost estimation.
* Deep understanding and experience in handling Conference Room Pilot (CRP) and User Acceptance Test (UAT) cycles. Experience includes, defect tracking, working with user groups to obtain sign off and communicating status to senior leadership.
* Played lead role in managing business transformation project representing CRM and Supply Chain tracks.

**Professional Experience:**

**Aug 2019 – Current**

**Oracle Engagement Cloud -B2B Service**

Deployed Oracle Engagement Cloud Service (B2B Service) for a multi-billion-dollar high tech electronic major with over 300 users to automate service processes for Customer Care, Field Service, Engineering Support and Quality divisions of the support organization.

Deployment Scope:

* Multi-Channel Contact Center (Agent Desktop)
* Email to Case and Chat to Case automation for Service Requests
* Milestone driven SLAs for global customer for both NA and Europe time zones
* Business processes automated:
	+ Complaint -Resolution-Report
	+ Request to Work Order to Invoice
	+ Opportunity to Quote to Sales Order (Engagement Cloud to CPQ to EBS)
	+ Digital Customer Service (self-service portal)
	+ Knowledge Management
	+ Custom Groovy Notifications
	+ Heavy Duty Groovy Scripting Automation
* Omni channel-based service request routing to targeted queues and workforce

**Feb 2019 to Aug 2019**

**Oracle Recruitment Cloud (ORC):**

Responsible for design, elaboration, build and deployment phases for both US and European locations. Deployment includes the following:

* Global Job Requisition process for the IT, Supply Chain and HR job roles
* Process automation for Sourcing, Assessment, Diversity and Offer Management
* Building content library with Req Templates, Culture Statements, Vision/Mission statements
* Deploying curated content for Job Questions/Applicant Questions and Interview Questions
* Tailoring Corporate Job site with custom branding, CSS stylesheets and Contextual Promotion Opportunities. Collaborated and developed streamlined Candidate Selection Process for both internal and external applicants.

**July 2018 – Jan 2019**

**Shelby School District**

**Solution Architect – Oracle CX Service Cloud (RightNow), Oracle Recruitment Cloud and Oracle CPQ**

**Deploying Oracle Service Cloud (OSVC) with the following features and associated automation:**

* Agent Console for handling incident management in Customer Service and Call Center environments
* Customer Web Support portal with few custom widgets (Customization Level: Medium)
* Live Chat and Standard Queue Routing
* Survey Management
* Business Rules (both Workspace and Site level) to automate most of the support processes
* Employee and Location data integration with source module Oracle HCM using REST APIs
* Complex Workflow, Agent Scripting and Knowledge Advanced features
* Implementation of iReceivables module to accept and process credit card payments
* Credit Card processing with Tokenization from CardConnect (First Data) Gateway.

**Functional role involves the following activities:**

* Conducting workshops for discovery, design and custom extensions
* Delivering Requirement Traceability Matrix and Functional Design Documents
* Conducting prototype sessions to demonstrate the tailored product features
* Running validation workshops through Conference Room Pilot (CRP) and User Acceptance Test (UAT) cycle
* Managing production deployment schedule

**Jan 2019 – July 2019**

**Syntax Incorporated**

 **Oracle iReceivables (Credit Card Payment Integration)**

**Implemented Oracle CPQ and integrated with On Premise EBS for both finished goods and configurable items.**

* Deployed CPQ for automating Configure to Quote to Order process for about 18 retail showrooms. Overall activities include BOM configuration for finished goods and ATO star items, CPQ Config Layout, BM Commerce, Model Configurations, Pricing, Discounting, Promotions, Approval Matrix (Simple), Credit Card/Check/ACH payments and Order Creation in Ebusiness Suite (EBS) Order Management module.
* Integrated Vertex Tax software for obtaining accurate tax.
* Enabled Oracle Proforma Invoicing and Order Acknowledgement documents
* Product configuration for both standard and ATO items
* Advanced pricing features such as Custom Discount Maximums, Product Based and Customer Account Level Discounts.
* Integrated order creation with On Premise EBS via SOA middleware for both Initial Order and Update Order processes. Integrated Subscription Order process with Service Contract Module of EBS
* Integrated Credit Card payment process using CardConnect Payment Gateway

**July 2017 – Dec 2018**

**J2 Global Inc, Hollywood, CA**

**Solution Architect for Oracle Service Cloud, Oracle Service Contracts, Installed Base, Receivables and Engagement Cloud modules**

*Project:* Managed Service/Subscription Contract business automation project which involves all aspects of contract billing life cycle such as contract authoring, maintenance, invoking customers, applying cash, generating collections data for maintaining reasonable DSO levels and empowering customer service with both transactional data and key metrics to address customer support calls effectively.

*Cloud Systems Involved:* Oracle CX Right Now, Oracle Engagement Cloud

*Oracle EBS Systems involved:* Oracle Service Contracts, Oracle Accounts Receivables, Oracle Collections and Oracle General Ledger

*Role:* Played a key role in managing design, development, migration and deployment phases of the project and following are some specific areas of contribution:

* Organized and ran design & discovery sessions with multiple business units to capture simple to complex use case scenarios appropriate for driving efficient subscription billing business
* Drove various design specific sessions with both top management as well as operations staff to model complex yet manageable solution to address real life billing and customer support needs and pain points.
* Responsible for hands on configuration for Implementing functional aspects of contract billing, collections and customer support processes.
* Conducted CRP and UAT sessions to validate solutions fitment and efficiencies
* Managed contract and open invoice migration from NetSuite to Oracle EBS.
* Managed hyper care period of two billing cycles to ensure that customers are not negatively impacted during system transition process
* Implemented Oracle Service Cloud Agent Desktop and Knowledge Management features to equip customer support staff answer customer questions in an efficient manner
* Developed customer service dashboards using Oracle Rightnow dashboarding capabilities to gauge support level, aging of tickets and average resolution times.

**Oracle Sales Cloud Implementation:**

Deployed Oracle Sales Cloud application for automating global sales process with special emphasis on distributing leads and accounts (customer accounts) using Oracle Territory Management feature of Sales Cloud product. Opportunity Management and Forecasting Management features have been implemented to tighten the pipeline management and visibility into quarterly revenue numbers.

Global territory structure has been implemented to route the leads sourced from third party companies who provide leads for European continent. US Sales territories have been implemented using State as primary dimension and in certain cases Zip Code range has been used to rationalize and monetize leads quickly. Quotes have been integrated into Oracle CPQ for further processing involving configuration features of CQP application.

**State of New York -Workman Compensation Board Feb 2017- July 2018**

**Solution Architect – Oracle CX Service Cloud (Oracle Rightnow) & Policy Automation**

Currently deploying Oracle CX Service Cloud for State of New York to handle their call center and knowledge management needs:

Project Objectives: Design, develop and deploy multi-channel call center platform to track and manage Level I and Level II inquiries for Workers Compensation Board of State of New York. Scope includes deploying enterprise desktop console, customer portal, chat and co-browse features of Oracle Service Cloud. Strategic objectives include improving overall customer experiencing, call volume reduction, first contact resolution, providing accurate information with guided knowledgebase solutions

* Conducted discovery sessions and workshops to facilitate requirement gathering
* Facilitated design sessions to help client understand the Oracle Service Cloud (OSC)features and find opportunities to adopt leading practices
* Developed functional specification and configuration document to guide the detailed implementation.
* Configured Knowledge Management features and automated content authorization workflow, standard text creation and linking knowledge answers to product categories and reason codes to drive quicker resolution and call volume reduction.
* Worked with Staff Development group in coordinating the training manuals and job aids
* Conducted two test cycles to validate system readiness (CRP & UAT). Handled the defect tracking and resolution process in (HPQC)
* Deployment includes the following major features:
* Configured Oracle Rightnow Agent Desktop, Co-Browse, Chat and Customer Portal to capture, track and manage inquiry resolution for Level II incidents. Configuration involves multiple interfaces, workspace customization, workflow automation to handle inter department communication/task management Agent scripting (basic) to manage level 1 calls for over 11 BUs with diverse compliance requirements mandated by state.
* Defining complex business rules to accomplish business unit specific functionally while maintaining single UI.
* Chat service deployment for select business units to facilitate instant resolution and improve overall customer experience.
* Tailored key reports to show First Contact resolution, agents’ performance/workload, call resolution averages, number of escalations and referrals etc.
* Also configured dashboards to empower agents and supervisors by providing easy access to incident/inquiry information to manage their day to day tasks. Management dashboards include key indicators such as, business group productivity
* Planned integration with other independent Level I call enters to avoid duplication of contact and incident/call data which can be leveraged by Level II staff.
* Documented detailed integration requirements where appropriate along with guidance on OSC integration framework

**Professional Experience:**

**Quest (Dell) Inc. Southern California Nov 2016- Feb 2017**

**Functional Consultant – Order 2 Cash. Order Management, Receivables, Cash Management & Project Accounting**

* Played functional consultant role in helping Quest in its transformation effort to establish itself as an independent entity and associated systems realignment within Oracle EBS.
* Implemented Project Accounting with special emphasis on Contract Billing for both software and professional services businesses.
* Ran CRP and UAT test cycles for Project Costing and Project Billing. Integrated Oracle T&L and iExpense modules to capture labor and expense costs for both billable and capital projects.
* Streamlined project revenue generation and invoice processes via oracle standard programs to eliminate gaps between revenue and billing departments.
* Implemented milestone event-based project revenue and billing for T&M as well as Up Front Billing (Event/Event)
* Responsible for converting historical data for project costing & project billing transactions.
	+ Converted labor and expense costs via oracle interfaces
	+ Converted event-based cost and revenue via Oracle APIs
* Responsible for configuring order 2 cash modules to enable buy/sell transaction processing for newly created legal entities.
* Configured Order Management, Accounts Receivables, and Cash Management and Project Accounting modules.
* Key contributor in configuration, unit test, conversion and integrated testing effort phases.

**Oracle Sales Online - Global Implementation**

* Implemented Sales Online for a non-profit charitable organization having worldwide operations. Implementation was carried out in various phases to facilitate deployment to over 200 users.
* Conducted Business analysis and Gap Analysis to accommodate the various customizations in place.
* Implemented Contact management, Lead management, Opportunity Management, Activity Management and Forecasting at both the Sales Team level and the Product level. Setup Territories in Territory Manager – a component of CRM Foundation Module to accommodate the complex overlapping reporting hierarchies of the sales staff. Customized the Sales Offline to eliminate unwanted tabs and prevent updates to some fields via Sales Offline.
* **Extensive implementation of Territory management** to organize and track sales proceeds for both commission and future campaign purposes
* Responsible for the Resource setup in the Resource Manager (CRM Foundation). Also configured the remaining CRM Foundation components – Notes, Calendar, Assignment Manager, Task Manager and Escalation Manager. Conducted series of Conference Room Pilots and Training.
* Coordinated with the customer data conversion. Also wrote specifications for some customization to accommodate the transition of a Party from one Salesperson to another to reflect accurate sales credit reporting.

**Retail Brands Central California Apr 2012 – Oct 2016**

Solution Architect - Release 12.2.4

**Order Management, CRM Modules and Accounts Receivables & Advanced Collections.**

**Sales & Service (Oracle RightNow) Cloud Fusion Applications.**

Implemented and managed post production support for order to cash and supply chain modules for a multi-channel retail major.

* Designed and implemented Oracle order management capabilities for wholesale, retail and eCommerce channels including payment automation for eCommerce channel.
* Worked with cross functional and regional teams in rolling out electronic order processing via Oracle EDI and SOA middleware. EDI document types include 850,855,856,846,870 and 810.
* Automated order capture and pick/pack/ship processes for US, EMEA and APAC.
* Implemented Oracle advanced pricing module to cater to drive business via relevant discounts, promotions, term upgrade and cost-plus formula-based pricing.
* Automated order processing for drop ships, back to back, ex-USA, ex-factory, cross dock including inter-company pricing.
* Extended order management solution and rolled out B2B functions via iStore oracle module
* Worked with vendor compliance and warehouse management teams to handle EDI onboarding, custom label management and inventory sync processes.
* Implemented credit management, hold management, deduction management and advanced collections modules for automating credit management functions.
* Configured advanced collections modules for standard 3 tier dunning and strategies for US accounts. Integrated Universal Work Queue application with Five9 Telephony application.
* Worked extensively in integrating ATP, Blanket Sales Agreement functions to track customer contractual commitments.
* Enabled Invoicing/credit memo features for Wholesale, eComm, Channel Partner channels.
* Implemented electronic invoicing via Oracle email burst and iReceivables
* Payment integration and tokenization (Credit Cards & ACH) via PayPal gateway
* Implemented Dunning and call center integrations for advanced collections module
* Automated credit management process via B2B module to process new customer applications.

**Service Contracts, Field Service and Tele Service:**

* Implemented Teleservice, Service Contracts and Field Service applications to streamline both preventive maintenance and scheduled maintenance service contract processes.
* Automated service billing process by auto converting service debriefs into billable sales orders via field service charge process.
* Implemented Installed base application to track customer products and product recalls.
* Implemented advanced pricing to accommodate complex billing scenarios based on counters/formulas

**Oracle Sales Cloud: (Fusion Applications)**

* Implemented Oracle Sales Cloud to automate the lead generation, opportunity conversion and Quote creation process.
* Configured territory management for routing qualified leads based on Bill To customer accounts.
* Implemented campaign tracking to generate metrics to measure quality of leads by campaign
* Extended sales cloud module with minor changes to opportunity page to track PO Number, Ship to site, Freight Terms and Warehouse details.

**Oracle Service Cloud: (Oracle RightNow):**

* Implemented Oracle RightNow dynamic agent desktop along with Five9 Telephony integration. Collaborated with Five9 project team on integration.
* Implemented contact center features including dynamic agent desktop, chat, co-browse and knowledge base applications.
* Integrated Oracle EBS Installed Base to provide asset reference information that resides on the on premise EBS application.

**Vertafore Inc. Bothell, WA Apr 2011 – Mar 2013**

**Functional Consultant**

**AR Revenue Accounting, Service Contracts, iPayment and Teleservice Modules:**

Managed post go-live support for Order Management, Service Contracts, Receivables, Revenue Accounting General Ledger, BI reporting tracks. Streamlined service management system and incorporated embedded SLA process for L1, L2 and L3 support.

Configured & Managed Revenue accounting for managing milestone accounting to manage deferred revenue accounting. Managed revenue scheduling for Bill in Arrears and Bill in Advance business scenarios.

Created a minor custom extension to streamline reporting around revenue scheduling and potential changes due to pricing changes.

* Implemented electronic payments via **Oracle Payments and rolled out B2C portal** for invoice tracking and credit card payments. Estimated cost savings of **over $280K per year**
* Oversaw service contract renewal automation process to **reduce call volume by 60% percent**
* Improved collections rate by implementing Advanced Collections module and drove adoption of progressive dunning process.
* Converted check/lockbox receipts into automated self-service-based credit card payment process.
* Established key metrics to manage and report service & delivery from IT standpoint.

**Dako North America Carpinteria, CA Sep 2009 – Mar 2011**

**Order 2 Cash Implementation Consultant:**

**Oracle iStore, Order Management, Accounts Receivables & Advanced Pricing.**

Dako is a leading cancer diagnostic reagent maker with Offices in over 15 countries and runs Oracle eBusiness with Financials, Process Manufacturing, Distribution, Planning and CRM modules. Played hands on Project Manager Role in implementing Order 2 Cash and iStore Modules. The following are the engagement responsibilities:

* Defining Project Charter along with the stake holders for the proposed O2C track and iStore based internet store implementation.
* Managed pilot project as Proof of Concept to validate if iStore is a good fit for Dako, given the extensive project catalogue which is highly regulated by FDA and HIPPA.
* Project planning, scoping, monitoring and transitioning to support activities which include building support organization to sustain the ongoing maintenance of Oracle EBC.
* Being hands on role played a very critical part in bringing right business partners to agree on critical business processes by providing deep insight into Order 2 Cash processes. Helped driving major decisions on important aspects of business such as operating unit, number of warehouses, intercompany invoicing, demo order processing, spares order management etc.
* Brought years of eBusiness experience to table in managing conflict resolution by proving deep subject matter expertise relevant to the underlying business issues and bringing teams to adhere to the EBC implementation goals.
* Engaged and managed a third-party consulting company to provide design and customization of iStore look and feel to meet the corporate internet business s standards.
* Played key role in negotiating contracts with PayPal/VeriSign for implementing global credit card payment network spanning, Americas, EMEA and APAC regions.
* Worked with eCommerce business management teams to organize the iStore Launch in US, Sweden, Norway and Denmark. Worked with Sales VPs to align the sales teams across the globe to promote and support the enrollment of business customers to use iStore channel for both online orders and inquiries.
* Managed solutioning process for Lock box, ACH file transfer, Payment integration and SOX audit preparation for EBC modules.

**Canon Europe Amsterdam, Netherlands, Denmark & Sweden Jun 2007 to Aug 2009**

Senior Solution Architect – Order 2 Cash and Supply Chain stream

**Order 2 Cash, Inventory, Oracle iStore, Service Contracts, Accounts Receivables & Installed Base:**

Canon Europe is a Global Electronic Equipment giant specializing in heavy duty copier machines, business optical equipment, Office Printers and Industrial Scanners. Canon runs full footprint of Oracle EBC modules with 45 modules to automate the entire EMEA business processes. Acted as a senior project manager and responsible for running Shared Service Support for Supply Chain and CRM modules. Managed a team of 12 support resources to handle the SDLC support processes with fully developed Change Control Board. Specific Responsibilities include:

* Managing 2nd and 3rd level support organization with overall responsibility to sustain daily business functions for EMEA including Eastern European Countries.
* Responsible for managing pre-negotiated SLAs with business user community for Order Management, Spares Management, iStore, Accounts Receivables, Lease Contracts, Service Contracts, installed base and Field Service modules with in EBC.
* Managing the following processes in Particular:
	+ DCR: Development Change Control process which involves approving and scheduling the development changes necessary to implement bug fixes, functional extensions and additional rollouts to Eastern European Countries.
	+ SLA Management: Participating and conducting weekly meeting with user community heads to communicate the progress made on various issues reported and the service level maintained to keep business running with in the agreed time.
* Primary responsibility includes managing service request resolution process, escalation. Prioritization and duty management of business issues reported.
* Managing Roll Outs of business suite modules for France, Denmark, Spain and Sweden.
* Responsible for Business Intelligence Reporting Track for developing and maintain the discoverer reports to support the ongoing business.

**Dako Denmark Copenhagen, Denmark Jun 2005 to May 2007**

Lead Architect for Service Management Track.

**Tele Service, Service Contracts, and Installed Base:**

Responsible for designing solutions for the following processes:

* Designed solutions for Call to Resolution process involving front office agents capturing service requests to delivering service and billing to close the loop.
* Service Request Process, Charges Billing Process, Knowledge base Integration
* Warranty integration process via Bill of Materials to provide manufacturer’s warranty.
* Designed both Point of Sale and Post Sale Service Management Agreement (SMA) process integrating Order Management and Service Contract Module via Order Capture interface.
* Service Contract Authoring, Renewal, Extension and Termination processes as per the industry best practices. Solution includes, service contract entitlement verification, contract coverage factoring and billing T&M contracts via Charges Functionality.
* Service Contract Main Billing process and Credit Card Integration for electronic to payments.
* Standard Installed base life cycle process integrating serviceable products from Order Management with Service Contracts. Demo product tracking, RMA updates and life cycle updates for the returns and replacements.

**ARAMARK Burbank, CA May 2004 to May 2005**

Order 2 Cash and Service Contracts Architect

**Order Management, Service Contracts, Rev Rec, Installed Base, Oracle Sales (OSC)**

Aramark is a Global Managed Services Major with over 10 Billion in Revenue and 4000 Oracle Application User base

Responsible for designing solutions for the following Order Management processes:

* Implemented Order Management to process upfront order with scheduled recurring billing backed by service contract. Recurring billing is driven by Service Contract while pricing is supported by advanced pricing.
* Used Blanket Order Process extensively to drive sales and track fulfillment obligations agreed by client including special pricing and promotions.
* Configured Price Modifiers and Freight Qualifiers with custom attribute mapping. Diverse varieties of modifiers have been configured to meet the complex uniform apparel and managed services unit.
* Heavy duty order import from multiple legacy systems and oracle feeder modules such as iStore and Tele Sales.
* Designed RMA process to meet diverse business scenarios to meet tailor made return processes.
* Designed Item Generator to provide business users with on the fly item creation to meet Make-Size-Color combination items for high volume business items.
* Prorated billing mechanism for partial usage and corresponding RMA business processes.

Service Contract Track:

Implemented the following Service Contracts process for both point of sales and post sales business scenarios:

* Contract Authoring process from both Order Management and Service Contracts
* Warranty process to trigger with 30-day post shipment time lag. Various types of warranties for complex instrumentation.
* Extended Warranty business, scenario to author contract from service contract module with complex coverage options
* Billing Interface to handle multiple business scenarios such as, quarterly, half yearly, monthly with pro-rated basis
* Automated renewal alert system to motivate sales reps for pursuing renewal opportunities well before the contact expires. Three-point triggering to send alerts prior to 90, 60 and 30 days prior to contract expiration.
* Service Contract print program to handle certificate printing from within Oracle.

Service Contracts integration with Field Service for entitlement verification and consumption for all covered instruments

**INAMED (ALLERGAN) Santa Barbara, CA Jan 2003 to Apr 2004**

Senior Solution Architect – Contract Management Track

**Oracle Sales, Service Contract, Installed Base, Tele Service:**

Aesthetic Healthcare Major later acquired by Allergan, Irvine, CA based listed company which is leading producer of Cosmetic related healthcare products. Order 2 Cash and Service tracks

**Order Management, Advanced Pricing, Installed Base and Service Contracts:**

Responsible for designing solutions for Order Management processes:

* Implemented Standard OM Process to automate Retail, International and Instrumentation related order fulfillment processes
* Inter Company invoicing to facilitate inter-company profits by implementing Transfer Pricing and Shipping Net Works.
* RMA process for both credit and Replacement, Re-Bill business scenarios
* Integrated Oracle Process Manufacturing (OPM) warehouse and ATP process
* Process for detailed Allocation of OPM material during the order entry.
* Blanket Order Process to automate contract related Reagent Acquisition Agreement process to facilitate fulfillment tracking against the pre-determined target amounts.
* Implemented custom workflow for Order Line Types to integrate OPM items with Installed Base.
* Internal Requisition to Internal Order Process
* Implemented complete shipping process to support order management.

Responsible for designing solutions for the following Service Management processes including Service, Service Contracts and Installed Base:

* Call to Resolution process which includes complete Service Request Process with automated workflows to support escalations
* Field Service Process to automate, Service Request, Dispatch Task Process, Plan Board Process and Task Scheduling Process.
* Debrief and Charges Process and integrated with Order Management for Billable Charges (T&M) based contracts.
* Automated Service Contract process from Order Management for both Point of Sales and Post Sale scenarios.
* Complete Installed Base integration from receipts, shipments and returns.
* Extensive experience in Compliance Management **for Pharmaceutical Companies** and very familiar with **FDI and HIPPA** regulations for Drug Companies.

**Oracle Corporation (PSO) as Consultant for AT&T Solutions New Jersey Mar 2000 to Jul 2002**

**Lead Architect**

**Oracle CRM Service track (Service, Field Service, Service Contracts, Installed Base and Depot Repair)**

Responsible for designing solutions for the following Depot Repair processes:

Depot Repair:

* Implemented the following standard depot repair scenarios:
	+ Repair and Return
	+ Shipping Loaner, Repairing Instrument, shipping repaired instrument and receiving Loaner instrument back into depot pool
	+ Product Exchange where in customer’s product is exchanged for the similar product or an upgraded version. Installed Base integration to swap the instrument and serial number, if applicable
	+ Replacement scenario where in both return and replacement lines are generated from Depot Repair and interfaced to Order Management
* Implemented Non-Standard Work Order process to do a quick work order to perform a non-standard repair job
* Integrated Charges feature of service to enable both estimates and actual charges such as material, labor and expenses. Further integration to Order Management for processing T&M has been part of the scope.

Service Contracts and IB

* Warranty and Service Contract Entitlement has been streamlined across all service modules.
* IB life cycle implementation from creation/receipt into inventory thru shipping and RMA processes
* Service Contracts Point of Sales and Post Sales business scenarios implementation
* Waterfall Accounting Distribution, Contract Maintenance, Renewal, Extension and Termination Processes.

Answer Think Consulting (Bearing Point) Aug 1999 to Feb 2000:

* Implemented Accounts Receivables and Service Contracts modules to automate contract revenue process via accounting rules to facilitate complex revenue recognition rules.