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| **Khaled Said Hamzawy** | Egyptian |
| Oracle CX Specialist |  |

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| Qualifications, Education and Personal Information |  |

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| Education | B. Sc. Degree in Engineering and Technology Electrical Engineering Specialization (Computer Engineering and Information Technology Branch) Modern Academy for Engineering and Technology. | | |
| Languages | : Arabic (Mother Tongue).  : English (Very Good).  : German (beginner). | | |
| Skills   * Personal Information | * High Communication Skills. * Customer Need Analysis. * Product knowledge. * Time Management. * Business Analysis. * Problem Solving. * Increase customer life time Value. * Oracle Engagement Cloud Application. * Oracle Field Service Cloud Application. * Oracle Service Cloud (Right Now) Application. * Oracle CPQ Application. * Oracle Marketing Cloud (ELOQUA) Application. * MS Office (good). * HTML, HTML5, CSS, CSS3 (good). * Telephones: (+20)1003232590 / (+20)1110888257 * Email: [eng.khaledsaid92@outlook.com](mailto:eng.khaledsaid92@outlook.com) * Address: 17, Osman Towers, Corniche El Nile, Maadi, Cairo, Egypt. * Date of Birth: 14/05/1992. * Nationality: Egyptian. | | |
| Professional Experience | |  |

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| Profile | |  | | --- | | Implement, train and support ORACLE Customer Experience Solutions, understanding and writing business requirements. Present and demonstrate ORACLE CX, Understanding for Engagement Cloud, Marketing Cloud, Service Cloud, CPQ.  Understanding all government decisions and implement that, Operation and maintenance ORACLE systems.  Have excellent presentation and communication skills. Well organized and teamwork player, with quick adaptation to new challenging work environments. | |
| Key  Responsibilities | * Working with business owners and internal users to gather the requirements to meet users’ needs and enhance work efficiency. * Performing Gap Analysis and designing workarounds solutions with taking Oracle standards in consider ration to meet business needs. * Working knowledge form supporting to Key Users of Oracle CX modules. * Follow Oracle Implementation Methodology AIM for Business Flows. |
| * **Career Objective** | * Helping Customers to meet their best expectations at Customer and User Experience and transform them to Oracle CX Cloud Applications to achieve the business objectives and long-term sustainability. |
| Career History  Certificates | * (7\2021 – Present) Evosys. * (1/2020 – 7/2021) Appspro. * (09/2019 – 1/2020) Sphere Consulting. * (04/2015 – 10/2017) Egyptian Armed Forces as a first lieutenant. * **Oracle CX Sales 2020 Certified Implementation Specialist** * **Oracle Eloqua CX Marketing 2019 Certified Implementation Specialist** * **Certificate of Achievement Oracle CX Cloud Track (Next Academy)** * **Communication Skills (Next Academy)** * **Full Stack Development (Route Academy)** |
| Work Experience   * Industry Experience and Projects References: | Marketing Cloud   * Part of a team implementing Oracle Marketing Cloud in Business process mapping, Supporting, Collect Requirements, Analyses, prototyping, gap analysis, solution design, service cloud setup, testing and user training. * Setup all Profiles, Users, Group, Views, Custom Field, Custom Object, Data Import & Export, Accounts, Contacts, Countries, Reports, File manager. * Full Emails, Landing Pages and Forms implementing. * Full Campaigns and Programs implementing. * Full Lead Scoring, Segments and Filters implementing * Full Microsites implementing. * Installing Oracle Apps to Marketing Cloud. * Follow Oracle Implementation Methodology for Business Flows.   Engagement Cloud   * Part of a team implementing Oracle Engagement Cloud in Business process mapping, Supporting, Collect Requirements, Analyses, prototyping, gap analysis, solution design, Sales cloud setup, testing and user training. * Setup and maintain all organizations, Contacts, Households, Layouts, Search, Activates, Calendars, Lead management, opportunities management, Mobile Application, Sales Lightbox, Security Console, manage currencies, manage Countries, manage sales campaign, manager change history. * Setup and maintain all service requests, knowledge management, mailbox configuration, work orders, queues. * Worked on service processing steps and Maintenance * Manage Users and their roles. * Worked on sales processing steps and Maintenance. * Worked on simple groovy scripts, Custom Objects, Object workflows and relationships. * Follow Oracle Implementation Methodology for Business Flows.  1. Clint: GB Auto   Project Industry: Automotive Industry.  Role: Oracle CX Consultant  Implemented modules: Oracle Sales Cloud, Oracle Service Cloud (RightNow) and Oracle Marketing Cloud (ELOQUA)  Country: Egypt  Responsibilities: Configure setup for Oracle Sales Cloud.  Configure custom solutions for passenger cars sales cycle (pc).  Configure custom solutions for commercial vehicles sales cycle.  Configure custom solution for sales target.  Helping development team in CX cloud- integration work.   1. Clint: AL Khaleej Training & Education   Project Industry: Training & Education.  Implemented modules: Oracle Sales Cloud, Oracle Service Cloud (RightNow), Oracle Marketing Cloud (ELOQUA) and Marketing cloud (BlueKai)  Role: Oracle CX Consultant  Country: Egypt  Responsibilities: Configure setup for Oracle Marketing Cloud  (ELOQUA).  Configure custom solutions for Training Centres Marketing Cycle.  Configure custom solutions for Education and Schools Marketing Cycle.   1. Clint: Middle East Information Technology Solutions.   Project Industry: Cyber Security.  Implemented modules: Oracle Engagement Cloud.  Role: Oracle CX Consultant  Country: Saudi Aribia  Responsibilities: configure setup for Oracle Engagement Cloud.  Configure custom solutions for cyber security Services along with PPM Integration.   1. Clint: Bintaleb for Swimming Pools.   Project Industry: Swimming Pools.  Implemented modules: Oracle Engagement Cloud, Oracle CPQ Cloud and Oracle Field Service Cloud.  Role: Oracle CX Consultant  Country: Saudi Aribia  Responsibilities: Configure setup for Oracle Engagement Cloud.  Configure custom solutions for Swimming Pools Sales and Service Cycles along with PPM Integration. |
| Courses, Workshops & Trainings: | * **Oracle CX Cloud Track in (Next Academy)**  1. Configure Price and Quote (CPQ) 2. Marketing Cloud 3. Sales Cloud 4. Service Cloud  * **Full Stack Development in Route Academy**  1. Front-end Development. 2. Back-end Development. 3. UI/UX Designing.  * Jelecom - 2010 * Schlumberger - 2011 * Baker Hughes - 2011 * Well Services - 2012 * GUPCO – 2013 |
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