

PRAMOD KUMAR GUDLA

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Professional Statement

Professional with **13** years of progressive experience in Client-Server Technology and Technical Customer Support in a fast-paced IT organisation, supported by hands-on experience in information systems.

Analytical, results-oriented individual with strong leadership, technical, and communication skills. Team focused and self-motivated, with versatility to work amongst diverse groups and handle complex problems effectively. Accustomed to developing effective client relations and ensuring total customer satisfaction.

Team focused and self-motivated, with versatility to work amongst diverse groups and handle complex problems effectively. Accustomed to developing effective client relations and ensuring total customer satisfaction. Proven ability to think strategically, be proactive and resolve customer issues with quality solutions. Ensured that customers are incredibly satisfied with the service and made things easier, better, and more efficient for customers and team members.

Ability to build strong and lasting relationships with customers. Passionate about technology, continuous improvement, keep learning and help the team reach the intended potential.

Managed all aspects of customer support delivery, including daily operations, scheduling, meetings and addressing customer feedback. Seeking to provide excellent technical and operational support to the organization and the customer with all my expertise and knowledge for the role of Technical Support Engineer, Technical Support Manager, Enterprise Support Manager, Customer Support Team Manager, Incident Manager, Cloud Migrations Manager, Escalation Manager

Technical Skills

- Oracle SQL, PLSQL, Networking, HTML, Java Script, Java
- Oracle CRM, Oracle Sales Cloud, Oracle Marketing Cloud, Salesforce Marketing Cloud

Technical Customer Support (9 Years)

- Managed and Lead a diverse and inclusive team of Support Engineers and Support Escalation Engineers, with focus on team performance
- Expanded & improved operational performance in the team during a period of rapid customer & internal growth
- Managed all aspects of customer support delivery, including daily operations, scheduling, meetings and addressing customer feedback.
- Handled customer & internal feedback from escalations, surveys, and direct contact, with high customer satisfaction & reduced customer effort at the core of all actions.
- Provided an environment in which the team can do their best work, ensuring the team builds the customer focus, collaboration skills, technical expertise, agility and excellent communication and interpersonal skills needed to support our customers effectively
- Listened to customer concerns and issues, used appropriate troubleshooting and problem analysis techniques to isolate the root cause of the problems, and recommended / implemented appropriate solutions to resolve the problem
- Possess the flexibility and ability to adapt to ambiguous and changing situations, the ability to manage high pressure situations
- Followed standard procedures for proper escalation of unresolved issues to the appropriate internal team and also guide the team to do the same
- Demonstrated case management skills for each case by resolving various issues quickly and

proactively involving resources as needed to achieve high customer's satisfaction

- Closely monitored top support issues after product launch, identifying gaps across all Support tiers worldwide in support tools / resources needed to better support new feature
- Created and Reviewed Knowledge base articles to help customers and support engineers more efficiently address any common or repeat support issues
- Actively participated in Oracle Community and helped many customers in addressing their concerns, also moderated the customer community forums at Oracle Community seeking to find commonly asked questions and support issues or concerns raised and taking forward with concerned teams
- Implemented and shared knowledge best practices to Product Management
- Oracle Certified KM(Knowledge Management) Coach

Technical Support Engineer, Salesforce.com

Salesforce Marketing Cloud, SQL, PLSQL

November 2019 to January 15,2021

- Global 24x7 technical support engineer for Salesforce Marketing Cloud, managed end to end activities for Sev 2, Sev 3, Sev 4 cases
- Performed troubleshooting and resolve customer's issues with the Salesforce Marketing Cloud (MC) Product which includes Email Studio, Journey Builder, Contact Builder, Mobile Connect, Mobile Push, Audience Builder, Marketing Cloud Connector. Ensure that our customers are incredibly satisfied.
- Used Centro tool to troubleshoot the issues with the help of Job Explorer, SQL Server and Splunk to extract the logs. Used SQL and PLSQL while troubleshooting the issues, used SQL Queries to know the root cause of the issue from the related tables.
- Worked with various clients and developers and help them complete their business requirements
- Provided exceptional customer service to all the customers
- Worked closely with the engineering resources wherever necessary to ensure high priority problems are handled off between team members, minimizing downtime and inefficiencies for the end users/clients/customers
- Documented troubleshooting and problem resolution steps wherever applicable
- Develop queries, troubleshoot issues, and perform bug fixes
- Managed customer escalations, follow up with customers through issue resolution

Principal Program Manager(Technical Support), Oracle India, Hyderabad

Oracle Sales Cloud, Oracle Marketing Cloud, Oracle Database SQL, PLSQL

April 2018 to April 2019

- Participated in customer and partner-facing calls helping to communicate progress updates, action plans, and resolution details
- Lead the team helping them to demonstrate case management skills for each case by resolving various issues quickly and proactively involving resources as needed to achieve high customer's satisfaction
- Closely monitored top support issues after product launch, identifying gaps across all Support tiers worldwide in support tools / resources needed to better support new features
- Handled customer & internal feedback from escalations, surveys, and direct contact with high customer satisfaction & reduced customer effort at the core of all actions.
- Lead the team while troubleshooting the issues, help and assist the team in directing the methodologies to be used to know the root cause of the issue from the related tables and logs to fix the reported issue

- Motivated & developed team through meetings, coaching, 1-on-1 sessions, and social events. Ensure a spirit of community & wellbeing
- Worked consultatively with management in other teams (Accounts, Sales, Consulting, Success) to ensure ongoing customer success.
- Collaborated with development and engineering teams to enhance supportability and identify bottlenecks
- Lead and guided the escalation management, customer service, and cloud success teams to provide exceptional customer experience
- Collaborated and provided subject matter guidance to the support engineers and management
- Ensured to make sure that operations and processes are efficient and scalable to support the growth of technical support team

Principal Technical Support Engineer, Oracle India, Hyderabad

Oracle Sales Cloud, Oracle Marketing Cloud, Oracle Database SQL, PLSQL

December 2010 to April 2018

- Global 24x7 technical support engineer for Oracle Sales Cloud, Oracle Marketing Cloud, managed end to end activities for Sev 1 24*7, Sev 1, Sev 2, Sev 3, Sev 4 Service Requests
- Work with Support Development team to review all product escalations and ensure that escalated defects are resolved in a timely manner to customers' satisfaction.
- Hired, mentored and trained new team members.
- Work directly with customers and internal resources to ensure deliverables fall within the applicable scope and timeline
- Experience with Oracle Supplied Packages such as DBMS_SQL, DBMS_JOB and UTL_FILE
- Handled errors using Exception Handling extensively for the ease of debugging and displaying the error messages in the application
- Responsible for providing excellent integration support for high profile customers
- Handle escalations, initiate conference calls, drive escalations to positive closure by providing timely status update all the stakeholders
- Delegated technical responsibilities and monitored the progress of support cases
- Provided assistance to other team members and contributed towards the knowledge base of Known and reported issues
- Managed customer escalations, follow up with customers through issue resolution
- Followed up on and took the responsibility for unresolved issues or escalations towards possible resolution
- General understanding of the Oracle Sales Cloud Products and regularly interact/work with Technical Support, Product Management, Engineering, and Operations to obtain an in-depth understanding of the product documentation requirements.

System Analyst, Tech Mahindra, Hyderabad

Oracle Apps, Oracle SQL, PLSQL

(December 2006 to October 2010)

The Quoting & Ordering CSCC application includes the ability to create, view, validate Quotes and submit it to order. On submission for Order, a Sales Order is generated and Booked, the quote is converted to a contract and Invoice is generated successfully. Estimates can be created by internal or external users. This project focuses on converting an estimate to core quote by validating all the data entered by the user

CSCC Adoption: CSCC Cisco Service Contract Centre an initiative was taken at Cisco, to build state of the art applications that support the SSM business. The objective was to have one window experience for the end user while using this application, rather than having to use discrete applications for performing various operations. Project facilitates the user (both Internal and External) to do their biz to do the estimation, proceed to quote for the product, order that and convert it into a contract and finally even take care of the service for the product.

Estimate to Quote Conversion: The Quoting & Ordering a CSCC application includes the ability to create, view, validate Quotes and submit it to order. On submission for Order, a Sales Order is generated and Booked, the quote is converted to a contract and Invoice is generated successfully. An estimate is created by the user in SCC 2.0, to get the service price by providing the minimum data what is available with the user. Estimates can be created by internal or external users. This project focuses on converting an estimate to core quote by validating all the data entered by the user

- Analysis and Design of the specifications provided by the clients
- Participated in the application build, test and deploy activities
- Create and Maintain Release Notes, User Guide, Knowledge Transfer Document
- Coding the requirements using PL SQL
- Extending the Production Support and Bug Fixing
- Support all day to day activities related to database like data consolidation, data migration scripting
- Support the users of the application with using multiple SQL and PL SQL techniques.
- PL/SQL Packages, Procedures, Functions, Triggers, Views and Exception handling for retrieving, manipulating, checking and migrating complex data sets in Oracle
- Prepared the test scenarios and performed unit and regression tests on PL/SQL programs. Assist Java development team for writing SQL Queries for the application.
- Tuned some existing queries using Hints to improve execution time of the queries.
- Prepared the test scenarios and performed unit and regression tests on PL/SQL programs

Education

- M.Tech (Computer Science) - Sam Higginbottom University of Agriculture, Technology and Sciences, Allahabad, Uttar Pradesh (2004-2006)
- M.Sc (Computers) - DSM College of Arts and Science, Parbhani, Maharashtra State (1994-1997)

Recognition

- Best Individual Contributor Award for FY 15 and FY 14 (for providing excellent Customer Support) – Oracle India
- Knowledge Management (KM) Coach

Certifications

- Salesforce Certified Pardot Specialist
- Salesforce Certified Marketing Cloud Email Specialist
- Salesforce Certified Marketing Cloud Administrator
- Salesforce Certified Marketing Cloud Developer
- Salesforce Certified Marketing Cloud Consultant

Notice Period

- Immediate to Join. Last working day was 15th January, 2021