**­ Email:** jmgoraclecrm@gmail.com

 **Phone:(M)** 7892171804

 **Location**: Bangalore, India

 **CAREER ABRIDGEMENT**

Oracle Sales Cloud CRM Techno Functional Consultant with extensive experience in solutioning and implementing CRM system close to 7 years’ experience in implementations with onsite exposure**.**

* Worked directly with customer (B2B model) to understand the business problems and requirements of CRM strategy, which included presentations, demonstrations of the technology and meetings with the leaders of marketing and sales departments.
* Generated documentation of the customer requirements and project plan (functional specification, time management and coordination) and supported for SIT and UAT phase in project go-live.
* Designed and developed CRM solutions with Sales cloud CRM and monitoring all the project stages.
* Led training and education sessions for the stakeholders of the customer enterprise (training material, guide and presentations).
* Implemented customer relationship management application for various clients and industries such as telecom, automobiles, banking etc.
* Creation of SQL packages, functions, procedures. Hands on experience in building inbound and outbound interface as part of Oracle Apps Development.
* Experience in Application Extension/configuration like Create/Modify Fields, Triggers, Object Workflows, etc. Experienced in development using Groovy Script.

 **CORE COMPETENCIES**

|  |  |
| --- | --- |
| * CRM Strategy & Business Processes
 | * Oracle Apps development
 |
| * CRM System Implementation
 | * CRM Interface design and planning
 |

 **CERTIFICATIONS/CROSS SKILLS**

* Configure Price Quotation(CPQ)
* Customer Data management (CDM) Workshop
* Oracle Integration Cloud(OIC)

 **PROFESSIONAL BACKGROUND**

|  |  |  |
| --- | --- | --- |
|  **ORGANIZATION** |  **DESIGNATION** |  **DURATION** |
| Oracle SSI, Bangalore | Oracle Consultant | Oct ’13 – Present |

 **EDUCATIONAL CREDENTIALS**

|  |  |
| --- | --- |
| **BE (Information technology)** from Anna University | Chennai in **2011** **with** **70%** |
| **12th** from St. Michael’s High School | Patna in **2007** **with 68%** |
| **10th** from St. Karen’s High School | Patna in **2005 with 71%** |

 **PROJECT EXPERIENCE**

**Project# 1: Japan Tobacco International(JTI)**

**Client: JTI, Spain**

**Role: Commercial Planning Technical Lead** (Offshore)

**Duration:** April’18 – Present

**Team Size:** 40

**Description**: JTI was formed in 1999 when our parent company JT Group acquired the non-US operations of R.J.Reynolds. Since then, international workforce has driven two decades of growth.

Today, JTI have more than 44,000 employees driving success all over the world. Mission is to nurture its internationally recognized brand roster while leading the way in Reduced-Risk Products and new ways of doing business.

JTI are committed to making our business not only the fastest growing of its kind, but also the most innovative and sustainably run. JTI were using Siebel system for as their CRM hub. Upgrade from Siebel environment to Oracle engagement was main factor that led the project.

**Responsibilities:**

* Worked closely with onsite team to gather customer requirements.
* Was assigned the responsibility as technical lead for commercial planning stream
* Worked on several POC that included territory management, Consumer goods vertical entities like Business Plan, Objectives, Store Visit task, Store Visit Type, KPI, Route etc.
* Worked on designing solution for custom objects like employee additional info and involved in integrating the same with mobile UI.
* Presented deck on various concepts as part of proof of concepts to customer like route cycle planning.
* Provided mobile team and extended support on various REST API in oracle engagement cloud both for custom and standard object as part of consumer goods vertical and standard OEC entities.

**Project# 2: Hino Motors Sales Indonesia (HMSI)**

**Client: Jakarta, Indonesia**

**Role:** Senior Consultant (Onsite Location)

**Duration:** April’18 – Feb’19

**Team Size:** Six

**Description**: Hino keep providing customers with products and services that include quality, reliability, efficiency and satisfaction. Supported by reliable after sales service all over Indonesia, Hino provide valuable investment for Hino owners.

As a leading company in developing advanced trucks and buses, Hino are the pioneer in producing environmentally friendly vehicles. Therefore, since January 2007, all models in Hino Indonesia line up are powered by EURO2 engine. Hino wanted to replace their existing in-house CRM system with Oracle cloud-based CRM system. Hino wants to implement Oracle CRM for all its internal as well as partner users i.e. Dealers.

**Responsibilities:**

* Worked closely with onsite team to gather customer requirements.
* Provided independent advice on solutions for managing customer service and customer relationships.
* Was responsible for working directly with customer onsite location to document and validate their business requirements and map them to Oracle standard CRM.
* Provided technical and administrator support for CRM implementation for customer.
* Helped the integration team by providing Wsdl Url and payload to create and update records across different system and into Oracle Engagement cloud.
* Customized Oracle sales cloud standard and custom object based on user inputs.
* Created user roles based on user visibility requirement and assigned the same to users in hierarchy.
* Created territories for proper assignment of opportunities to respective member of user hierarchy and teams.
* Setup forecasting based on user territory setup.
* Worked on OTBI reports and exposed same on dashboards for user access.

**Project# 3: Ooredoo Qatar – SalesForce to Oracle Sales Cloud Implementation**

**Client: Ooredoo, Qatar**

**Role:** Senior Consultant (Onsite Location)

**Duration:** Aug’17 – March’18

**Team Size:** Two

**Description**: Ooredoo is a leading international communications company with a customer base of more than 100 million across the Middle East, North Africa and Southeast Asia. In Qatar, it is the leading communications company, delivering excellent services for consumers, businesses, residences and organizations. It is focused on building our Superset network to make Qatar one of the best-connected technologies and applications outsourcing services, as well as architecture guidance, application in the world.

**Responsibilities:**

* Worked closely with onsite team to gather customer requirements.
* Customized Oracle sales cloud standard and custom object based on user inputs.
* Created user roles based on user visibility requirement and assigned the same to users in hierarchy.
* Created territories for proper assignment of opportunities to respective member of user hierarchy and teams.
* Setup forecasting based on user territory setup.
* Worked on OTBI reports and exposed same on dashboards for user access.

**Project# 4: Implentation Success Manager – Helpdesk (Oracle Sales Cloud)**

**Client: ISM Oracle**

**Role:** Technical Consultant

**Duration:** Feb’17 – June’17

**Team Size:** Three

**Description**: Implementation success manager helpdesk comprises of team of SME (Subject matter experts) who provide support on queries based on Oracle sales cloud implementation either to Oracle partners or directly to customers.

**Responsibilities:**

* Worked on providing resoluton to various partners across the globe.
* Provided support to customer who are getting Oracle sales cloud implemented across the globe.

Provided support on queries related to territory setup, forecasting, Customization of various custom and standard object, OTBI reports etc.

**Project# 5: Eaton – Fusion Incentive compensation Implementation**

**Client: Eaton**

**Role:** Technical Consultant

**Duration:** Sep’16 – Jan’17

**Team Size:** Eight

**Description**: Eaton is a global technology leader in power management solutions
that make electrical, hydraulic and mechanical power operate more efficiently, effectively, safely and sustainably.

**Responsibilities:**

* Involved in design of Compensation Plans.
* Worked on Custom functions like to fetch targets of the participant manager, fetch performance measure output of a transaction and check whether a user is in role for a specified period.

**Project# 6: Systra Oracle Sales Cloud Migration**

**Client: Systra, France**

**Role:** Technical Consultant

**Duration:** May’16 – Aug’16

**Team Size:** Five

**Description**: **SYSTRA** is an international engineering and consulting group specializing in rail (passenger and freight) and public transport. SYSTRA is known worldwide for its expertise in rail engineering, from light & mass transit rail to high-speed rail. The equity of this limited company belongs to RATP, SNCF and French banks. It employees a staff of approximately 5,400 (2016). SYSTRA is present in 78 countries worldwide.

**Responsibilities:**

* Gathered requirements, assisted in testing and working end users.
* Worked with end users, offshore based IT teams.
* Carried out Data refining and data migration of data from legacy to Oralce Sales Cloud system.

**Project# 7: VIB (Vietnam International Bank) – Sales Cloud Migration**

**Client: Vietnam International Bank, Vietnam**

**Role:** Technical Consultant

**Duration:** Jan’16 - Apr’16

**Team Size:** Three

**Description: Vietnam International Commercial Joint Stock Bank**, abbreviated as **Vietnam International Bank** (VIB), was founded on 18thSeptember 1996, with its head office based at 16 Phan Chu Trinh, Hoan Kiem District, Hanoi. By 15thJune 2015, after 19 years in operation, they have become one of the leading commercial joint stock banks in Vietnam, with total assets of nearly VND 80,000 billion.

**Responsibilities:**

* Developed Oracle Sales Cloud solutions including customizations and configurations.
* Worked with end users, offshore based IT teams.
* Designing of functional solutions that were implemented as workflows in Oracle Sales Cloud.
* Gathered requirements from end users and also conducted workshop on data migration.

**Project# 8: Mphasis On-Demand to Oracle Sales Cloud Migration**

**Client: Mphasis Limited, Bangalore**

**Role:** Technical Consultant

**Duration:** June’15 – Nov’15

**Team Size:** Four

**Description: Mphasis** is services company majority owned by Hewlett-Packard. The company provides infrastructure technology and applications outsourcing services, as well as architecture guidance, application development, integration, and application management services. It serves financial services, telecom, logistics, and technology industries. MphasiS is ranked #7 in India IT companies and overall #165 by Fortune India 500 with more than 40,000 employees as of 2012. Unleash the Next as it seeks to boost business other than from parent Hewlett-Packard, currently its largest client. This project involves implementation of Oracle Sales Cloud, CRM On-Demand being the legacy system.

**Responsibilities:**

* Helped in designing and developing Oracle Sales Cloud solutions including customizations and configurations
* Extensively worked on groovy to achieve validations as per customer requirements.
* Worked with end users, offshore based IT teams.
* Mapped customer requirements to application and designed functional solutions.
* Gathered requirements, assisted in testing and working end users.
* Worked on creating OTBI reports and did data migration of sales cloud objects.

**Project# 9: Kikkoman – Oracle Apps Development**

**Client: Kikkoman, Japan**

**Role:** Technical Consultant

**Duration:** Oct’13 – Apr’15

**Team Size:** Four

**Description:** Kikkoman is leading beverage company in Japan with almost 20 years of standing. Company wanted to implement ERP solutions for which they selected oracle team comprising of almost 100 consultants to implement it from offshore.

**Responsibilities:**

* Building batch programs logic for concurrent programs registering.
* Developing Pl/Sql packages to attain the same.
* Developed functions, triggers, cursors etc. Pl/Sql objects as part of packages.
* Created technical design document and test document as part of development task.
* Performed installation testing by running Unix command.