

ALOK KUMAR RAI

Email: [alok1141@gmail.com](mailto:alok1141@gmail.com)

Mobile: +91-8600666742

---

## **SUMMARY**

- More than 7 years of software development experience in Oracle CX Fusion CRM (Oracle Sales Cloud and Oracle Engagement cloud) with exposure in working on various business domains and sectors Viz., Public Sector, Health Insurance, Real Estate and HealthCare etc.
- Strong Techno-Functional knowledge of Oracle CX Fusion CRM (Oracle Sales Cloud and Oracle Partner Relationship Management (PRM)) understanding in Lead and Opportunity management, Partner, Partner Contacts, Deals, Product, Sales Campaign, Territory Management, Application and Page Composer level customization, Groovy script, Reports, File-Based Load (FBL), Import Management, Mobile UI and Outlook integration
- Expertise in Web Services API (XML, WSDL, SOAP, REST)
- Expertise in Oracle CPQ Configuration / Commerce / Integration
- Worked on the in BML, BMQL and Library functions
- Expertise in Lead to Quote / Quote to Order / Order to Cash end to end workflow
- Experience in coordinating with stake holders and leading offshore development & support teams
- Experience in conducting CRP sessions / UAT trainings / Go Live handover
- Articulate communicator with strong analytical and interpersonal skills; skilled at collaborating with project teams, interfacing with clients and deploying technology to build successful solutions for clients

## **TECHNICAL SKILLS**

<b>Technology</b>	Oracle Engagement Cloud, Oracle CPQ, Oracle Marketing Cloud, Oracle Commerce Cloud and Oracle CRM On Demand
<b>Programming Languages</b>	Groovy, Dart, JavaScript,
<b>Web Services</b>	XML, WSDL, SOAP, REST
<b>Databases</b>	Oracle 10g/11g/12c, MySQL
<b>Operating Systems</b>	Linux, Windows

## PROFESSIONAL EXPERIENCE

**Organization Name:** Jade Global Software Pvt. Ltd

### **Organization Profile:**

Jade Global Software Pvt. Ltd is one of the leading IT Company which offers top-of-the-range technology with deep domain expertise. Jade Global deliver IT, outsourcing, digital, consulting and business services to clients across the globe.

### Client and Project Details

**Client Name:** Lattice Semiconductor

**Role:** Senior Technical Lead

**Project Duration:** March-2019 to Till Date

### Responsibilities:

- Involved in End-to-end System Development Life Cycle (SDLC) covering Enhancement Project Kick-off, business process requirements gathering & documenting, creating Functional & Technical Specification documents, define and analyze business problems, Application development, UAT test cycles and post-production Support
- Responsible for all the activities related to all solution designing, writing Validations/Triggers, configuring File-Based Load, Import Management, uploading data in CSV files into Oracle Sales Cloud
- Project status update upon each milestone completion to the customer
- Ensure client's issues were promptly addressed and resolved in a timely & professional manner and passing them to correct channels
- Played leadership roles on various technologies such as project planning, coordination, problem resolution and status reporting.
- Performed File Export and Import Activities, Email notification configuration
- Consulted regularly with customers on project status, proposals and technical issues

### **Demo Works:**

- **Oracle Commerce Cloud (Demo)** – Worked on POC and demo for one of the Pet Store chain of US. Oracle Commerce Cloud is a new product by Oracle to manage inventory and retail chain management. Implementing Commerce Cloud involves some technologies like Web Development, node js etc.
- **Oracle Marketing Cloud (Demo)** - Tried to go through the functionalities of Marketing Cloud and worked on a POC to Demonstrate the Customer.

## **Previous Employment History**

**Organization Name:** Oracle Solution Services India

### **Organization Profile:**

Oracle Solution Services India is one of the leading IT and Consultancy, product and services-based companies in all over the world. Oracle is working worldwide on many successful products for almost all domains including Sales, Finance, marketing and HCM.

### **Client and Project Details**

**Client Name:** Hino Motors (Indonesia)

**Role:** Technical Team Lead

**Project Duration:** March-2018 to Feb-2019

### **Responsibilities:**

- Worked at Client location and implemented End to End Solution of Dealer Management System using Oracle PRM and many custom Solution.
- Attended many Workshops on requirement Gathering, Data Migration, Resource Hierarchy Build up.
- Designed multi-level Custom Vehicle Approval cycle for Client using Custom Object and Groovy script.
- Setting up of the Territory module to actively assign sales team members based on dimensions like Geography, Product, Sales Channel and Partner
- Responsible for product modification as well as Service provision.
- Application's Groovy Scripting in Oracle Sales Cloud
- Configured Product Management including Product Item Management and Product Group Management, and also setting visibility of the product based on the Territory setup
- Implemented Partner Management (PRM) by creating partner users and following the standard PRM business flow

**Client Name:** Mazars (Netherlands)

**Role:** Technical Lead

**Project Duration:** November-2017 to March-2018

### **Responsibilities:**

- Worked with my 1<sup>st</sup> Audit based company based out of Netherlands from requirement Gathering till go-live.
- Complex Organization Hierarchy setup, User Management Setup and Mass User load through file-based Data Import
- Worked on writing Trigger, Validations and Workflows for complex logics
- Worked on Product Catalog for different kind of Auditing jobs.

**Client Name:** Namos Solutions (UK)

**Role:** Team Lead

**Project Duration:** June-2017 to Oct-2017

**Responsibilities:**

- Worked on OTBI for multiple infolets and Reports.
- Worked on Multiple Custom Role creation.
- Performed customizations on Outlook including field and page layout setup.
- Configured custom Audit Trail for Multiple objects using Groovy scripting
- Created Documents including, FDD, User Manual, Admin Document and Technical Design Document for user guidance

**Client Name:** Jebesen & Company (Hong Kong)

**Role:** Team Lead

**Project Duration:** Jan-2017 to June-2017

**Responsibilities:**

- Worked on Multiple Business Unit to curb the visibility of two divisions of Organization.
- Worked on standard Lead and Opportunity Management Life Cycle by capturing business related fields and page layouts
- Configured User Management module by setting up the user hierarchy and creating users
- Setting up of Territory module based on Geography and Product and thereby automatically assigning sales team for Account and Lead object
- Product Management including Product Item Management and hierarchy level association of items to Product groups
- Handled Admin Tasks including Accounting Calendar, Currency, Geography setup
- Requirement gathering at client location and conducted CRP sessions with users
- Conducted UAT sessions / Migration from Test to Production environment / User Training with CPQ user guide

**Client Name:** MTN (South Africa)

**Role:** Technical Lead

**Project Duration:** Oct-2016 to Jan-2017

**Responsibilities:**

- MTN is a telecom Organization in Africa region. I was responsible for Initial setups like Multi BU setup, Admin Tasks including Accounting Calendar, Currency, Geography setup
- Configured User Management module by setting up the user hierarchy and creating users
- Setting up of Territory module based on Geography and Product and thereby automatically assigning sales team for Account and Lead object
- Worked on Complex Groovy validations, triggers and Workflows.
- Worked on standard Lead and Opportunity Management Life Cycle by capturing business related fields and page layouts

- Product Management including Product Item Management and hierarchy level association of items to Product groups

**Client Name:** Reliance Communications (India)

**Role:** Individual Contributor

**Project Duration:** June-2016 to Oct-2016

**Responsibilities:**

- Worked on multiple POCs to handle the new enhancements in the Live Project.
- Worked on Workflow management to configure multiple email notifications as per client requirement.
- Worked on Job Scheduling for Mobile Validity expiration warning.
- Product Management including Product Item Management and hierarchy level association of items to Product groups
- Handled Admin Tasks including Accounting Calendar setup for subsequent years, Geography setup, Custom Dates Management using Custom Object and logic

**Client Name:** PEPSICO (Vietnam)

**Role:** Individual Contributor

**Project Duration:** Feb-2016 to June-2016

**Responsibilities:**

- Worked on my Second Consumer Goods flavored project and configured multiple setups like Inventory Management, Good Management etc.
- Handled Admin Tasks including Accounting Calendar setup for subsequent years, Geography setup, Custom Dates Management using Custom Object and logic
- Worked on Complex Opportunity and Lead Management Validations.
- Worked on complex Sales Catalog configuration as per the PEPSICO product management of Consumer vertical.

**Organization Name:** Wipro Technologies

**Organization Profile:**

Wipro Technologies Ltd is one of the leading IT companies in India. The company is providing services to many reputed customers. The company also provides banking solutions, networking design and Implementation solutions, service delivery, System integration, Storage solutions, Helpdesk solutions, Hosting solutions and Facilities Management.

**Client and Project Details**

**Client Name:** MBIL

**Role:** Individual Contributor

**Project Duration:** May-2015 to Feb-2016

**Responsibilities:**

- It was my First PRM Project with more than 10 Partner Organization working for MBIL (Mercedes Benz India Limited) as Dealer.
- Worked on Partner Onboarding and Deal Management for proper PRM implementation.
- Setting up of Territory module based on Geography and Product and thereby automatically assigning sales team for Account and Lead object
- Product Management including Product Item Management and hierarchy level association of items to Product groups
- Worked with team on Complex Integration process and helped on preparing Integration payload.

**Client Name:** WCCLG

**Role:** Individual Contributor

**Project Duration:** Oct-2014 – May-2015

**Responsibilities:**

- Handled Admin Tasks including Accounting Calendar, Currency, Geography setup
- Configured User Management module by setting up the user hierarchy and creating users
- Setting up of Territory module based on Geography and Product and thereby automatically assigning sales team for Account and Lead object
- Product Management including Product Item Management and hierarchy level association of items to Product groups
- Worked on my First Consumer Goods flavored project to manage sales business of Wipro Consumer Goods and Lightening products.
- Handled Admin Tasks including Accounting Calendar setup for subsequent years, Geography setup, Custom Dates Management using Custom Object and logic
- Worked on custom logic to manage Quotation associated with Opportunity.
- Worked on Initial Setup, Groovy Scripting, Data Migration, Workflow Management, Reporting.

**Client Name:** Rolls Royce

**Role:**

**Project Duration:** April-2014 to Oct-2014

**Responsibilities:**

- My first project on CRM On Demand with Rolls Royce Energy Sector.
- Worked on Complex solutioning like Book of Business, Analytics, User Management, Layout Management.
- Configured User Management module by setting up the user hierarchy and creating users

- Product Management including Product Item Management and hierarchy level association of items to Product groups

**Organization Name:** Inet Revolution

**Organization Profile:**

Inet Revolution is one of the leading Web development and hosting company in Allahabad Uttar Pradesh. The company is providing services to many reputed customers. Apart from Web development company has reputation for Mobile App development, client hosted app development.

**Education:**

- B.Tech graduate in Computer Science & Engineering from Uttar Pradesh Technical University, Lucknow in the year of 2009-13

**Certifications:**

- Oracle Certified Customer Data Management Specialist

**Trainings Attended:**

- Attended Oracle CPQ Bootcamp
- Attended Oracle Engagement Cloud Training

**Personal Details:**

Name	:	Alok Kumar Rai
Father's Name	:	Mr. Ashok Kumar Rai
Date of Birth	:	11-08-1991.
Sex	:	Male.
Nationality	:	Indian.
Languages known	:	English and Hindi.
Email	:	alok1141@gmail.com.
Permanent Address	:	House No-66, Hardaspur, Dubihan, Ghazipur (Dist), Pin 233225 Uttar Pradesh.

**Declaration:**

I hereby declare that all the above statements made in this resume are truth to the best of my knowledge.

(Alok K. Rai).  
Pune, Maharashtra