**Natasha Puthran** 

Senior Associate Consultant

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## SKILLS & EXPERIENCE

• Joined Infosys Ltd. In June 2013

• Total Experience: 6.6 Years

• #Coding, #LogicalReasoning, #OracleCRMOD, #OracleReports, #JavaScript, #HTML, #CSS, #SiebelOpenUI, #SiebelConfiguration, #Workflows, #C/C++, #PL/SQL, #Wget, #scripting, #webServices, #AgileSDLC, #BigMachines, #CPQcloud, #Salecloud, #ServiceCloud #RightNow #SFDC #Salesforce.com #Visualforce #ProcessAutomation

• Have Expert Knowledge of **SFDC, Oracle Sales Cloud and Oracle CPQ Cloud**. Trained (with Project Implementation) by Infosys.

• Involved in multiple implementations of SFDC and CPQ with Proof of Concept and pre sales.

• 2 years of experience in **Oracle Siebel CRM** and 3 years in **Oracle CRM on Demand** - Technical and Functional.

• 1 year experience in Oracle CPQ Cloud with multiple end to end project experience.

• Have in-depth knowledge of technical and functional tasks involved with CRM technologies.

• Good knowledge of **reporting(BI)** and **workflows** in **Oracle**

• Involved in all the phases of the **SDLC** like Requirement Analysis, Design, Development, Testing and maintenance.

• Proficient in **MS-Excel**, and other MS Office applications.

• Ability to adapt rapidly, learn new concepts together with excellent interpersonal skills.

## TECHNICAL EXPERTISE

|  |  |
| --- | --- |
| Operating System | Windows Versions, Mac OS X |
| Databases | Oracle 11g, MySQL |
| Programming Language | Core Java, C, C++, HTML, CSS, JS |
| Tools | SQL Developer, Siebel Tools, SOAP UI , HP-ALM, MS Office, Wget |
| Reporting/BI | Oracle Answers/Analyses V2 and V3 |
| CRM | Siebel HTIM web client, Siebel Call Center, Oracle CRM on Demand, Microsoft Dynamics CRM, Salesforce.com, Oracle Sales Cloud, Oracle Service Cloud (RightNow), Oracle CPQ Cloud (Big Machines), Service Now |
| RPA | UIPath |

## WORK EXPERIENCE:

1. **Product Catalogue:**

|  |  |
| --- | --- |
| Project/Type | Product Catalogue/ Production |
| Position | Development team |
| Working from | Jan 2019 - till now |
| Tools/Application | Oracle CPQ Cloud (Bigmachines) |
| Technologies | JS, CSS, HTML5, BML, BMQL |

**Description:**

This Application is a product catalogue of the various UPS Power systems and used to maintain the product hierarchy with the business rules and validations w.r..t each product. Product bundles were implemented to create most used power solutions bundles faster. UI was heavily customized to provide a smooth and attractive feel to the Customer. Integration with EBS is maintained to keep the inventory details upto date.

**Responsibilities:**

* Expert knowledge on Product hierarchy, Config rules, Commerce rules, Document Designer, web services, and integration.
* Build BML and BMQL code for customization.
* Updating and maintaining library functions with respect to change requests and incidents. Maintaining the code integrity with unit and end to end testing.
* Acknowledging and updating incident tickets in Service Now and HP-ALM.
* Updating CSS and JS file for UI Customization with JET UI Enabled.
* Reviewing and Documenting the additions in the latest patch/upgrade, and showcasing to the client.
1. **Sales application:**

|  |  |
| --- | --- |
| Project/Type | Sales Application/ Production |
| Position | Development team |
| Working from | Oct-2015 –Dec 2018 |
| Tools/Application | Oracle CRM on Demand, Oracle Expression builder, Oracle Answers/Analyses |
| Technologies | SQL, JS, CSS, HTML5, Siebel Query Language |

**Description:**

The cloud application, Oracle CRM on Demand, was configured to serve the sales team of a leading Aircraft manufacturer to increase sales productivity and to optimize the entire sales processes—from initial lead qualification to opportunity management through forecasting and deal closure. The application uses the embedded real-time reporting to provide insight into business growth. Payment reminder process was automated using workflows.

**Responsibilities:**

* Configuration of the Oracle CRM On Demand application, which includes, custom object and field creation, layouts, etc.
* Workflow creation, with expert knowledge on workflow Rules, formulae and dynamic email content.
* Reporting: Create Analyses based on business requirements. Familiar with all the functions available in Siebel Query Language used in Oracle Answers/Analyses (OCOD built-in BI tool)
* Build Complex reports and dashboards and migrated more than 250 reports from V2 to V3 during upgrade.
* Client Side Extensions: Have created JavaScript files to use CRUD functions available in *orcmod* class available in Oracle On Demand.
* Web services: Familiar with extraction of XML files for metadata. Integration Queue Creation.
* Utilized CRMOD to OSC Migration utility tool to extract information from CRMOD.
1. **Field Service application:**

|  |  |
| --- | --- |
| Project/Type | Field Service Application/ Production |
| Position | Development team |
| Working from | Sept-2013 -till Sept-2015 |
| Tools/Application | Siebel Tools 8.1.1.11, MS Excel |
| Technologies | SQL, Siebel CRM, Siebel Open UI, SOAP UI |

**Description:**

The proposed web based interactive application is developed for an ATM manufacturer. The Field Service Application was developed for the Field Service Technicians who were able to record their tasks and check inventories in real time on their Mobile based web applications using a guided navigation. Call center agents also accessed the web applications to record Service Requests and interact with customer as required.

**Responsibilities:**

• Installation of Siebel components.

• Worked on creating and fixing all Siebel objects like Applets, Business Components, Picklists and Links as per business requirements.

• Resolution of defects encountered during Validation phase.

• Analyzing log files to find solution to Siebel application related problems.

• Have created testing scenarios and functional documents, required for Validation phase.

• Familiar with the SDLC cycle, and underwent the CRP, SIT and UAT phases.

• Was able to help deliver successful Go-Live and Support.

* Was part of the testing and Validation phase. Included integration testing on Soap UI. Familiar with EAI components.
* Tracked defects and resolution on HP Application Lifecycle Management (HP-ALM) with excel-add ins.

## OTHER SKILLS

Involved in following Proof of Concepts,

* CRMOD To OSC Migration utility: The Customer was a leading pharmaceutical company with CRMOD for their sales and quotes. They were using books to control data visibility and needed to extract these information to Oracle Sales Could
* CPQ Price Optimization: The customer was a printer manufacturer using Siebel for Pricing and SFDC for Quoting. They required Price optimization feature available in Oracle CPQ and we implemented and showcased a part of the end-to-end capabilities of Oracle CPQ.

## TRAININGS & CERTIFICATIONS

* Have undergone Training at INFOSYS LTD, Mysore, from June 2013 to August 2013
* The objective of the training was to leverage the knowledge of the fresher joining the IT industry and giving them a fair idea of how the application of the concepts into the real day scenario takes place.
* It included the knowledge of the basic fundamentals of computer science such as **analysis of algorithms, web technology fundamentals** etc., and hands-on for every developmental aspect such as C**, JAVA, PL/SQL and Siebel**
* Got trained on **SQL** database with Hands on experience.
* Trained in **Oracle CRM on Demand, Oracle CX Cloud (Sales Cloud)** and **SFDC**.
* Oracle Trained and **Certified** **Yellow Belt CPQ Cloud Implementation Specialist**.
* Oracle Trained **Oracle Sales Cloud Implementation Specialist.**
* Provided multiple trainings for Oracle CRM on Demand
* Trained on UIPath for Robotic Process Automation

## ACADEMIC QUALIFICATIONS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Year of Passing** | **Qualification** | **Percentage (%)** | **Institute** | **University / Board** |
| 2012 | B.E. (Computer Engineering) | 61.73%  | DMCE, Airoli, Navi Mumbai | University of Mumbai |
| 2007 | HSC | 67.17% | K.B.P College, Vashi, Navi Mumbai | Maharashtra State Board |
| 2005 | CBSE | 73.80% | Apeejay School, Nerul, Navi Mumbai | Central Board, Delhi |

## STRENGTHS

• Adaptive as per the situation.

• Always ready to take up challenges, face them with a positive attitude.

• Strict adherence to timelines and maintaining quality

## EXTRA-CURRICULAR ACTIVITIES

• Participated and won 1st Prize in Intra-College Singing Competition.

• Passed through 1st (1999-2000), 2nd (2000-01) and 3rd (2001-02) year of Bharatanatyam Classical Training.

• Attained Blue Belt (4th level) in Taekwondo Promotion Test.

 • Participated in Corporate events for Singing.

## PERSONAL DETAILS

• Fathers Name - Omprakash H. Puthran

• Mothers Name - Hemalatha O. Puthran

• Nationality - Indian

• Religion - Hindu

• Sex - Female

• DOB - 16-11-1989

• Languages Known - English, Hindi, Tamil, Marathi, Spanish

• Marital Status: - Married

• PAN Number: - CJAPP9408E

I hereby declare that all the information given by me, above, is true, and to the best of my knowledge.

Place: Bengaluru

Date: 1st Dec 2019 (Natasha Puthran)