

JAYMIN KANSARA

Oracle CRM Consultant



Work History

- Functional and Technical CRM Consultant at **Evosys** from June 1st 2017—Present.



Profile Summary

- Having 3.5 years of experience in implementing Oracle CX Cloud applications.
- Have worked in design, development, testing, and support phases in Oracle CX Cloud Application implementations.
- Involved in Implementation projects, with rich experience in Oracle Service Cloud (RightNow), Oracle Engagement Cloud.
- Involved in the guidance and training of team members in functional and implementation skills and best practices.
- Proficient in agent desktop and automating business processes using workspaces, workflows, agent scripting, business rules, chat, outreach & feedback, customer portal customizations, object event handler scripts in Oracle RightNow Cloud.
- Proficient in configuration, customization, Groovy scripting, reporting, import/export in Oracle Engagement Cloud.
- Strong knowledge of integration and web services, having integrated various applications with Cloud Applications.
- Prepared functional and Technical design documents.
- Oracle Social Relationship Management cloud service 2014 certified implementation specialist.
- Engaged in various Pre-sales activities and conducting demos for prospect customers.
- Proficient with Oracle BI reporting, having developed various published and analytical reports and dashboards.
- Strong functional and technical competence and willingness to do whatever it takes to get the job done. Adaptable to different client situations and a quick study in the learning of new.
- Strong analytical, interpersonal, and troubleshooting skills and ability to work in a fast-paced and team-oriented environment.

Technology	<ul style="list-style-type: none"> • Oracle Fusion Applications
Modules	<ul style="list-style-type: none"> • Oracle RightNow Cloud- Service Cloud • Oracle Social Relationship Management • Oracle Engagement (Sales & Service) Cloud • Oracle Field Service Cloud
Tools	<ul style="list-style-type: none"> • Oracle RightNow Incident Management • Oracle RightNow Chat management • Oracle RightNow Report & Analytics • Oracle RightNow Outreach & Feedback • Object Event Handler script • Oracle Application Composer and Page Composer • Oracle Fusion Setup and Maintenance • Oracle Social Network • Oracle Policy Automation • Groovy Scripting • Oracle Transactional Business Intelligence (OTBI) & Oracle BI Publisher • Import/Export Management tool • Campaign Management • Sql Developer • WinSCP • SOAP UI • Postman • Core Manage in OFS • Mobility in OFS



Work Experience

Project #	Name of the Client	Client Industry	Modules	Role
1	Sipoo, Finland	Municipality	Oracle Right Now Oracle Policy Automation	Technical & Functional Consultant
2	Killem Pest, SG	Pest Management Company	Oracle Right Now Oracle Field Service	Technical & Functional Support
3	SMSA Express, Saudi Arabia, KSA	Logistics	Oracle Engagement Cloud	Technical & Functional Consultant
4	KAEC(King Abdullah Economic City, KSA	Real Estate Services	Oracle RightNow Cloud	Technical & Functional Support
5	Saudi German Hospital, KSA	Health Care Number of entities: 5 Number of Employees: 500+ Locations:-KSA	Oracle RightNow Cloud Oracle Social Relationship Management Eloqua- Oracle Marketing Cloud	Technical & Functional Consultant
6	Dr. Soliman Fakeeh Hospital, KSA	Health Care Number of entities: 1 Number of Employees: 500+ Locations:-KSA	Oracle RightNow Cloud	Technical & Functional Consultant
7	Dr. Erfan Bagedo Hospital, KSA	Health Care Number of entities: 1 Number of Employees: 200+ Locations:-KSA	Oracle RightNow Cloud	Technical & Functional Consultant



Education

Course and Specialization	Institute	Year of Passing
B.Tech(Computer Science & Engineering)	Parul University	2017



Strengths

- Optimistic approach towards challenging tasks.
- Ability to lead team and also a team player.
- Easy going and maintain good relations with people.
- Good Interpersonal Communication skills.
- Willingness to learn and adapt to new changes.



About Me



October 31, 1995



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Declaration

I Jaymin Kansara, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Gujarat, India