Sreekuttan.R

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Summary

- Close to 5 years of IT experience in Business analysis, design, functional testing, documentation and implementation of Customisable Software Products of ODOO -ERP and Oracle.

- Business Analysis/Functional SME proficiency in CRM /ERP Domain

- Experience in implementation of End to End CRM – Sales & Service Automation and ERP Implementation.

- Key responsibility was to ensure End to End product development.

- Responsible for initiating internal meetings within the team which includes Scrum meetings, Requirement Discussion meetings, Technical team meetings and Product review meetings.

- Experience in providing functional specifications to the technical team to bring out technical solutions

- Mapped current business and operational processes and offered recommendations for improvement

- Experience in Software testing, mainly reviewing and modification of test cases

- A versatile team player with an adept at building strong working relationships with the team and management.

Objective

Looking for a challenging career which demands the best of my professional ability and analytical skills which would help me in broadening and enhancing my current skill set and knowledge as well as add on to the organizational growth.

Skills

- In depth knowledge about the functional concepts of Odoo ERP, Oracle Engagement Cloud (OEC).

- Experience in preparing Project Documents like, SRS, BRD, FRS, RTM. & Mock-ups.

- Gap and Timeline analysis with Engineering Team

- Highly skilled reviewing proposals, managing projects, providing estimates and recommending best product solutions.

- Acted as a liaison between business group and technical team, hence bridging the gap.

- Good analytical, logical, presentation & communication skills.

- Ability to work without need of direct supervision, multitasking and timely completion of all assignments.

- Lead planning and implementation of projects.

- Handling client operations & client satisfaction by regular analysis and up gradation of delivery & service quality norms.

- Work as part of an interdisciplinary team to achieve milestone of project

- Expertise in Documenting using Microsoft tools like **Visio, PowerPoint** and **Word.** Design tools like **Balsamiq.**

Experience

Since SEPTEMBER 19 2018

Speridian Technologies, Bangalore- *Functional Consultant /CRM Consultant (Oracle Engagement Cloud)*
www.speridian.com

Roles and Responsibility

Configuration of application with Knowledge and understanding of **Oracle Engagement Cloud** in below modules:

- Customer Relationship Management (CRM) consultant with 2.5 years of experience in implementing (Oracle Sales Cloud) Oracle Engagement Cloud and knowledge on **Oracle Fusion Incentive Compensation, Service Module**. Involved in multiple Development, Implementation, Testing and Documentation in (Oracle Sales Cloud) Oracle Engagement Cloud projects. The involvement in diverse projects and domains gave me the opportunity to observe and learn about successful design and development methods

- Impressive track record of working on **Customer Data Management**, **BI Reports & BIP Reports**, **Territory & Geography Setup Configuration**.

  - o **Service Module Configuration**: Action Plan, Service Entitlements, Queue Management, Internal Mail Configuration, **Knowledge management Set up.**
  - o **Service Business Unit Set up**
  - o Service Profile options ,Look ups and Scheduled Process

- Successfully implemented sales cloud for the clients as per the project time line and before schedule on many occasions and ensured smooth go-live process

- Good knowledge in OEC Applications implementation and customizations in User Management via **Security Console**.

- Experience on Account, Contact, Lead Management Cycle, Opportunity, and API concepts and all Configuration Profile options set up.

- Expertise in Sales Cloud Application Composer in field and page customizations.

- Setting up **Products** & Products Family, Grouping, **Sales Catalogue** and **Price Book.**

- Good knowledge in the implementation of Dashboards, Reports and Analytics and Activities in Sales Cloud

- Knowledge about Web Services, SOAP UI and REST Web services.

- Setting up **Activities**, **Communication Channel** and **Multiple currencies.**

- File Import Management

- Knowledge on **ICM (Incentive Compensation Management),**

- **PRM (Partner Relationship Management) and Deal Registrations.**

- Apart from the client requirements and feature requests, did value add-on to the platform by introducing features which made the life of the end user easier.

- Co-ordinate the creation and review of functional test cases.

- Handling demos for Customers, business and service team Handling Post production client support

Domain Knowledge & Expertise

Oracle Engagement Cloud Concepts

Engagement Cloud /Sales and Service. As part of **Oracle's** Customer Experience suite, **Engagement Cloud** combines sales and service capabilities in one solution with a unique combination of sales automation, Service request management, Knowledge management and digital customer service. Which includes the standard features like Contact, Account, Lead, Opportunity and customisation feature as per the requirement is possible, beyond that Service request management, DCS, CTI integrations with any other Oracle or other third party applications.

Loyalty Cloud

- Loyalty Cloud setup and configuration, Designing and Implementing loyalty programs in OEC

- Loyalty for partners and Loyalty program member's setup

- Tier assessment Models and Loyalty Promotions

- Loyalty Redemption setup

- Loyalty points and Bonuses

- Loyalty Corporate Membership Configuration setup

Oracle Order Management System Concepts

- Implementing Knowledge **Order Management System(OMS)**

- Global Order Promising Concepts like ATP, CTP, and CTD Concepts

- Order to Cash Management and Order Fulfilment Process

- Business To Business Messaging Concepts

- Drop shipping Concepts

- Oracle Business Rules in OMS

Other Product Knowledge

Microsoft Dynamics 365 CRM

- Security Configuration and User Setup based on Hierarchy and Role

- Territory and Business Unit Setup

- Custom Entity setup, adding forms and fields with Business Rule

- Reports and Dashboards

OCTOBER 17 2016 – JUNE 5 2018

Serpent Consulting Services, Gandhinagar, Gujarat. *- Business Analyst/CRM/ERP Consultant*
www.serpentcs.com

Roles and Responsibility

- Participate in all phases of Agile software development life cycle including functional aspects
- Analysis, workflow design, testing, documentation and deployment.
- Requirement gathering and develop ERP application as per the requirements
- Ability to frame up functional flow which effectively and efficiently implements business requirements.
- Taking part in development of long reach strategies and aims.
- Enforcing architectural procedures for projects

Domain Knowledge & Expertise

Odoo ERP Concepts

Odoo is all-in-one management software that offers a range of business applications that form a complete solution for Business Management Applications (BMA) targeting companies of all sizes and all sort of business. Odoo has a frame work of ERP features which brought under a single roof and it includes website/e-commerce, billing, accounting, manufacturing, warehouse, project management, and inventory.

JANUARY 2016- AUGUEST 2016

Stackon Technologies, Techno Park, Trivandrum, Kerala *– Business Analyst*
www.stackontechnologies.com

Roles and Responsibility

- Managing of day to day operations of Project Management.

- Translating and simplifying requirements

- Requirement Analysis and Communication

- Interact regularly with existing or potential clients to determine their needs and to develop plans for improving delivery.

- Scheduling and arrangements of client appointments and calls

- Participate in the design and testing phases

- Monitor workflow and make time line adjustments as needed

- Prioritized Marketing activities and achievement of new client acquisition goals.

JUNE 2015 - DECEMBER 2015

Orica Technologies, Trissur, Kerala *– Business Analyst/BDE*
www.oricaworld.com

Roles and Responsibility

- Managing project resource allocation. Facilitate the definition of   service levels and customer requirements.

- Promotion of software products and services.

- Presentation of Product demo, cost, estimation to the client.

- Conduct sales, marketing and meetings with potential clients.

Education

COURSE	Institute's Name	Year of Study	Board/University
MCA	Nehru Institute of Information Technology and Management Coimbatore	2012-2015	Anna University Chennai
BSC Physics	Union Christian College (UCC) Aluva, Ernakulam.Kerala.	2007-2010	Mahatma Gandhi University

Personal Dossier

- Date of Birth : 23rd February 1990
- Gender : Male
- Languages Known : Malayalam, English, Hindi & Tamil
- Nationality : Indian

Declaration

I hereby declare that the above written particulars are true in best of my knowledge and belief.

Sreekuttan.R