**ABHISHEK LADKANI**

NF-201, Shriram Surabhi, Holiday Village road

Off Kanakpura road, Bangalore- 560062

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**SUMMARY**

* Performance-driven CRM Lead with 9 years of experience in Oracle Engagement Cloud and Project Management
* Five months of Onsite experience working with the Customer to meet their business requirements
* Specialized in Onsite requirements gathering, conducting workshops with clients to understand and document requirements
* Expertise in Solution Designs and RFP response with proven track record in getting new projects
* Functional expertise in Oracle Sales Cloud, with additional expertise in Oracle Service Cloud, Oracle Social Cloud and Oracle Marketing Cloud.
* Extremely motivated with good Inter-personnel skills and good communication skills

**IT SKILLS**

Packaged Applications : Oracle CX Cloud- Oracle Sales Cloud, Oracle Service Cloud,

 Oracle Marketing Cloud, Oracle Integration Cloud, Oracle Identity Cloud

 Service

Domains: Banking, Telecom, Utilities, Ecommerce sector

**PROFESSIONAL EXPERIENCE**

**Oracle Engagement Cloud Implementation, Partner Relationship Management, BAC Credomatic, Costa Rica**

Technology – Oracle Engagement Cloud, Oracle Identity Cloud Service and Oracle Integration Cloud Service

BAC Credomatic Bank is a leading Bank in Central America with headquarters in Costa Rica. As part of scaling their Partner operations, they were looking to implement Partner Relationship Management capabilities

**Responsibilities:**

My role as an Oracle Cloud Lead had the below responsibilities

* Onsite requirements gathering and design for Oracle Engagement Cloud at client location in Costa Rica
* Working as Project lead for overall implementation of Oracle Engagement Cloud handling team of 3 consultants
* Designed and executed Partner Management Module of Engagement cloud according to client requirements
* Implemented Custom Branch Management Solution with desired Approval process
* Integrated their existing Data Power web Services with Engagement cloud using Oracle Integration Cloud
* Implemented Multi Factor Authentication for their Partners using Oracle Identity Cloud Service

**Oracle Engagement Cloud Implementation, KillemPest PTE Ltd, Singapore**

Technology – Oracle Engagement Cloud

KillemPest PTE ltd is a leading name in pest control services in Singapore. They required a CRM system to ensure smoother delivery of day to day customer interactions.

**Responsibilities:**

My role as an Oracle Cloud Lead had the below responsibilities

* Onsite requirements gathering and design for Oracle Engagement Cloud at client location in Singapore
* Working as Project lead for overall implementation of Oracle Engagement Cloud handling team of 3 consultants
* Designed and executed Lead Management, Opportunity Management and Territory Management for successful creation and monitoring of Leads on daily basis

**Oracle Sales Cloud Support, Reliance Capital Ltd, India**

Technology – Oracle Sales Cloud

Reliance Capital Limited required support on day to day activities on already implemented Sales Cloud for Lead management in Commercial and Home Finance departments

**Responsibilities:**

My role as an Project Lead has the below responsibilities

* Handling team of two developers working on regular bug fixing and Support requests
* Sending weekly status reports on Project activities to client stakeholders
* Enhancements include following Development activities
1. CRM bifurcation- Bifurcation of Reliance Capital departments into commercial and home finance required separate setup for both departments in CRM application as well,
2. Integration with In-house Lead Management System for synching leads between Sales Cloud and Lead Management System
3. Opportunity SMS trigger- Integration of Sales Cloud with Reliance SMS Gateway to send SMS trigger to Sales manager once lead gets converted to opportunity

**Oracle CX Cloud Implementation, Keppel Electric LTD, Singapore**

Technology – Oracle Sales Cloud, Oracle Service Cloud and Oracle Marketing Cloud

Keppel Electric Ltd wanted to implement Cloud CX solution to manage their Customer interactions and compete for FRC ( Full Retail Contestability) launched by Government controlled Singapore Power to give licenses to private utilities companies to manage Utilities services in Singapore

**Responsibilities:**

My role as an Oracle CX Cloud Lead had the below responsibilities

* Onsite requirements gathering and design for Oracle Sales Cloud, Oracle Service Cloud and Oracle Marketing Cloud at client location in Singapore for 3 months
* Design documents preparation and getting Signoff from the client
* Worked as lead for overall implementation of Oracle CX Suite- Oracle Sales Cloud, Service Cloud, Marketing Cloud and Social Cloud ,handling team of 6 consultants
* Implementation of Lead Management, Territory Management to support Sales process

**Oracle Sales Cloud implementation for OSS and BSS, AL Yah Satellite Communications, Abu Dhabi**

Technology – Oracle Sales Cloud, Oracle Marketing Cloud

The AL Yah Satellite Communications was looking to implement Oracle CX Cloud OSS (Operation Support Systems) and BSS (Business Support Systems) to manage customer interactions and Partner management for telecom services to be launched in Brazil

**Responsibilities:**

* Onsite requirements gathering and design for Oracle Sales Cloud and Oracle Marketing Cloud at client location in Abu Dhabi for 3 months
* Worked as a team lead of 7 consultants in Oracle Sales Cloud and Oracle Marketing cloud implementation
* Regular Communication with Project Management, Client and Development team for daily updates on development
* Configuration and customization of Lead Management, Territory Management and integration with their in-house Order Management System
* Oracle Marketing Cloud- Creation of various elements of campaign like shared list, Emails, Assets and design of campaign canvas

**GE electrical and Appliances, Bangalore**

Technology – Oracle Sales Cloud

GE Electrical and Appliances were looking for migration from existing CRM system to Oracle Sales Cloud to manage their sales activities

**Responsibilities:**

* Training of New joiners in Oracle Sales Cloud
* Configuration of Lead Management, Territories and Quota.
* Design and Configuration of Lead and Opportunity layout
* Worked with technical team for integration between Oracle Sales Cloud and Oracle On premise application like EBS MDM for two way contact synchronization

**EDUCATION:**

MBA in Marketing from Kurukshetra University, Kurukshetra (Haryana).

BBA in Marketing from MD University, Rohtak (Haryana)

**EXPERIENCE SUMMARY:**

**IT Experience**

Speridian Technologies Pvt. LtdFunctional Lead- Oracle Cloud CX (Nov 2017- present)

Tech Mahindra Ltd Module Lead- Oracle Sales Cloud (June 2014 to October 2017)

Oracle India Pvt Ltd Solutions Engineer (August 2011 to June 2014)

**Sales Experience**

Videocon Telecommunications Ltd Assistant Sales Manager (1 year)

Reliance Communications Ltd Assistant Sales Manager (1 year 6 months)

Bharti Airtel Ltd Territory Manager (2 years)

Hindustan Coca Cola Marketing pvt Ltd Sales Executive (2 years)

**Personal details**

Date of Birth- 25-09-1981

Languages Known- English, Hindi, Sindhi, Punjabi

Marital Status- Single

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