**Parth Patel**

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[Linked.in Profile](http://in.linkedin.com/in/parthcrm)

Nationality: Indian

**Professional Summary:**

* 7+ years of experience in client serving industry as analyst & consultant
* **CX framework experience**

|  |  |
| --- | --- |
| **Implemented** | **Familiar with/Designed** |
| Oracle Service Cloud | Oracle Customer Data Management |
| Oracle Intelligent advisor / OPA | Oracle Incentive Compensation |
| Oracle Engagement Cloud | Oracle Field service cloud  |
| Oracle CPQ | Oracle Service Contracts |
| Oracle Subscription Management | Oracle Marketing Cloud |
| Oracle Social Cloud | Oracle Commerce Cloud |
| Siebel Automotive | Oracle Chat Bots |
| Salesforce Platform | Oracle live & Experience Cloud |

* **Business processes vertical** **experience**

|  |  |
| --- | --- |
| **Implemented** | **Familiar with/ Designed** |
| Manufacturing | Property Management |
| Maintenance  | Citizen connect / Smart Council |
| Recruitment services | Automotive Sales |
| Healthcare: Patient Engagement | Consumer Goods / Van Sales |
| Distributions | Financial Services |
| Maintenance  | Property Management |
| Leasing  | Distributions |
| HR Help Desk |  |
| Logistics  |  |

* **Overseas consulting experience**
	+ North America, Europe, APAC, Middle East
	+ Valid visit visa for US & UK
* **Key skills**
	+ CX solutions presales consulting
	+ Packaging the CX solution
	+ Standardization of various presales and implementation deliverables
	+ Screening of RFPs and customer requirement for CX solution mapping
	+ CX product implementation design consulting
	+ Designing integrations with ERP modules and legacy systems
	+ Preparing and monitoring the data migration strategies
	+ Requirement analysis
	+ Preparing functional and technical design
	+ Impact analysis on existing client solutions
	+ Competency building for the CX consultants
	+ Leading team of 10 consultants
	+ Designing analytics solutions
	+ Hands on experience on various Oracle CX products
	+ Team player with profound concepts and problem-solving abilities
	+ Good communication skills
	+ Quick in learning new technologies and CX frameworks

**Work Experience: 7+ Years**

[**Evosys**](http://www.evosysglobal.com/) **(Dec’12 – Present):**

**Designation**: **Senior CX Principal Consultant**

**Experience Insights:**

* Designing industry specific packaged solution from presales point of view
* Educating various internal teams about packaged solution to boost lead generation
* Screening of RFPs and customer requirement for CX solution mapping
* Building and executing the upsell strategy to existing clients
* Conducting discovery session to propose & scope CX products
* Working as Solution Architect on multi-module CX implementation projects
* Requirement gathering for Oracle cloud application implementation projects
* Designing CX solution for end to end customer journey
* Reengineering the functional process in line with application capabilities.
* Building System Design, Technical Design & Integration Design
* Designing CX solution with other back office applications
* Discussing Solution and coordinating with web development, mobile & custom apps development and Oracle support team for various processes
* Closely working with client-side team to support the change management
* Providing effective ways for data cleansing & migration
* Providing training to the key users & application administrators
* Managing the internal CX standardization repository

[**Aruvio**](http://aruvio.com/) **(Apr’12 –Dec’12):**

**Designation**: **Salesforce Consultant**

**Experience Insights:**

* Involved in end to end product development and QA cycle
* To fix bugs and implement features in various Aruvio applications
* Worked on sales-force framework, apex, visual force and ZK during software development
* Developed a complete java web application for hierarchical visualization of the data in the Excel and XML files.
* Learned the importance of product versioning and backward compatibilities
* Used various version control software and automated flows using scripts

**Education:**

**Bachelor of Engineering in Computer Engineering** (B.E. CE) with 8.0 CPI in 2012 from **Gujarat Technological University**

**References & Project list:** Available upon request