**ROHIT RAMESH**

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004, Parthu Lotus , Green Garden Layout,Silver Spring layout, Munnekollal Bengaluru -560037.

**SUMMARY**

* **Oracle Sales Cloud Certified** professional with 5 + years of extensive experience of leading sustainable and scalable growth & profitability in the **CRM Consulting Services** for **Oracle sales cloud (CRM) R8, R9 & R10,** **R11,R12**, R13 **and Data Management services** by efficiently spearheading work encompassing complex IT Projects implementation & management.
* 5+ years’ overall experience and internship at **Pennsylvania State University.**
* Successful track record and skilled in implementation and project management of **Oracle Sales Cloud (CRM) and Oracle Marketing Cloud (Eloqua)**
* Capable of building, developing and leading large teams for critical processes.
* Impressive track record of working on customer data management and item data management

**CAREER HIGHLIGHTS**

* Successfully implemented Sales Cloud for the clients as per the project timelines and before schedule on many occasions and ensured smooth go- live process
* Distinction of adhering to Service Level Agreements and won client appreciation.
* Resourcefully completed USDP project well before the go-live date i.e. in 6 weeks.
* Conducted training sessions on sales cloud for fresher recruits and drove initiatives towards improving the knowledge transfer process.
* Certification in Oracle Sales Cloud.

**SKILL SET**

***Functional/ Managerial***

* Excellent knowledge and understanding of Oracle Sales Cloud, especially in the following areas /modules
	+ Page composer
	+ FSM(Functional Setup Manager) tasks File Based Import(Data Migration)
	+ SOAP UI ,Web services and Groovy scripts
	+ Territories and Quotas
	+ Sales Forecasts
	+ Customer Data management
	+ Item Management
	+ Mobile and outlook configurations
* Good knowledge in Application Composer and well conversant with all basics of configuration like Joins, Link, Picklists, Dynamic Choice List, Dependent Choice list and all field types.
* Basic knowledge on Fusion Incentive compensation and Oracle Right Now service Cloud.
* Working closely with Development / Engineering, QA and product teams to design and build best in class service to support current & future projects meeting the scale & growth of business and coordinating with management in developing service delivery plans and procedures
* Successful in leading all phases of project delivery & implementation and the implementation of overall Service strategies, establish operational objectives and metrics while focusing on improving efficiency and working closely with senior management to propose improvements to the business processes and report progress on various projects
* Responsible & accountable for the service SLAs, and process compliance and management of day to day services such as event, incident, problem & change management for projects
* Overall accountability for the work, mentor to fresh IT professionals for coaching and mentoring team members in their troubleshooting and root cause analysis techniques along with directly leading the trouble shooting efforts for complex systems and also providing analytical and technical assistance to project team
* Interacting & engaging with clients for service delivery.
* Analyzing project, requirements, & service level agreements and assisting in project timelines
* Interacting with customers in designing and executing their business solutions
* Evaluating project proposals & change requests; making necessary recommendations for approval or rejection of proposals
* Expertise in Data Migration, Customizations
* Excellent oral and written communication skills

***Technical***

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| --- | --- |
| **Operating Systems** | Microsoft Windows XP /Vista/ 7 /10. |
| **Databases** | Certified SQL Programmer.  |
| **Others ( Tools and Applications )** | HP Load Runner v11, Drupal CMS, Joomla CMS, Word press CMS, Mozenda, SAP GUI, SAS, SOAP, Web services, SQL |
| **Office Tools** | Microsoft Office (Word, Excel, Power Point, Access, Visio, Project) |
| **CRM** | Oracle Sales Cloud , Oracle Engagement Cloud, Eloqua , Marketo |

**EXPERIENCE**

**Jul 2020- Present Winfosolutions(contractor) Hyderabad**

* Responsible for Sales Cloud
* Integration with ERP cloud

**Jul 19- Apr 2020 MarketOne India Bangalore**

* Responsible for implementation of Oracle sales cloud

Projects.

* Worked on marketing automation tools like Eloqua,

Marketo

* Integration between Eloqua and Sales Cloud

**Oct 18- May 19 Capgemini Technologies Bangalore**

Leading the data migration team.

* Loading all the data into the applications.
* Validating the data.
* Working on configurations.

**Dec 16-Oct 18 Oracle India Private Limited Bangalore**

CX Solution Consultant

* Written RFP’s.
* Worked on creating customer demo configurations.
* Support clients from EMEA & APAC regions.
* Successfully lead few projects
* Successfully implemented mobile pages
* Worked on Customer Data Management(CDM).

**Sep 16- Dec16 ApexIT India Bangalore**

*Sep16 – Dec16**Associate Consultant (Oracle Sales Cloud)*

**Key Contributions**:

* Corporate Synergies:
* Data Migration of custom objects.
* Restrict the visibility of springboard icons based on roles.
* Ashcroft:
* Worked on creating custom roles through APM.
* Created email notification.

**Dec 14 – Jul 16 Config Consultants India Bangalore**

*Dec 14 -* **Jul 16** *Associate Consultant (Oracle Sales Cloud)*

*Config Consultants is a global consulting firm and Oracle Platinum Partner specialized in systems integration, implementation, and support of Oracle SaaS products: Sales Cloud, CPQ Cloud, Marketing Cloud, Service Cloud, and Commerce Cloud. Responsible for the implementation and data migration of Oracle Sale Cloud projects at various customers & ensuring optimum adherence to the immediate and future customizations of the projects. Steered work encompassing incident management for the projects, bug tracking & fixing of implementations.*

**Key Contributions**:

* **PolySource** Project:
	+ - Data migration specialist: Successfully imported all bulk data from legacy system to OSC for all objects.
* **Access Medical** Project:
	+ - Successfully executed major part of the implementation work.
		- Responsible for the movement of all the customizations from stage environment to production environment and executed the same successfully
		- Responsible for data migrations through File based Import and were successfully done.
		- Delivered expertise in creating and setting up territories
		- Delivered expertise in wring groovy scripts based on the requirements
		- Accomplished and implemented customer specific requirement of data management of ensuring non-duplicate data and notifying the user if there are any, while creation of data.
		- Accomplished bulk creation of items in the system and then associated them to multiple product groups via File based import.
* **Reinforced Earth Company (ReCo)** Project
	+ - Successfully migrated client’s CRM ( CRMOD , CRM On-Demand) to Oracle Sales Cloud platform
		- Single handedly replicated all configurations in CRMOD to Sales Cloud successfully.
* **USDP** Project:
	+ - Successfully handled the project single handedly from the offshore development / engineering team
		- Played key role in integrating OSC with outlook and setting up mobile configuration for the same
		- Worked on BI reports and analytics.
* **ASA** Project:
	+ - Customizations were done for all the objects and configured the SUI and mobile pages.
		- Data migration through FBL done successfully into OSC.
* **PRIDE** Project:
	+ - Successfully configured mobile pages with all the required fields.

**Aug10 – Aug 12 Pennsylvania State University USA**

*Aug10 – Aug12 Internship*

*Internship at Pennsylvania State University in Web Designing function role.*

**TRAININGS / AWARDS / CERTIFICATIONS**

* Oracle Fusion CRM: Sales 2014 Implementation Essentials
* Oracle Fusion Applications 2014 Security Implementation(Partner training)
* Oracle Fusion Applications 2014 User Experience Specialist(Partner training)
* Oracle Sales Cloud 2014 Data Implementation Specialist(Partner training)
* Oracle Sales Cloud 2014 Reporting Implementation Specialist(Partner training)
* Attended training for Fusion Incentive Compensation.(Partner training)
* Oracle RightNow Cloud Service Pre-Sales Specialist.(Partner training)
* Oracle RightNow Cloud Service Sales Specialist.(Partner training)
* Oracle RightNow CX Cloud Service Support Specialist.(Partner training)
* Certified SQL Programmer
* SAS
* C Language

**RESEARCH PROJECTS**

**Portfolio project –South West Airlines website**

* Worked as web designer
* Designed the webpage layout
* Updating website
* Writing and editing content

**LANGUAGE SKILLS**

* Fluent in English, Hindi, Marathi, and Malayalam
* Scored 84/120 in TOEFL
* Basic Knowledge of Spanish (Intermediary Level)

**GLOBAL EXPOSURE**

* Studied, worked and interacted with clients from the USA

**EDUCATION**

Aug 2012 BS (Information Science Technology) Pennsylvania State University, United States of America

July 2006 12th HSC Bhavans College, Mumbai, India

July 2004 10th SSC Bombay Cambridge School Andheri (E), Mumbai, India

**PERSONAL**

Date of Birth : January 28th 1989

Gender : Male
Nationality : Indian
Marital Status : Single
Passport Number : H9267598

Permanent Address : 303, Mithila (B), Near Jain Temple,

Opposite Manish Darshan,

JB Nagar, Andheri (E),

Mumbai 400059, India

**REFERENCES**

Available on request