

KALPANA RATHORE



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Summary

- 4.5 years of experience in IT Industry especially in Oracle RightNow CRM Configuration, Customer Relationship Management.
- Currently working in Tata Consultancy Services (TCS) since June 2015.
- Oracle RightNow Cloud Service 2016 Certified Implementation Specialist
- Solid experience in implementing Oracle Service Cloud and customer support.
- Good Analytical abilities and Proactive thinking to develop innovative solutions.
- Excellent troubleshooting and problem solving skills.

Core Competencies

Functional : Requirement Analysis, Mapping of Requirements to Corresponding RightNow Functions, RightNow Business Logic Formulation, Business Rules Contact ,Chats Set up (Profiles,Staff Accounts ,Navigation Sets, Workspaces, Workflows, Agent, Scripting, Guided Assistance, Data import, Analytics, Answers, Service Level Agreements, Custom Fields and Custom Objects, Password configuration, Site Configuration File Manager, Message Bases), Customer Portal, Answer Management. Feedback (Handling Feedback, surveys etc.), Message template.

Technical : HTML and CSS , RightNow Business Rules, Rightnow Message template Reports,CPM

Professional Experience

Project 2	General Electrics(GE) Corp (Apr 2016- Present)
Client	General Electrics(GE),US
Role	Developer
Technology Used	RightNow CRM,HTML ,CSS , Customer Portal
Description	https://gecorp.custhelp.com site is used by GE Business customers to get help & support related to various products & services offered by GE.GE business is on RightNow.

Responsibilities	<ul style="list-style-type: none"> Analyzing all risks involved in the upgrade process. User acceptance test for the upgraded sites. Raising incidents and coordinating with Oracle for the possible solution of the issues in upgrade sites. Handling of incidents to resolve problems in the live platform. This also includes the code changes/Bug Fixes. Performance diagnosis of the recurring faults to take necessary action and thereby reduce the number of tickets. Daily/Weekly/Monthly/Quarterly review calls to analyze major incidents, service improvements, customer satisfaction levels. Various reports creation according to business requirement for their analysis. Creation of Business Rules according to the requirement. Creation of Message Template. Creation of Surveys. Handling Pre Upgrade and post Upgrade Testing. Configuration changes Staff Management CPM
Hosted on	https://gecorp.custhelp.com
Project # 1	BT-RightNow Application Support Group (Dec 2015- March 2016)
Client	British Telecom, UK
Role	Developer
Technologies Used	RightNow CRM, Customer Portal , PHP, CSS, HTML
Description	<p>RightNow™ (a CX (customer experience) tool from RightNow™ Technologies) is used by BT in the Business and Consumer areas to provide online help and used by its Helpdesks across UK and India. In each of these areas, various interfaces exist in RightNow™ CX to cater to the various products offered to BT customers, For e.g.</p> <p>Self-care, BT Yahoo Broadband, Dial-up, VOIP etc.</p> <p>RightNow™ CX is used by BT Helpdesk agents across UK, Philippines and India to resolve the customer queries received via emails/web forms/chat sessions. BT's customers browse through the support sites on www.bt.com/help and www.business.bt.com/help for any issues /information. Any unanswered issues/queries will be routed to the appropriate department within RightNow™ CX as incidents/chats. Helpdesk Agents then respond to these incidents/chats subsequently.</p>

Responsibilities	<ul style="list-style-type: none"> • Handling of incidents to resolve problems in the live platform. This also includes the code changes/Bug Fixes. • Performance diagnosis of the recurring faults to take necessary action and thereby reduce the number of tickets • Daily/Weekly/Monthly/Quarterly review calls to analyze major incidents, service improvements, customer satisfaction levels • Product Upgrade Support • Code deployment in production environment
	<ul style="list-style-type: none"> • Re-arrangement of contact journeys • Administration of business rules • Analytics - Report creation for clients. • Configuration Changes • Staff Management

Education

Bachelor of Engineering : Rungta College of Engineering , Bhilai , C.G.,INDIA,2015

Certification : Oracle Knowledge Management 2020 Implementation Essentials .
:Oracle RightNow Cloud Service 2016 Certified Implementation Specialist

Personal Information

Date of Birth : 04/04/1992

Gender : Female

Nationality : Indian