

Gahana Sarathe

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SUMMARY

- **Oracle Cx Cloud certified** professional with more than 2 years of extensive experience of leading sustainable and scalable growth & profitability in the **CRM Consulting Services** for **Oracle Engagement Cloud (Cx) and Data Management services** by efficiently spearheading work encompassing complex IT Projects implementation & management.
- Started my career at **Apex IT Inc** on 11th Sep 2018.
- 2 years overall experience in **CRM Consulting Services and Data Management services** at **Apex IT Inc**.
- Successful track record and skilled in implementation and project management of **Oracle Sales Cloud** and **Oracle Engagement Cloud**
- Impressive track record of working on Security customization, Customer data management, BI Reports, Groovy Scripting

FUNCTIONAL SKILLS

- Knowledge and understanding of Oracle Sales Cloud, especially in the following areas /modules
 - Security Customization
 - Page composer and Application composer
 - BI Report
 - Customization Set Migration
 - File Based Import, Import Management, Export Management (Data Migration)
 - FSM (Functional Setup Manager) tasks.
 - Object Workflows
 - Inbound Messages
 - Groovy scripting.
 - Knowledge Management
- Good knowledge in Application Composer and well conversant with all basics of configuration like Action Link, Pick lists, Dynamic Choice List, Record Type and all field types.
- 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.
- 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.

TECHNICAL SKILLS

- Programming Language: C, Java
- Office Tools: Microsoft Office (Word, Excel, Power Point, Visio)
- Other (Tools and Applications): RESTAPI, SQL, Data Model
- Cloud Application: Oracle Sales Cloud

CERTIFICATIONS

- Oracle Sales Cloud 2018 Certified Implementation Specialist
- Oracle CX Sales 2020 Certified Implementation Specialist

EXPERIENCE

Key Contributions :

McAfee - Oracle Engagement Cloud Implementation

- Successfully completed the groovy script for updating the SR Status to Customer Update, whenever customer sends Inbound Message.
- Successfully implemented the Session Variable Framework.
- Worked on Error handling Framework also.
- SR Categorization import (parent dependency)
- Worked on Implementing the Custom Email Framework using SR object.
- Successfully completed the groovy script to Purge Anon SR using Schedule Groovy Custom Object Process.

Keurig- Oracle Engagement Cloud For DSD TeleSales

- Responsible for data migrations through File based Import for User, Lead and some custom objects and were successfully done.
- Worked on Organization Creation.
- Successfully created script depending on Project requirement using groovy.
- Created a BIA report using deep links and multiple subject areas
- Worked on Knowledge Management. Created Custom Content types, Collection, User Group for the article and also implemented the section interlinking functionality within the same article.

Ticketmaster - Oracle CX & ERP Cloud Implementation

- Security Customization- Created job roles and resource Role.

Abt - Oracle Sales Cloud Managed Services

- BI Report and Analytics: Successfully created Complex report, Dashboard and Infolets based on project requirement.

Terex - Oracle Subscription Management Implementation

- Successfully completed the Subscription Import using Import Management.

Omron -Oracle OCR Navigator Migration

- Security Customization: Created multiple Job roles for restricting visibility and edit privilege for Account, Contact, Service Request and Activity object. Also created the Resource roles for the custom roles.
- Performed CSM from DEV to Test and TEST to Production.
- Performed the Attachment import.

ACHIEVEMENTS-

- Won ***ApexIT Star Of The Month*** award for month July 2020

EDUCATIONAL QUALIFICATION

No.	Examination	Institute/Board	University/School	Pass out Year	Result
1.	MCA	SAM College	R.G.P.V Bhopal Bhopal(M.P)	2017	8.2 CGPA
2.	BCA	Extol College	Makhanlal Chaturvedi	2015	7.5 CGPA

			Bhopal(M.P)		
3.	12 th (HSC)	CBSE	New Age Public School, Gadarwara (M.P)	2012	62%
4.	10 th (SSC)	MP Board	Tagore Vidhya Niketan , Gadarwara (M.P)	2010	74.8%

PERSONAL DETAILS

- Date of Birth : - 01/07/1994.
- Gender :- Female
- Father's name : - Rajendra Kumar Sarathe
- Mother's name : - Rajani Sarathe
- Languages known : - Hindi, English.