

RAMESH S

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Date of Birth: 2nd Nov 1994

OBJECTIVE

To gain experience of the corporate world while working in the environment of growth and excellence where I may be able to provide the company with the benefit of my knowledge & skills while looking forward to learning and self-development..

CAREER SUMMARY

- **4 years** of competitive experience in **IT industry**.
- **1 year** of experience in **UNIX**.
- **3 years** of experience in **Oracle Service Cloud (OSvC)** and **Oracle field service cloud (TOA)**
- Extensively worked in Oracle Service Cloud **Techno-functionalss**
- Knowledge of analysis, design and development of client/server and web based applications.
- Proven ability to learn quickly and become an expert in various technologies.
- Capable to delve into the new leading Technologies.
- An effective team player with exceptional planning and execution skills coupled with a systematic approach and quick adaptability.
- Ability to communicate effectively and fulfil customer requirements.

PROFESSIONAL TRAININGS & ACHIEVEMENTS

- Having undergone training with Oracle Service Cloud Learning Subscription provided by the Organization.
- Undergoing Training on Oracle Engagement Cloud on service module.

PROFESSIONAL EXPERIENCE

Wipro Technologies (Aug 2015 to Present)
Senior Project Engineer

TECHNICAL SKILLS	
Languages	OOPS, PHP, Right Now(RNCPHP), JavaScript, JQuery, Ajax,JSON
Cloud CRM	Oracle Service Cloud (OSvC), Oracle Field Service Cloud (OFSC)
API	REST, SOAP
Web Designing	HTML, HTML 5, CSS 3, Bootstrap
Database	MySQL

EDUCATIONAL QUALIFICATIONS

Year	Degree/Board of Education	Institute
2019	M.S (Information Technology)	VIT University, Chennai
2015	B.sc(Computer Science)	Kongunadu Arts and science college
2012	Higher Secondary	T.A.R.C Higher Secondary School
2010	Higher Secondary	T.A.R.C Higher Secondary School

Jumbo Electronics

Roles & Responsibilities:

- ✓ Participated in requirement gathering.
- ✓ Worked on Data migration through PHP Scripts.
- ✓ Triggered Custom email notification through PHP Scripts to meet client requirement.
- ✓ Triggering Email notifications from both CPM Scripts and FM Scripts.
- ✓ Scheduling reports as per client requirements.
- ✓ Worked on Integrations between **OSvC**, **TOA** and **JDE**.
- ✓ Worked on widget customization for Customer Portal.
- ✓ Worked with bootstrap CSS for Responsive customer pages.
- ✓ Worked on Business rules to meet client's requirement.
- ✓ Applied Service Level Agreements on runtime.
- ✓ Worked on functional requirements such as Escalation, Workspace rules.
- ✓ Completed the Unit Testing to make sure that the functionality of business has not affected.
- ✓ Worked on **SMS integration** with a third party system
- ✓ Worked on **CTI Integration** With Avaya CTI Provider
- ✓ Currently working on the minor enhancement and production support for the Jumbo Client

Skills:

RNCPHP, ROQL, HTML5, Bootstrap, JavaScript, JQuery.

Western Digital

Roles & Responsibilities:

- ✓ Worked on customizing standard widgets.
- ✓ Worked on developing the template and the theme of the customer portal.
- ✓ The pages developed were responsive and involves Bootstrap CSS.
- ✓ Configured the oracle application agent console according to the end user requirement for 15 different languages.
- ✓ Worked on Custom Processes, ROQL, AJAX calls, JQuery and Java scripts.
- ✓ Completed the Unit Testing to make sure that the functionality of business has not affected.

Skills:

RNCPHP, ROQL, HTML5, Bootstrap, JavaScript, JQuery.

DECLARATION

I hereby declare that all the statements made in the application are True, complete and correct to the best of my knowledge and belief.

Place: Coimbatore
Date: 2019/11/29

Ramesh S