

## RAMESH S

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Date of Birth: 2<sup>nd</sup> 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**

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

**EDUCATIONAL QUALIFICATIONS**

<b>Year</b>	<b>Degree/Board of Education</b>	<b>Institute</b>
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**