

SAKSHI VIKAS

Designation: Technical Analyst

Company: Oracle India Pvt. Ltd.

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SUMMARY

Currently working with Oracle India Pvt Ltd with 6.11+ years of experience in Oracle CRM On Demand and Service Cloud CRM (RightNow CX) - Configuration, Implementation, Analytics, Development, Deployment and Maintenance.

Involved in multiple activities like various phases of Project Implementations, Design Architecture, System Configuration, Support, Business Rules and Workflow Implementation, Skills to troubleshoot Application Defects.

SKILLS

Application Packages	Oracle CRM On Demand, Oracle Service Cloud(RightNow), Oracle Policy Automation
Programming Languages	Core JAVA, JavaScript, PHP(MVC)
Servers	Windows, Tomcat 6
Others	HTML/CSS, Web Applets/Servlets, Struts(Basic)
Tools	Eclipse, Policy Modeling, SOAP UI
Operating System	Windows XP/7/8/10, Linux

SKILLS SUMMARY

- Working knowledge of Oracle CRM/OSvC Software development life cycle.
- Multi-Tasking in Technical and Functional support.
- Hands on experience in CRM/OSvC configuration.
- Experience in Area enabling deployment of CRM application – Oracle CRM projects.
- Supported all the implementations and enhancements done.
- Building batch jobs and JSP/Servlet pages.
- Worked with integration flows between third party systems.
- Skills to troubleshoot application defects.
- Resolve complex technical issues by taking ownership and collaborating with various internal teams when necessary.
- Participate in all phases of the software development lifecycle, including discovery, analysis, requirements definition, solution design, configuration, code development, testing, deployment, and support.
- Work independently to make decisions regarding resolution of issues
- Excellent Communication and Interpersonal skills.
- Short Learning Curve for new Technologies.

WORK EXPERIENCE

Organization	Location	From	To	Role
Oracle India Pvt Ltd	Bangalore	December 2013	Till Date	Technical Analyst

CERTIFICATIONS AND ACHIEVEMENTS

- Oracle Cloud Infrastructure Foundations 2020 Certified Associate.
- Oracle Service Center 2020 Certified Implementation Specialist - (Oracle Service Cloud).
- Spanish Language Certification – A2 Level.
- Software Testing (Manual & Automation).
- Won First Prize in National Level Robotics Championship and Workshop Series organized by Robosapiens with E-cell IIT Kharagpur, 2011.

INTERNAL TRAININGS

- Right Now (Service Cloud)
- Marketing On Demand (CRM)
- Oracle Boot Camp Training (December 2013 – April 2014)

PROJECTS

1. ABCAM

Abcam is a producer, distributor and seller of protein research tools. Oracle Service Cloud CRM is used as a system for adding the products and communicating with the supplier for managing the data and customer support.

Client	ABCAM
Duration	May 2019-Till Date
Technologies	Oracle Service Cloud
Tools	Donor Connect, Business Rules, Configurations
Team Size	1

Responsibilities:

- Providing customer support.
- Requirements analysis and providing technical/functional solutions to the customer.
- Worked on complex requirement from customer around processes and delivered it successfully.
- Worked on Custom Scripts, Workspaces, Reports and other sets of configuration.

2. Australian Red Cross Blood Service (ARCBS)

The Australian Red Cross Blood Service (ARCBS) is a branch of the Australian Red Cross. It is responsible for blood donation and related services in Australia. Oracle Service Cloud CRM was used as a system for appointment booking and customer support.

Client	ARCBS
Duration	February 2018-Till Date
Technologies	Oracle Service Cloud-CX
Tools	Donor Connect, Business Rules, Configuration, Client Side Extension
Team Size	10

Responsibilities:

- Providing product support on post upgrade and post refresh activities.
- Customization of customer portal functionalities based on client requirement.
- Handling tickets and resolving them before SLA through Service Now.
- Worked on complex requirement from customer around processes and delivered it successfully.
- Worked on Customer Portal to meet certain complex scenarios/enhancements.
- Building custom functionality in customer portal of Service Cloud CX.
- Worked on Oracle Policy Automation to modify/create rules using Policy Modeling Tool.
- Maintaining the Repository for the Projects in the policy automation hub.
- Worked on Custom Scripts, Workspaces, Reports and other sets of configuration.

3. New South Wales(NSW)

NSW is an Australian government aided project that helps the aged and disabled people by providing them medical care through multiple service providers and outlets. Ageing, Disability and Home Care (ADHC) is part of the Department of Family and Community Services. The aim of the Department is to provide better and more integrated services for vulnerable client groups in NSW. ADHC is responsible for providing services and support to the older people, people with a disability and their families and careers. They have also implemented a (CMRS) Client Monitoring and Review System to address the needs of their existing customer base.

Client	NSW
Duration	May 2014-September 2018
Technologies	Oracle CRM On Demand.
Tools	Book Of Business, Workflow Configuration, Field Validation, Reports, Client Side Extension, Java, Windows Scheduler
Team Size	3

Responsibilities:

- Supporting a single tenant –multiple integrated application.
- Interacting with the Business for Requirement gathering.
- Effort Estimates and Development Release Plans
- Configured the Application with respect to requirements.
- Wrote Java codes to meet certain complex scenarios/enhancements, managed Page Layouts, and user access profiles were set-up.
- Build batch jobs and JSP/Servlet pages.
- Test Script Writing and Unit Testing.
- Data Migration Tool
- Server Maintenance Activities and Release Management.
- Handling tickets and resolving them before SLA through Remedy.

EDUCATION

Degree	Institution	University	Percentage	Year
Primary School	Canada	Canada	-	-
Secondary Class X	Rajhans Vidyalaya, Mumbai, India	C.B.S.E	80.00%	2006
Senior Secondary Class XII	D.A.V. Public School, BSEB, Patna, India	C.B.S.E	75.00%	2008
Bachelor of Engineering (Computer Science)	B.G.S. Institute of Technology, Karnataka, India	Visvesvaraya Technological University (VTU), Karnataka, India	72.00%	2012

PERSONAL INFORMATION

Father's Name	Dr. Narayan Vikas
Mother's Name	Mrs. Seema Vikas
Date of Birth	14th April, 1990
Sex	Female
Nationality	Indian
Present Address	Flat No. P2, 5 th Floor, Akshaya Guna Residency, Akshay Nagar, Bangalore-560068. Karnataka, INDIA.
Permanent Address	Rajendra Nagar, Road No. – 1C, Patna-800016, BIHAR.



DECLARATION

I hereby declare that above written particulars are true to the best of my knowledge and belief.

Dated:
Place: Bangalore

SAKSHI VIKAS