

Anil Kumar Garugu

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**Summary**

Around 16.5 years of experience in CRM technologies with strong analytical, design, programming and problem solving skills. Project Quality activities like comprehensive experience in driving the Quality initiatives in the team. Adept at handling all customer queries/calls and ensuring quick turnaround. Thorough understanding of Business Process Flows, Case Tools, and Business Analysis. An excellent Team Player and dedicated to maintaining high quality standards also Scrum Fundamentals Certified.

**Oracle Cloud Applications**: Strong working knowledge in Oracle Field Service Cloud, Oracle Engagement Cloud which includes Multi-BU Setup, Sales Territory and Territory based Assignment & Sales Forecasting and Oracle Incentive Compensation Management. Oracle Service Cloud, Oracle CPQ Cloud.

**Siebel:** Siebel 8.0 Core Certified Consultant. Comprehensive experience in Siebel 7.5.3/7.7/7.8/8.0, 8.1 in Analysis & Design, Requirement Definition & Analysis, Siebel Tools, Workflow Process, Workflow Policies, Business Services, CTI, Assignment Manager, Production Support and Administration activities. Major Skill Set on Configuration and Scripting with multiple Project Implementation experience. Involved in various stages of Siebel CRM implementation like customizations, scripting, user training and post implementation activities. Experience in CTI & BIP Reports deployment and analysis.

**Salesforce :** Salesforce Administrator Certified (SU19) Consultant with valuable badges from Salesforce Trailhead. Comprehensive experience in Salesforce.com, Lightning Components, Apex Classes, Interfaces, Apex triggers, sObject Collections, Data Types, Control Flows, DML operations, Visual force Pages, SOQL and SOSL, Process Builder, Workflow & Approvals, Dashboards, Apex Data Loader, Configuration, Custom Apps, Custom objects and Custom Fields, page layouts, search layouts Web Services API (REST and SOAP)

**Education / CERTIFICATIONS**

* Scrum Fundamentals Certified Certification
* Project Management Essentials Certified Certification
* Bachelor of Engineering (Specialization in Computer Science)
* Oracle Fusion CRM Sales 2014 Certified Implementation Specialist
* Salesforce Administrator Certification (SU19)
* Siebel 8.0 Certified Core Consultant
* Siebel CRM 8.0 Business Analyst

**KNOWLEDGE**

* **Technical**: B2B Service, Salesforce, Oracle Field Service Cloud, Oracle CPQ Cloud, Oracle Sales Cloud, Oracle Incentive Compensation Management, Siebel 8.1 CRM, Siebel Workflows, BIP Reports, HTML, XML, MS Office, MS Visual Studio, Windows-2000 Professional, Windows-95, Windows NT, Oracle 10g, SQL, MS SQL Server 2000, Oracle Service, Java Script & Python.
* **Functional:** Business Analysis, Route Management, Territory & Account Management, Pricing & Product Analysis, Campaign Management, Configuration, Application Usability & Experience, Training Guides & SOP, Business Automation, Presales & POCs, Oracle Marketing Cloud, Oracle Sales Cloud ICM, Oracle Bigmachines CPQ Cloud and Oracle Field Service Cloud.
* **Industry**: Siebel Call Centre, Siebel Sales, Siebel Public Sector, Siebel Automotive & Finance and Siebel Consumer Goods.

**Work Experience**

* Working as Senior CRM CX Consultant at Dezire Technologies and Deputed to Oracle Singapore since July 2020 to Till Date.
* Worked as Manager, Specialized Services / Techno Functional Consultant at Hitachi Consulting Software Services India Ltd, Hyderabad since March 2010 to July 2020.
* Worked as Senior Systems Engineer at IBM India Pvt. Ltd, Bangalore since May 2007 to March 2010.
* Worked as Senior Software Engineer at Artech Infosystems Pvt. Ltd. (Formerly SOFTEK Pvt Ltd.), Bangalore since April 2004 to April 2007.

**Trainings**

* Siebel 8.0 Trained by Oracle University
* Salesforce in-house Training from Hitachi.
* Oracle Sales Cloud, CPQ Cloud, ICM Cloud, OFSC Cloud in-house Trainings by Hitachi.
* Project Management Professional (PMP) Trained from External Trainer. Earned 35 Mandatory Hrs of Project Management education and Preparing for Certification.

**PROJECT EXPERIENCE**

**Senior Techno Functional Consultant (Oracle Field Service Cloud)**

PLDT, Inc., Philippines July 2020 – Till Date

* Creating and Configuring Attributes and Custom Properties to house the customer details
* Configure Users, Resource Tree and Managing User Types & Resource Types w.r.to Client Business hierarchy
* Configuring Buckets, Groups, Resource Types and assigning Resource Types to Organization and Bucket Roles
* Configuration of Serialized and Non-serialized inventory
* Prepare data for Parts Catalog and Payloads to Import Parts Catalog for Inventory
* Defining Work Skills, Work Zones, Work Schedules and Resource Calendars
* Configuring Resource Work Skills, Resource Work Zones and Activity Alerts
* Customizing User Types w.r.to Core Manage and Mobility
* Configuring Display Screen for Technicians w.r.to work allocation and work zones
* Customization of the Business Rules Screen to accommodate the right people in right time with right skills
* Configured Buckets, Groups and Routes to optimize work order/activity assignment w.r.to Resource Work zones
* Enabled Mobility and customized the screens for the same to provision the required details for the Technicians
* Configured Inventory Types, Calendars , time zones, quota settings and language settings as part of initial setup
* Customized the Screen for Technicians and Service Managers to display custom activity types and customer information.
* Imported Users and configured Resource Types and User Types of Technician and Service Manager in OFSC
* Configured Routes to include Routing Profiles and associated to Routing Plans
* Enabled Collaboration as part of Business functionality
* Enabled Login Policies adhere to Client security policies
* Worked on REST API Integrations to load Users, Customers, Inventory to OFSC
* Worked on Robotic Process Automation (RPA) using UiPath to automate OFSC Data creation
* **Technologies**: Oracle Field Service Cloud, REST API, Plug-in API, Java Script

**Senior Techno Functional Consultant (Oracle Engagement Cloud, Oracle CPQ)**

Mineral Technologies, USA Nov 2018 – Jun 2020

* Aligned the Client’s Business Process flow as per the Oracle Engagement Cloud functionality
* Creating and Configuring Custom Objects, Attributes and Custom Properties to house the customer details in Oracle Engagement Cloud (B2B Service or Field Service)
* Configure Territories and Territory Based Assignment
* Configure Sales Forecasting
* Configuring Lead Flow (Nurturing and Qualifying)
* Configuring Opportunity Flow
* Enabling and Configuring Opportunity to CPQ Integrations
* Configuring Products and Product Groups and Pricing
* Configuring Multi BU in the Application and applying Visibility as per BU
* Configuring BU Specific Sales Stages
* Configuring Users and assigning Job Roles.
* Configuring Territory Dimensions and Proposal Creation.
* Configuring Service Reqiest Flow and Work Orders
* Configuring Queues for Auto Assignment of Self Service Service Requests.
* Configuring Outlook Integration
* Configuring Digital Customer Service for Self Service Requests and Chat Functionality
* Configuring Oracle Visual Builder Cloud Service for Self Service Portal and Chat
* Worked on Engagement Cloud to CPQ Point to Point Integration (Inbound & Outbound)
* Configuring CPQ Configuration and Commerce Process
* Configuring Models, Recommendation Rules and Recommendation Items for CPQ
* Configuring Workflows for Multilevel Approvals based on discounts and Requirements
* Creation of Data Tables for Price Lists
* **Technologies**: Oracle Engagement Cloud, Oracle CPQ Cloud, REST API

**Senior Techno Functional Consultant (Oracle Field Service Cloud)**

CalAmp Wireless Networks Corporation, USA Mar 2017 – Oct 2018

* Creating and Configuring Attributes and Custom Properties to house the customer details
* Configure Users, Resource Tree and Managing User Types & Resource Types w.r.to Client Business hierarchy
* Configuring Buckets, Groups, Resource Types and assigning Resource Types to Organization and Bucket Roles
* Configuration of Serialized and Non-serialized inventory
* Defining Work Skills, Work Zones, Work Schedules and Resource Calendars
* Configuring Resource Work Skills, Resource Work Zones and Activity Alerts
* Customizing User Types w.r.to Core Manage and Mobility
* Configuring Display Screen for Technicians w.r.to work allocation and work zones
* Customization of the Business Rules Screen to accommodate the right people in right time with right skills
* Configured Buckets, Groups and Routes to optimize work order/activity assignment w.r.to Resource Work zones
* Enabled Mobility and customized the screens for the same to provision the required details for the Technicians
* Configured Inventory Types, Calendars , time zones, quota settings and language settings as part of initial setup
* Customized the Screen for Technicians and Service Managers to display custom activity types and customer information.
* Configured Geocodes and Map Services to minimize the travel duration for the Technicians
* Imported Users and configured Resource Types and User Types of Technician and Service Manager in OFSC
* Configured Routes to include Routing Profiles and associated to Routing Plans
* Enabled Collaboration as part of Business functionality
* Enabled Login Policies adhere to Client security policies
* Created new Plugins (Requires Java Script Expertise) to achieve Critical Functionality.
* Worked on REST API Integrations to load Users, Customers, Inventory to OFSC
* Created Message Scenarios to enable Events and Triggers for specific action and send messages to External systems
* **Technologies**: Oracle Field Service Cloud, REST API, Plug-in API, Java Script

**Senior Techno Functional Consultant (Oracle Sales Cloud, Oracle ICM)**

Arrow Electronics, USA. Jan 2016 – Feb 2017

* Understand the existing design of Client and Create Sample Calculations of Incentive Compensations
* Provided templates for discovery of current state for client, educate client on plans
* Designed incentive compensation plan for short term and long term incentive programs that reinforce the strategic objectives of business
* Designed monthly and annual plans
* Created Plan Measures, Plan Components, Credit Categories and Rate Tables.
* Created revenue classes and the revenue class hierarchy, Credit Rules, Classification Rules, Credit Qualifiers, setup roles, assigned resources to roles, assigned job titles to roles, created rate tables, rate elements, and Expressions & formulae for calculating commissions.
* Tesing the transaction processing and ensure consistent administration of Plans
* Testing Crediting’s and Earning’s
* Extensively worked on implementation and post go live support
* **Technologies**: Oracle Sales Cloud, Oracle Incentive Compensation Management

**Senior Siebel Techno Functional Consultant / Lead**

Elderhostel - Road Scholar, USA. Jun 2015 – Dec 2015

* **Technologies**: Siebel Call Center Application 8.1.

**Senior Siebel Order Management Techno Functional Consultant**

Al Munajem, Riyadh, Saudi Arabia. Jan 2015 – May 2015

* **Technologies**: Siebel Consumer Goods Application.

**Senior Siebel Order Management Techno Functional Consultant**

Masan Foods, Ho Chi Minh City, Vietnam (Onsite & Offshore) May 2014 – Dec 2014

* Responsible for Requirement gathering, Development and Solution of Sales Order Module which is Critical for Masan Business.
* **Technologies**: Siebel Consumer Goods Application.

**Senior Siebel Techno Functional Consultant**

Elderhostel - Road Scholar, USA. Jan 2014 – Apr 2014

* **Technologies**: Siebel Call Center Application Upgrade from 7.7 to 8.1.

**Senior Siebel Techno Functional Consultant**

Abdul Latif Jameel, Jeddah, Saudi Arabia (Onsite & Offshore) May 2013 – Dec 2013

* Responsible for CTI Configurations and Support Contact Center
* **Technologies**: Siebel Automotive 8.1 & Finance CRM Implementation and Production Support Maintenance.

**Senior Siebel Techno Functional Consultant**

Abu Dhabi Chamber of Commerce & Industry, Abu Dhabi (Onsite) Apr 2010 – Apr 2013

* **Technologies**: Siebel Public Sector 8.1, & Siebel eService 8.1 CRM Implementation.

**Senior Siebel Technical Consultant**

Data Operations (RCM) & WW Support, USA Jun 2007 – Mar 2010

* **Technologies**: Siebel 7.5.3.15

**Siebel Technical Consultant**

Data Operations – IBM WW Marketing Siebel Smartscripts, USA Feb 2005 – May 2007

* **Technologies**: Siebel 7.5.3.15

**Siebel Technical Consultant**

IBM – SDF (Siebel Development Factory), USA Apr 2004 – Jan 2005

* **Technologies**: Siebel 7.5.2