



# PRANEETH KUPPA

Oracle CX developer(Service Cloud/  
Oracle ATG commerce)

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## Summary

**An Oracle CX Developer** with more than 6.5 years of experience in the IT industry. I am polyglot with programming languages and have worked across technologies starting from Oracle CX based SaaS platforms like Oracle service cloud to on premises Oracle ATG and Middleware. Having worked at client location in South Africa for more than four years, i am equipped with powerful customer engagement skills.

### Summary:

- Strong functional and technical knowledge on Oracle service cloud.
- Working with Oracle Right Now CX, PHP, JAVA, C#, JQuery, JavaScript, HTML5, CSS3.
- Excellent troubleshooting and problem solving skills
- Strong knowledge on Incident management, Problem Management and change management.
- Experienced in implementing APIs/frameworks like Customer Portal, Connect for PHP, ROQL, Add-ins, JavaScript API
- Experienced in scripting using PHP, C#, JavaScript, CSS, HTML.
- Design and develop code for implementation based on client's requirements
- Experience in conducting Trainings on Oracle Service cloud.
- Domain Knowledge: Manufacturing, Telecom and Enterprise Solution.
- Having worked for Oracle commerce; i am also well versed with JAVA

## Work experience

### Oracle Service Cloud Product Specialist

2016 - 2019

TCS

<b>Project</b>	Oracle service cloud green field implementation and maintenance for Cell C
<b>Customer</b>	Cell C South Africa
<b>Period</b>	Since OCT 2015 – Till Date
<b>Description</b>	<p>RightNow™ (a CRM tool from RightNow™ Technologies) is used by Cell C - a telecom operator based in South Africa</p> <p>RightNow™ CX is used by Helpdesk agents to resolve the customer queries received via emails/calls/web forms/chat sessions.</p> <p>Cell C's premium customers browse through the rich knowledge base of its support sites for any issues/information. Any unanswered issues/queries will be routed to the appropriate department within RightNow™ application as an incident/chat. Helpdesk Agents respond to these incidents/chats subsequently.</p>
<b>Role</b>	Product Specialist

- Responsibilities**
- Creating Widgets, Custom Objects, Custom variables and Custom Process Models to implement in customer portal pages(End user pages) using Connect PHP API
  - Modifying code as per Change Requests from customer
  - Designing solutions for new requirements/enhancements
  - Deploying modified code in test environment and post thorough verification in test site, deploy the same in live environment
  - Proposing service improvement and Process improvement plans to Business
  - Automating business processes using contextual workspaces, workflows, agent scripting and business rules
  - Analyze logs and troubleshoot issues encountered by customers/developers
  - Daily/Weekly/Monthly/Quarterly review calls to discuss the work progress
  - Interact with customers to attend the issues they face and resolve while on call by using Co-browse feature in the RightNow CX
  - As an SME, suggesting the best possible way to implement a requirement
  - Creating critical Reports and Dashboards using RightNow Analytics
  - Ensure adherence to Service Level Agreements and timely updates on cases to avoid escalations
  - Integrate RightNow CX with External systems using Custom Process.

**Products/Tools** Oracle RightNow CX, Komodo edit, Firebug, Soap, Cyber Duck

**Technology Stack** PHP, JavaScript, JQuery, YUI, CSS, HTML, Customer Portal 3.0, Web Services, Connect PHP API

South Africa

## Oracle ATG commerce developer

2015 - 2019

Oracle ATG commerce powers one of the biggest telco's commerce platform in South Africa.

This green field project not only involved using the core features Oracle commerce but also integration with Oracle service cloud and on premise CRM systems.

As a developer i was involved in:

Leveraging the core commerce features like:

- Shopping Cart
- E2E checkout process
- commerce pipeline
- DAS, DPS, DSS, B2BCommerce, DCS
- Endeca Search
- Abandoned Order services

Integration:

- Payment gateway
- Huawei's CRM
- Billing systems
- Order Fulfilment systems

Administration:

- Web-logic Server administration
- Handling deployments with Ant scripts

Front end Frameworks:

- JQuery
- Angular js

Upgrades:

- Oracle commerce 10.1.2 to 11.2

Innovations:

- Order delivery notifications to customers on WhatsApp
- Server performance degradations alert on WhatsApp to Administrators
- Created preview servers that route with the help of a cookie - easy pre-production deployment and debugging
- CI/CD pipelines
- WSO2 API was used to transform the legacy SOAP to REST thereby bringing down the codebase from 150MB to 15 MB

## Oracle Service Cloud Developer

2013 - 2015

TCS

**Project** British Telecom Brownfield project

**Customer** BT

**Period** Since MAR 2013 – 2015

**Description** RightNow™ (a CRM tool from RightNow™ Technologies) is used by BT to provide online help to its customers and used by its Helpdesk agents globally. Each of these interfaces exists in RightNow™ to cater to various products offered to BT's customers. BT is one of the largest user of Oracle Service Cloud.

BT had multiple interface focusing on Business, consumer divisions and also an interface exclusively meant for agents.

RightNow™ CX is used by Helpdesk agents to resolve the customer queries received via emails/calls/web forms/chat sessions.

BT's customers browse through the rich knowledge base of its support sites for any issues/information. Any unanswered issues/queries will be routed to the appropriate department within RightNow™ application as an incident/chat. Helpdesk Agents respond to these incidents/chats subsequently.

BT's agent also were assisted by knowledge-base for informed decision making. The knowledge-base was integrated into various other knowledge platforms for device search

**Role** Product Specialist

**Responsibilities**

- Creating Widgets, Custom Objects, Custom variables and Custom Process Models to implement in customer portal pages(End user pages) using Connect PHP API
- Modifying code as per Change Requests from customer
- Designing solutions for new requirements/enhancements
- Deploying modified code in test environment and post thorough verification in test site, deploy the same in live environment
- Proposing service improvement and Process improvement plans to Business
- Automating business processes using contextual workspaces, workflows, agent scripting and business rules
- Analyze logs and troubleshoot issues encountered by customers/developers
- Daily/Weekly/Monthly/Quarterly review calls to discuss the work progress
- Interact with customers to attend the issues they face and resolve while on call by using Co-browse feature in the RightNow CX
- As an SME, suggesting the best possible way to implement a requirement
- Creating critical Reports and Dashboards using RightNow Analytics
- Ensure adherence to Service Level Agreements and timely updates on cases to avoid escalations
- Integrate RightNow CX with External systems using Custom Process.
- Provide the efforts required for CP migration.
- Enable the CP3 version from CP2.
- Modifying the code as per CP3 version.
- Modifying the Widgets code as per the CP3 version standards.

**Products/Tools** Oracle RightNow CX, Cyber Duck

**Technology Stack** PHP, JavaScript, jQuery, YUI, CSS, HTML, Customer Portal 2.0, Web Services, Connect PHP API

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## Core competencies

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- CRM
- Lead creation
- Opportunity & Forecast
- Knowledge-base
- Omni channel contact centres
- Ecommerce
- Order Processing and Fulfilment
- Catalog management
- Abandoned order services
- Integration
- SOAP/REST API
- Testing API
- Legacy SOAP to Rest transformations

## Skills

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### Languages

  
JAVA 1.7, PHP, Angular JS, Node JS

### Tools

  
Postman, Eclipse, Jdeveloper, swagger, wireshark, BurpSuite

### Applications

  
Oracle Service Cloud, ATG commerce,. Weblogic, Fusion  
Middleware(rudimentary), Jenkins, WSO2

### Hardware/Systems

  
Hardware/Systems