

# Ashwini Shankaranarayana

Consultant with 3 years of experience on implementation of Oracle Service Cloud projects. Along with implementation, actively involved in requirement gathering, design and delivery.

## Skills

### Programming Languages

- C
- C++
- C#
- HTML
- CSS
- PHP
- JavaScript
- MySQL

### Oracle Service Cloud

- Custom Process Model
- Custom Script
- Agent Desktop Configuration
- Analytics
- Customer Portal
- Integration
- Desktop Add-In
- Surveys
- BUI

### Soft Skills

- Communication
- Problem Solving
- Decision Making
- Teamwork
- Time Management

## Experience

### Developer • SPERIDIAN TECHNOLOGIES • FEB 2018 – PRESENT

- Gathered requirements, designed, implemented and delivered applications and web portals.
- Reviewed the customer feedback and suggested ways to improve the Agent workflows and reduced Average Handling Time.
- Built re-usable widgets, Addins, Scripts, BUI Extensions which improved delivery efficiency.

## Education

Bachelor of Engineering (Information Science and Engineering),  
Channabasaveshwara Institute of Technology (2013-2017).

## Projects

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### **Killem Pest Control Services**

**May-18-Present**

Killem Pest is a pest control services company based in Singapore. Killem Pest uses Oracle Service Cloud and Field Service Cloud to streamline their sales processes and improve the efficiency of their field service operations as well as job scheduling. The key highlights of the project are, effective capturing of sales data, complex scheduling system and integration with Field Service Cloud.

Roles and Responsibilities:

- Support for complete life cycle of the project from requirement analysis through design, configuration and coding, testing, debugging, implementation.
- Development and testing of automated contract, quotation generation and approval process.
- Development and testing of Customer Portal that helps the customers to browse through various information about an issue or to request assistance from a customer service agent, view their contracts, quotations and services carried out for them.
- Design and development of activity scheduling process which helps the customers to schedule day to day activity for the field agents.
- Design and development of automated asset and inventory management process.
- Customer Interaction on day to day basis for project updates and requirements.
- Design and development of application code to integrate service cloud with Field service cloud, Xero and HReasily system.
- Development of workspace and workflows that helped the business to provide better customer experience.
- Creation of custom analytics Reports & Dashboards for analyzing the Business trends and to improve the quality of service.

### **ALJ**

**July-20-Nov-20**

ALJ is a diversified business of independent entities that include automotive distribution, auto parts manufacturing.

Roles and Responsibilities:

- Design and development of code to generate estimation receipt and invoice for the customer.
- Design and development of code for integration of service cloud with Oracle ERP system.
- Design and development of UI for customer view for integration, estimation receipt and invoice.
- Design and development of workspace and workflows that helped the business to provide better customer experience.
- Customer Interaction on day to day basis for project updates and requirements

## **Melissa**

### **March-19 – July-19**

Melissa is an E-commerce company based in Singapore. The key requirement of the client was customer loyalty management.

#### **Roles and Responsibilities:**

- Design and development of code for customer loyalty program which involves management of loyalty points for the customers, based on their transactions. Membership upgrade, voucher generation and redeem based on the loyalty points.
- Development of customer portal which allows the customers to view their loyalty points, vouchers and voucher redeem, raise and track issue.
- Design and development of workspace and workflows that helped the business to provide better customer experience.

## **IUIGA**

### **Jan-19 – March -19**

IUIGA is an E-commerce company based in Singapore. The Client/prospect was looking for a comprehensive customer service management system with multichannel support for their customers, customer ticket management, and web portal for the customers to raise and track service requests against their orders.

#### **Roles and Responsibilities:**

- Development of customer portal for the customers to view and raise service requests for their orders.
- Design and Development of code to integrate service cloud with client system to get the customer order details.
- Design and development of workspace and workflows that helped the business to provide better customer experience.



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