**SANKET KUMAR**

+91 8123292760 | kumarsanket472@gmail.com

206-B, Mahaveer Ranches, Hosa Road, Sai Sree Layout, Parappana Agrahara, Bangalore – 560068, India

**SUMMARY**

* **Oracle Engagement Cloud certified** professional with almost 5 years of extensive experience of leading sustainable and scalable growth & profitability in the **CRM Consulting Services** for **Oracle sales cloud (CRM) R10, R11, R12, R13 and Data Management services** by efficiently spearheading work encompassing complex IT Projects implementation & management.
* 2 years experience of **CRM/CDM Consulting Services and Data Management services** at **DELOITTE US INDIA PVT LTD.**
* 11 Months experience of **CRM/CDM Consulting Services and Data Management services** at **IBM INDIA PVT LTD.**
* 2 years 3 Months experience which includes 6 Months of internship and 1 year 9 Months of **CRM Consulting Services and Data Management services** at **Apex IT Inc.**
* Successful track record and skilled in implementation and project management of **Oracle Engagement Cloud**

**CAREER HIGHLIGHTS**

* Successfully implemented Sales Cloud for the clients as per the project timelines and before schedule on many occasions and ensured smooth go- live process.
* Distinction of adhering to Service Level Agreements and won Applause awards and client appreciation.

**Functional Skill**

* knowledge and understanding of Oracle Sales Cloud, especially in the following areas /modules
* Page composer
* FSM (Functional Setup Manager) tasks File Based Import (Data Migration) SOAP UI, REST API, Web services and Groovy scripts
* Territory Management
* Product Setup
* Security
* BI Report (BIA Report, BIP Report, Data Model, Bursting and Creation of ESS job)
* Mobile and outlook configurations
* Multi Language Setup
* Good knowledge in Application Composer and well conversant with all basics of configuration like Joins, Link, Pick lists, Dynamic Choice List and all field types.
* Working closely with Development / Engineering, QA and product teams to design and build best in class service to support current & future projects meeting the scale & growth of business and coordinating with management in developing service delivery plans and procedures
* Successful in leading all phases of project delivery & implementation and the implementation of overall Service strategies, establish operational objectives and metrics while focusing on improving efficiency and working closely with senior management to propose improvements to the business processes and report progress on various projects
* Interacting & engaging with clients for service delivery.
* Analyzing project, requirements, & service level agreements and assisting in project timelines
* Interacting with customers in designing and executing their business solutions.
* Evaluating project proposals & change requests; making necessary recommendations for approval or rejection of proposals
* Expertise in Data Migration, Customizations
* Good oral and written communication skills

**Technical Skill**

* Programming Language: C, Java, Dot Net (C#)
* Office Tools: Microsoft Office (Word, Excel, Power Point, Visio)
* Other (Tools and Applications): SOAP, RESTAPI, Web Services, SQL, Data Model
* CRM: Oracle Sales Cloud

**CERTIFICATIONS**

* Oracle Sales Cloud 2016 Certified Implementation Specialist
* Oracle Sales Cloud Security 2016 Implementation Specialist
* Oracle Sales Cloud Sales 2016 Implementation Specialist
* Java
* DOTNET C#

**EXPERIENCE**

**Current – DELOITTE US INDIA PVT LTD.** *DC Consultant (Oracle Engagement Cloud).*

**Key Contributions**:

**Broadcom** Project**:**

* Worked on complex territory setup using customer auxiliary dimension.
* Successfully configured 4 level of product group hierarchy and developed interface to insert/update products into product group hierarchy from EBS to OEC using groovy script.
* Worked on File based Import for Account, Address, Contact, Territory Product and Product Group, Opportunity and some custom objects and were successfully done.
* Customizations were done for all the above objects and configured the fields and page layouts.
* Worked on interface to sync Customers, Address and Opportunity using Groovy and webservices.
* Developed product and product group hierarchy automation interface which help in syncing product and product group hierarchy from external system.

**Prior – IBM INDIA PVT LTD.** *Package Solution Consultant (Oracle Sales Cloud).*

**Key Contributions**:

**ICU Medical** Project**:**

* Worked on Soap web services (Account, Contact, Party Site, Party Site Use, Location and Custom Objects) to develop Integration project.
* Successfully configured ESS job to schedule BIP report to FTP server and created a sample payload to invoke these jobs via ICS using web service.
* Worked on File based Import for Account, Contact and some custom objects and were successfully done.
* Customizations were done for all the objects and configured the SUI and Desktop pages.
* BI Report and Analytics: Successfully created data model and BIP report on customer data management (Duplicate Resolution, Data Cleansing and Merged Data Records).

**Prior – Apex IT Inc.** *Associate Consultant (Oracle Sales Cloud).*

**Key Contributions**:

**WFS(World Fuel Service)**Project**:**

* Security Customization: Successfully created Data security, Functional policies, duty roles, Application roles and job roles to restrict View/Edit/Delete access for standard and custom objects based on project requirement.
* Responsible for data migrations through File based Import for Account, Opportunity and some custom objects and were successfully done.
* Customizations were done for all the objects and configured the SUI and mobile pages.
* BI Report and Analytics: Successfully created report using subject areas based on project requirement.
* Developed Integration Hub between Enterprise Application to Oracle Sales Cloud and Siebel to Oracle Sales Cloud using Mule soft and Java.

**Ashcroft** Project:

* Successfully creating workflow and Email template for Account, Contact, Opportunity and Activity object. Also added link in email template to refer SUI.
* Customizations were done for all the objects and configured the SUI and mobile pages.
* Played key role in integrating OSC with outlook.
* Worked on REST API to develop Integration project using Web Services.

**Opex** Project**:**

* BI Report and Analytics: Successfully created report using combine analysis.
* Successfully Created custom package for Outlook to sync only favorite contact in Outlook.
* Delivered expertise in wring groovy scripts based on the requirements.
* Accomplished and implemented customer specific requirement of data management of ensuring non-duplicate data.
* Successfully creating 50 workflows and email template for Account, Contact, Lead and Opportunity object.

**ISCO** Project

* Security Customization: Successfully restricted All Account and Contact visibility for all users.

**Sunnan** Project:

* Multi Language setup: Worked on other language setup in Staging and production environment.

**MBI** Project**:**

* Security Customization: Successfully restricted Edit access for Activity and Note for all Account and Contact.
* Configured Integration between OSC – JDE system using Mulesoft, REST API Web Services.

**BPI** Project**:**

* Security Customization: Configured security customization to restrict view access of account and contact for Sales Representative, restrict view access of contact for Sales Manager and Sales VP in R12.
* Multi Language setup: Configured Spanish language setup in Staging and production environment.

**BlueStar** Project**:**

* Security Customization: Created custom role and provided only view access for all object (including custom and standard objects) in R12.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **EDUCATION** |  |  |  |  |  |
| July 2015 | Bachelor of Technology (Computer Science and Engineering) | | | West Bengal University of Technology, Kolkata, India | |
| May 2010 | 12th BSEB | |  | Dr Ganga Rani Sinha College, Nawadah, Bihar, India | |
| May 2008 | 10th CBSE | |  | D.A.V Public School, Bihar Sharif, Bihar, India | |
|  |  |  |  |  |  |
| **PERSONAL** |  |  |  |  |  |
| Date of Birth |  | : | June12th 1992 |  |  |
| Gender |  | : | Male |  |  |
| Nationality |  | : | Indian |  |  |
| Marital Status |  | : | Single |  |  |
| Permanent Address | | : | C/O Uday Chand, Mathuria Mohalla, Near Sati Asthan Mandir | | |
|  |  |  | Golapar, District- Nalanda, |  |  |
|  |  |  | Bihar Sharif, Bihar-803101 |  |  |
|  |  |  | India |  |  |