

GOPIKA JAYAKUMAR

Oracle PLSQL Techno- Functional Consultant

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Key Skills: PLSQL, ModelN , CRM modules, Oracle engagement cloud and Oracle CPQ.

PROFESSIONAL SUMMARY

- **6 years** as Oracle PL/SQL Developer and Oracle Apps Technical Consultant (Developer) having expertise and consulting experience ModelN CRM (Quotes, Contracts, Pricing, Channel Management), Oracle CPQ, Oracle Engagement cloud and shell scripting.
- Skillset: SQL & PLSQL programming, proficient in writing stored procedures, functions, packages and triggers, Order to Cash and Procure to Pay cycles, Kintana, Version Tool – SVS, CRM tool – ModelN. Oracle CPQ cloud, Oracle Engagement cloud.
- Secondary skillset: Oracle Business Intelligence Cloud Connector, Flexdeploy, EBS
- Technical Skills: SQL, PL/SQL, Core Java, Unix Basics, Oracle weblogic administration

Technical Responsibilities:

- Software development, Unit Testing, Deployment and Normalization
- Technical Design documentation and reviews
- Production support and ticket management
- Problem management (Short term fixes and Long-term fixes)
- Critical Job Monitoring
- Develop the functionalities based on the MD50
- Defect fix during System Testing, SIT, UAT and Non-Regression Testing.

Functional Responsibilities:

- Setups in Oracle engagement cloud, CPQ and CRM tool (ModelN)
- Requirement Feasibility & Analysis
- Interactions with Software Architects and Customers for enhancements
- Code reviews and ramping up of Junior resources
- Developing handbooks, wikis, and process guides

EDUCATION

M.tech Software Engineering Birla Institute of Technology (BITS Pilani)	2015 - 2019
BACHELOR OF COMPUTER APPLICATIONS Marian College, Kuttikkanam	2012 – 2015
HIGHER SECONDARY J J Murphy Memorial higher secondary school, Yendayar	2010 – 2012
SSLC St. Antony's H S S, Mundakkayam	2009 – 2010



Personal Details

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EXPERIENCE

Wipro Technologies

May 2015 - Present

PROJECT: Broadcom Sales and Marketing : CRM

(Mar 2016 – Present)

Client Name: Broadcom Limited

Role: Associate Consultant

Tools Used: ModelN , Oracle Engagement cloud, SQL developer, CPQ (configure, price and quote), Flexdeploy, GIT, Jira, ServiceNow, EBS, Oracle Business Intelligence Cloud Connector

Description: Broadcom is currently one of the largest and top five semiconductor companies in the world after a series of acquisitions of other leading competitors. The project is using three main tools to manage their sales. ModelN, Oracle engagement cloud and Oracle CPQ. ModelN is a CRM tool used for modules like Channel Management (Point of Sales and Ship Stock Debit), quotes, debits, opportunity and contracts creation.

Broadcom started migrating to oracle cloud on 2018 and started using CPQ and OEC applications along with ModelN to manage sales. Oracle engagement cloud is for sales management and Oracle CPQ cloud for quotation creations.

Project is about administrating and configuring all three applications. I have been part of the development team for Oracle programs that are used for EBS –CPQ/OEC integrations.

Roles and Responsibilities:

- Development, enhancement, and maintenance of PL- SQL interfaces for seamless integration with EBS
- Administration of Oracle Engagement cloud, Oracle CPQ and ModelN applications
- Developing proof of concepts for new designs
- Administration of Oracle Engagement cloud, Oracle CPQ and ModelN applications
- Performing application maintenance activities like certificate renewals, License renewal and Patch & hot fix installations
- Production support and problem management
- Documentations and mentoring the new joiners to the team
- Configurations and setups updates
- Performing application maintenance activities like certificate renewals
- Retrofitment of PLSQL interfaces during various Oracle EBS upgrades and ModelN application upgrades
- Deep analysis of the issue reported and discussing with cross functional teams. If a fix needs to be provided, code is developed, release to Testing team and then to Production once testing team signs off.

PROJECT : Product life cycle management

(July 2015 – Jan 2016)

Client Name: Avago Technologies

Role: Associate Oracle Consultant

Tools Used: SQL developer, Kitana, wincvs, Data loader, EBS

Avago Technologies is a leading semiconductor chip making company who provides range of electronic components to leading consumer electronics and phone manufacturers of the world

I was working in the development & Product support of the Module PLM (Product life cycle Management)

Roles and Responsibilities:

- Discussing and providing Technical solutions for the new requirements.
 - Preparing Technical documentation (MD70) and developing components.
 - Supporting the team functionally and technically for effective Deliverables.
 - Working on the production cases that were reported during the Production support.
 - Code and test new objects, enhancements/CRs.
 - Debugging PL/SQL Packages.
 - Analyzing the critical/major/ordinary Production issues to find out the root causes and to fix the issues through code changes/data fixes/set up changes/business process changes in Oracle Apps within the required SLA.
 - Maintaining the code versions in CVS and migrating to different instances through Kintana or Flexdeploy.
 - Handling the Ad-hoc requests which may include Analysis, minor enhancement, functional understanding and so on.
 - Conducting meeting between Offshore and Onsite.
 - Continuous interaction with the onsite team for exchanging the updates and take over.
 - Involving in Code review meeting with Solution team.
 - Perform Root-Cause-Analysis (RCA) for incidents / problems and document the same.
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