**Arun Kumar Racharla**

**CX-Specialist**

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1 Year of experience in Oracle Engagement Cloud(Sales/B2B Cloud) and Android . To work with dedication towards the growth of an Organization and use my skills and knowledge acquired for the development of the organization.

**Skills Languages & Technologies**

Groovy, Java, SQL, HTML, XML, C.

**Applications & Tools**

OSC, OBIEE, SQL Developer, Android Studio, POSTMAN, Eclipse, Code blocks, Edit plus

**Work Experience**

**2019 - PRESENT** : **InnovaCX Tech Labs Pvt Ltd. (Hyderabad, India)**

Working on various modules of Oracle Sales Cloud application and CX mobile app and also hands on experience in OBIEE reports.

* Worked on data imports for migration using File import activities and also Import Management.
* Customization's based on business requirement using Groovy script.
* Reviewing the complex customization's which was developed by others.
* Can understand, analyze and build the solution based on business requirement.
* Worked on CX mobile app configuration, WSDL, REST API.
* Worked on different modules like Sales Lead, Account, Contact, Service Request, Action Plan, Opportunity, Activity, Relationship, Territories,Sales Order,Custom Objects.
* Good at troubleshooting skills.
* Can understand, research and resolve the complex problems
* Capable to work among the team as well as individual as per the requirement.
* Worked on approval flow in the system based on

requirement.

* Handling calls and scheduling meetings with customer and also with the supporting team.
* Knowledge in (Security Console, Set up and maintenance, Manage Resource Roles, Manage Role Provisioning Rules, Manage users,App Composer, CSM, Object Work flows, Web services, Email templates, Structure(EL expressions), Manage administrator profile values, Copy maps, Predicates,Page Composer,Mobile Application Setup,OBIEE,Import Management,Export Management).
* Strong communication, collaboration and team building skills with proficiency in grasping new technical concepts quickly.
* Can Implement POC accordingly as per the feasibility.
* Making changes to the existing logic and flow for new features being added
* Can make API calls using Groovy.
* Capable to schedule custom business logic in OSC
* Knowledge in creating OBIEE reports and scheduling the same.
* Creating Custom subject areas as part of requirement
* Enabled Workspace and configured Workspace search.
* Can manage Product structure using Product Information Management and Manage Product Groups.
* Enabled and modified the User Adoption dashboard as per the request
* Can build business logic in system by understanding existing system.
* Mash up Content for enabling the report in the SUI.
* Knowledge in Advance Filters for DCL’s.
* Knowledge in Sales Campaign Enablement.
* Knowledge in Light Box Enablement.
* Knowledge in Office 365 Enablement.

As a part of internship, we have been assigned to develop an Android application.

**Android Project :**

* 1. **Project Title** **:** Psaximo
  2. **Abstract :** Our project aim is to find the lost mobile phones, As we know that there are many other apps to find the lost phones. But, in this app we not only find the location of the mobile, indeed we will enable into ring mode if the mobile is in silent mode.

**Academics:**

* Completed **B. Tech** at **MLR Institute of Technology** specialized in **Computer Science and Engineering** with **“65.04**%**”** in **2019**.
* Completed **Polyechnic** at **Priyadarshini Institute of Technology** specialized in **Electronic and Electrical Engineering** with **“70.83%”** in **2016.**
* Completed **SSC** at **Life Line High School** with **“85.55%”** in **2013.**