

**Waseem Zeeshan Mohammed**  
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**Professional Summary:**

9 years of experience in Information Technology with focus on Analyzing, Designing, Developing and testing the software applications. Proficient in understanding the Business Process Flow, Software Development Life Cycle (SDLC) Agile software development methodologies, web application development and object-oriented programming. Involved in preparing complete cycle of Change Request, Business Requirements document, Technical Design documents and pre-sales scope and effort documents.

**Academic Details:**

S. No.	Qualification	Year
1.	Bachelor of Engineering in Information Technology	2010
2.	Intermediate, Board of Intermediate	2006
3.	S.S.C, Board of Secondary Education	2004

**Certifications:**

- Oracle Service Center 2020 Certified Implementation Specialist
- Oracle RightNow Cloud Service 2016 Support Specialist Assessment
- Oracle RightNow Cloud Service 2016 Certified Implementation Specialist

**Professional Skills:**

- Tools : Oracle Service Cloud, Microsoft Dynamics 2016 & Sales force
- Development Tools : Microsoft Visual Studio & SQL Server.
- Microsoft Technologies : DOT NET & SQL
- Web Technologies : HTML, CSS, JavaScript & PHP.

**Professional Experience:**

**DXC Technologies- Application Engineer**  
**Responsibilities:**

**May 2019- Present**

- Working on Oracle Service Cloud application.
- Customize Portal Design and upgrades in RightNow CX CRM.
- Designed and deployed customer portal pages and widgets using PHP and Javascript.
- Development for chat and email feature for help desk operations using RightNow CX CRM that reduce the turnaround time and have helped reducing call abandoned.
- Integrations of RightNow CX with EBS and Oracle Marketing Cloud.
- Developed CPM process for triggering event.

**NebuLogic Technologies- Business Analyst****June 2014 – April 2019****Responsibilities:**

- Write client deliverables like Business Requirement Document, Technical Design Document, User acceptance Test cases, User Guide and User Training material.
- Configure Oracle Service Cloud of objects, Workspaces, Business Rules, Email Notification Templates, Message Bases, SLA's, Roles, Accounts, Navigation Sets, Profiles, Queues for routing the Service Requests and Reports and Dashboards.
- Configure custom components for additional functionality using Desktop Add ins.
- Test the application and Troubleshooting code for every change.
- Administrative support to RightNow CX product.
- Creating Transactional survey and Broadcast survey
- Analyze and evaluate Issues/Defects system program and Defect Tracking, Root Cause Analysis and possible solutions for errors encountered and preparing status report.
- Write/update php code in the customer portal pages pertaining to the design.
- Provide advice, guidance and expertise in developing proposals and strategies for Oracle Service Cloud application design activities such as functionalities for recommending software purchases and upgrades.
- Monitor and gather metrics to validate and improve quality of support on daily basis i.e average hold time, call duration, time to closure, first call resolution, customer satisfaction.

**Integr8 Software Product & Services Pvt. Ltd.- CRM Consultant****July 2011 – May 2014****Responsibilities:**

- Interact with the business to gather requirements, document and validate for changes to business processes, policies and information systems.
- Prepare client deliverables like Business Requirement Document, Technical Design Document, User acceptance Test cases, User Guide and User Training material.
- Analyzing complexities while developing application based on business requirement.
- Write and maintained program code to meet system requirements, system designs and technical specifications in accordance with quality accredited standards.
- Testing, debugging, diagnosing and correcting error and faults in an applications programming language within established testing protocols, guidelines and quality standards to ensure programs and applications perform to specification.
- User-defined stored procedures.