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|  Mohan raj Cxm / CRM Techno Functional Consultant |
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| **CONTACT**+91 9500859663Phone icon+91 8667392804Email icon mohan9593@hotmail.com | **PROFILE**CRM/ CxM consultant with experience in handling customer from various countries and delivering customer experience implementation solutions. I have conducted multiple customer experience implementation Onsite and Offshore sessions.My Objective is to seek a position where customer experience / satisfaction is delivered and a position which provides me an opportunity to expose and improve my personal experience / knowledge |
| **SKILLS*** Product demonstration
* Digital customer sales / service Implementation
* Business Requirement Gathering and Process Solutioning
* Team Management
* Presales Proposal Management
* Project Documents Preparation (MOSCOW, FPD, Design, User Manuals and Test Scripts)
* Handled implementations in Oracle Sales / Service Cloud (B2C & B2B), Oracle Field Service, Oracle Integration Cloud
* Training attended for Oracle Social relationship management

**Career Highlights*** Handled complete CX implementation solution in APSCO project, which has Oracle Sales, Service, DCS, CPQ cloud’s and Integrations with Oracle JD Edwards
* Business solution to implement Telecom Field service management using RightNow and Oracle Field Service
* Handled B2B Sales and Service implementation in engagement cloud for customers from Petroleum, Telecom and Industrial Development sectors
* Handled B2C Service Implementations for customers from Telecom, Government (Pension), Real Estate and Luxurious sectors

**Other Courses*** Oracle Engagement Cloud Sales and Solution GLP Certification
* Oracle RightNow Presales and Sales GLP Certification
* Oracle Sales Cloud Presales and Sales GLP Certification
* Oracle Field service Cloud Presales and Sales GLP Certification
* Basis of JAVA certification from Besant Technologies
* Completed Modules related to sales and service in Oracle Launch Pad (Expert Badge)
 | **EXPERIENCE**Techno Functional Consultant (TransSys Solutions PVT Ltd)04/2018 - Present* Experience in Customer Engagement Role and Delivered Digital Transformation Implementations as below: -
* APSCO (Saudi Arabia),Elsewedy (Egypt), Expresso (Sudan), JODC (Saudi Arabia), PenCom (Nigeria), DMC (Dubai), ABA (Qatar)
* Experience in working as business analyst in multiple projects / Performed multiple roles in parallel as Developer, Tester, Product Owner, requirements, and Good knowledge & Experience in implementing end to end Customer experience life Cycle
* Handled customizations / Integrations with On-prem and Cloud Applications in Oracle Engagement Cloud /RightNow
* Handled a team in forwarding and explaining the customer requirement to other cloud application development and testing team
* Experience designing process solutions / Architecture diagrams and demonstrating the new solutions to customer in various product milestones

**project Highlights** **Arabian Petroleum Supply company -** **APSCO (Saudi Arabia) –** Oil & Gas Industry* Handled Project Requirement Gathering Sessions and I was a key player in drafting FPD and Design documents for Oracle CPQ, Sales and Service (Engagement Cloud)
* Configured Below Requirements in Oracle Engagement Cloud

**Sales:*** + Sales Automation (Lead, Prospect, Opportunity Management)
	+ Quota and Forecasting Management
	+ Custom Account Approval developed by using Groovy / Custom Objects
	+ Custom Price Change Approval against approved customers developed by using Groovy / Custom Objects and Integration with JD Edwards to push approved price for creating order
	+ Notification Management
	+ SSO setup for CPQ integration
	+ Reporting & Analytics

**Service:*** + Incident Routing
	+ Milestones & SLA Setup
	+ Email Inbound and Outbound Management, Knowledge Management
	+ Reporting & Analytics
	+ DCS Application Setup
	+ Demonstrated Business Process of APSCO in new CX application
	+ Handled Integration between Engagement cloud, CPQ and JDE Edwards

**Elsewedy (Egypt) –** Industrial Development* Configured Below Requirements in Oracle Engagement Cloud

**Sales:*** + Sales Automation (Lead, Prospect, Opportunity Management (With Ideal Integration Setup)
	+ Notification Management
	+ EBS Integration (Account /Invoice), Custom Application Integration developed on PaaS
	+ Custom Opportunity Approval using Groovy / Custom Object and sending approval details to custom application built on PaaS
	+ Custom Sales Dashboard based on comparing Lead /Opportunity and Target (Amount/SQM)
	+ Custom Account / Contact Duplication Validation without CDM
	+ Asset Creation against a customer after opportunity closure

**Service:*** + Incident Routing, Knowledge/Notification Management
	+ Groovy Script to restrict user access based on business scenario
	+ RTF Development to generate invoice document
	+ Custom Dashboard to track SR flow to different teams / Queue

**Expresso (Sudan) –** Telecommunication* Managed Business Process design and finalization for Oracle CPQ, RightNow and Oracle Field Service applications
* Handled RightNow Implementation related to configurations as stated below and guided technical colleges in customization (CPM & CUSTOM SCRIPTS)
	+ Incident and Chat Routing
	+ Escalations & SLA Management
	+ Email Inbound and Outbound
	+ Feedback Management
	+ Workspace Customizations and Rules Configurations
	+ Report & Analytics
	+ SRM, CPQ and Custom Application Integrations
	+ Business Rules
	+ Custom Objects
	+ Customer Data Import
* Handled Oracle Sales Cloud Implementations related to configurations as stated below
* Account and Contact Integration with Custom Application
* Reports and Analytics
* Handled ICS integration configuration for integrating Oracle Sales Cloud, Field Service with RightNow
* Supported in Configuring Mobile view for Oracle Field Service
* Demonstrated Oracle RightNow and Field Service solution for project milestones.
* Drafted FPD, Design, Test Scripts and User manual for admin & Business Users

**Jabal Omar Development Co – JODC (Saudi) –** Real Estate* Handled Oracle Sales Cloud Implementations related to configurations as stated below
	+ Opportunity integration with custom application (Real Estate application built on PaaS)
	+ Email Notifications Management
	+ Reports and Analytics
* Managed Business Process Flow and Testing

**National Pension Commission - Pencom (Nigeria) –** Public Service* Handled RightNow Implementation related to configurations as stated below
	+ Escalation Management
	+ Workspace Rules Configurations
	+ Reporting and Analytics
* Drafted Test Scripts for UAT and SIT
* Demonstrated Application and Business flow during CRP sessions
* Tested and volunteered in bug fixes

**Dubai Maritime City (Dubai) –** Property Related Service* Configured Multi Level Escalation in Oracle RightNow Application
* Defined and Configured Routing Matrix

**Ali Bin Ali - ABA (Qatar) –** Luxurious Industry* Territory and Quota Management
* Configured Reporting & Analytics to facilitate deeper insight of business
* Drafted User Manual’s and Test Scripts

**INTENSHIP’s**Customer experience Management (TransSys Solutions PVT ltd) – 7 Months, ORACLE CX ImplementationsCustomer Marketing and Retention (Chennai Ford) – 3 MonthsCapital Budgeting (Murugappa Groups) – 5 months, RAMCO ERP ImplementationEmployee performance (Infac Pvt ind ltd) – 3 Months **Declaration**I hereby declare that all the information given are true to the best of my knowledge and belief.**Date:** 16-Aug-20 (Mohanraj D) |
| **EDUCATION****MBA** – (2015 – 2017)Qualified my master’s degree from Sri Sairam Engineering Collage**BBA** – (2012 – 2015)Qualified my bachelor’s degree from Madras Christian Collage **HSC**– (2012)From Shri Natesan Vidyasala Matriculation Higher Secondary School**SSLC**– (2015 – 2017)From Shri Natesan Vidyasala Matriculation Higher Secondary School**Personal dossier*** DOB: 27/11/1994
* Languages Known:
* English, Tamil
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