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| Mohan raj  Cxm / CRM Techno Functional Consultant | |
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| **CONTACT** +91 9500859663  Phone icon+91 8667392804  Email 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 | | |