

NEHA ABHAY NARAYAN SINGH
Analyst,
ORACLE INDIA PRIVATE LTD.



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SUMMARY

- ✓ **Four years six months** of IT work experience in software development and designing using Oracle-Sales Cloud, Oracle Field Service Cloud, CRM-CX application, customer portal and analytics.
- ✓ Received **Onsite opportunity** from TCS for Glory Global Solutions go-live in Sydney(February -18)
- ✓ Extensive work experience in configuration management, integration in Oracle-Sales Cloud, Oracle Field Service Cloud and Oracle Service Cloud.
- ✓ Experience in deployment activities on UAT, Test and Live environments
- ✓ Design and code implementation based on client requirements
- ✓ Experience in Implementation and support Projects.

WORK EXPERIENCE

- ✓ Analyst, **Oracle India Private Limited** from Sept '19
- ✓ Technical Specialist, **Thirdware Solutions Private Ltd** from April '18
- ✓ Systems Engineer, **TATA Consultancy Services**, Mumbai from Sep '15

EDUCATION

- ✓ Bachelor of Technology in Information Technology & Engineering with First class from Pillai Institute of Information Technology Mumbai University, Maharashtra.

ACHIEVEMENTS

- ✓ Experienced Onsite opportunity from TCS for Glory Global Solution's go-live in Sydney(February -18)
- ✓ Supported many roll-out(go-live) and Support Projects
- ✓ Received early promotion as a Systems Engineer.
- ✓ Successfully lead the BT Business contact us redesign project and received many appreciations from clients and higher management.
- ✓ Addressed a seminar on Customer Portal at TCS Innovation Labs.
- ✓ Attended a seminar on Oracle Field Service Cloud from Oracle.
- ✓ Lead of STAR Team (2016-2017)
- ✓ Outstanding Performer for 2015-2016
- ✓ Received 'Star of the Month' award
- ✓ Topper in Initial Learning Program (ILP), a training program conducted by TCS from September 2015 - November 2015

CERTIFICATIONS

- ✓ Oracle Sales Cloud Implementation Specialist.
- ✓ Oracle Field Service 2020 Certified Implementation Specialist
- ✓ Certified as Oracle Field Service Cloud 2016 Presales Specialist.
- ✓ Certified as Oracle Field Service Cloud 2016 Sales Specialist.
- ✓ Certified as Oracle Field Service Cloud 2016 Support Specialist.

SKILL SET

Technology	Software
Programming Languages	C++, Java, ASP.NET, Visual C#, Java script
IT Skills	RDBMS, Testing, Core Java
Database	My SQL, Oracle 11g
Office Tools	Microsoft Word, PowerPoint, MS Excel
CRM Applications	Oracle Sales Cloud, Oracle Field Service Cloud, Configure Price and Quote, Customization using SAAS, Integration Web Service, SOAP, REST API, WSDL, cloud Configuration and Setup, Application Composer, Page Composer, BIP Reports.
Tools	Oracle Sales Cloud Analytics, Microsoft Visual Studio 2008, Microsoft Visual Studio 2013, SQL Server 2012

WORK EXPERIENCE

Currently working with Oracle India Private Limited as Analyst since September 2019	
Company Name :	Oracle India Private Limited
Duration :	24th Sept 2018 to till date
Project Name :	Claro, Telefonica, BRK Ambiental
Designation :	Analyst

PROFESSIONAL EXPERIENCE

Oracle India Private Limited	Analyst	SEPT 2019 to TILL DATE
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Project # 1	GGs- Oracle Sales Cloud Application Product and Services
Client	Glory Global Solutions, UK
Role	Systems Engineer & Product Specialist
Location	Mumbai, India
Size	6
Technologies Used	Oracle Sales Cloud, Groovy scripting, SOAP Web Services

Description	<p>Oracle Sales Cloud (a CX (customer experience) tool from Oracle) is used by GGS in the Business and Consumer areas to provide online help and used by its Helpdesks across UK and India. In each of these areas, various interfaces exist in Oracle Sales Cloud CX to cater to the various products offered to GGS customers, For e.g. Self-care, GGS Broadband, Dial-up, VOIP etc. Also includes a knowledge based site called echo.gloryglobalsolutions.com which is used by advisors of BT to handle customer queries.</p> <p>Oracle Sales Cloud CX is used by GGS Helpdesk agents across UK, Philippines and India to resolve the customer queries received via emails/web forms/chat sessions.</p> <p>GGS's customers browse through the support sites on http://echo.gloryglobalsolutions.com or www.gloryglobal.com/servicehelpdesk.com/ and for any issues /information. Any unanswered issues/queries will be routed to the appropriate department within Oracle Sales Cloud CX as an incident/chats.Helpdesk Agents then respond to these incidents/chats subsequently</p>
Responsibilities	<ul style="list-style-type: none"> ✓ Integration of third party applications with Oracle Sales Cloud. ✓ As a product specialist, suggesting the best possible way to implement a requirement ✓ Proposing Sales improvement plans to Business ✓ Allocating resources to different requirements and monitoring them closely ✓ Performance diagnosis of the recurring faults to take necessary action and thereby reduce the number of ticket ✓ Daily/Weekly/Monthly/Quarterly review calls to analyze major incidents, customer satisfaction levels ✓ Designing solutions for new requirements/enhancements ✓ Coordinating with multiple teams during the project life cycle ✓ Code deployment in production environment ✓ Helping in-life and development teams with feasibilities ✓ Quality audits on the code developed by the team members ✓ Working with team for Process improvement plans ✓ Handling weekly team meeting ✓ keeping abreast to latest technologies and developments in Oracle Sales Cloud area and in general ✓ Conducting knowledge transfer sessions to team member
Hosted on	https://www.glory-global.com/en-us/products-and-services/

Project # 2	GGS- Oracle Sales Cloud Reports and Analytics
Client	Glory Global Solutions, UK
Role	Developer
Location	Hyderabad, India

Size	3
Technologies Used	ASP.NET, Oracle Sales Cloud CRM, Customer Portal
Description	<p>Sales Cloud (a CRM tool from Cloud Technologies) is used by GGS in the Business and Consumer areas to provide online reports and used by its Helpdesks across UK, Philippines and India. In each of these areas, various interfaces exist in RightNow™ to cater to the various products offered to GGS customers, For e.g. Employee Dashboard, Product Groups Analysis etc. GGS's customers browse through the support sites (On Support site) and if the question remains Unanswered, their questions are forwarded to the appropriate support interface as an incident. Agents respond to these incidents.</p> <p>The System administration shall provide any reports required by the supervisors/agents and also, carry out the administration activities, like setting up business rules, creation of new web forms, creation of surveys, small enhancements etc.</p>
Responsibilities	<ul style="list-style-type: none"> ✓ Development of forms and reports ✓ Sales Cloud product Configuration and customization ✓ Web page customization ✓ Analytics ✓ Unit testing of the code developed ✓ Liaising with customers and supporting UAT ✓ Working with development teams for product upgrades and redesigns ✓ Helping teammates in Code deployments
Hosted on	www.gloryglobal/servicehelpdesk.com/

Project # 3	GGG Business Help & Support Site Redesign
Client	Glory Global Solutions, UK
Role	Assistant Systems Engineer
Location	Hyderabad, India
Size	3
Technologies Used	ASP.NET, CSS, HTML, Customer Portal, Oracle Field Service Cloud CX
Description	<p>www.gloryglobal/servicehelpdesk.com/ or www.echo.gloryglobalsolutions.com/ site is used by GGS Business customers to get help & support related to various products & services offered by GGS.</p> <p>This project is to redesign the content & contact areas of the aforesaid site</p>
Responsibilities	<ul style="list-style-type: none"> ✓ Involved in Requirement Analysis, Design, coding new feature/functional changes ✓ Owning the technical responsibility of several stages in the development cycle of project ✓ Writing Design documents

	<ul style="list-style-type: none"> ✓ Following coding standards and making use of agreed tools for new code development and also for code modifications /enhancements for the existing code ✓ Review of the code developed by other team members. ✓ Coding for different functionalities like Custom objects, estimated response time for web form enquires, Service Status alerts etc. <p>Unit testing and continuous integration testing</p>
Hosted on	http://echo.gloryglobalsolutions.com/

Project # 4	Claro
Client	Claro, BR
Role	Associate Specialist & Designer
Location	Hyderabad, India
Size	4
Technologies Used	REST API, Customer Portal, Oracle Field Service Cloud CX,
Description	login.etadirect.com/amx-co.test site is used by Claro Business customers to contact Claro on various products & services offered by Claro. This project is to redesign the contact us area of the aforesaid site
Responsibilities	<ul style="list-style-type: none"> ✓ Requirement Analysis and Design ✓ Owning the end to end responsibility in the development life cycle of the project ✓ Designing solutions & documenting the same ✓ Following standards and making use of agreed tools for new configuration development and educating the team regarding the same ✓ Assigning tasks and reviewing the code developed by the team ✓ Coordinating calls with all stakeholders at different stages of development cycle ✓ Unit testing and continuous integration testing ✓ Educating various teams on the new design ✓ Post deployment support during Rollout period
Hosted on	https://amx-co.test.etadirect.com/amx-co.test

Project # 5	Telefonica - Help & Support Site Redesign
Client	Telefónica, (Colombia, Chile, Peru, Argentina, Brasil)
Role	Associate Specialist
Location	Hyderabad, India
Size	3
Technologies Used	CSS, HTML, Customer Portal, REST API, Oracle Field Service Cloud CX
Description	www.telefonica-co.test/servicehelpdesk.com/ or www.telefonica-co.com/ site is used by Telefonica Business customers to get help & support related to various

	products & services offered by Telefonica. This project is to redesign the content & contact areas of the aforesaid site
Responsibilities	<ul style="list-style-type: none"> ✓ Involved in Requirement analysis, Design, coding and new feature/functional changes ✓ Owning the technical responsibility of several stages in the development cycle of project ✓ Following coding standards and making use of agreed tools for new code development and also for code modifications /enhancements for the existing code ✓ Review of the code developed by other team members. ✓ Coding for different functionalities like Custom objects, estimated response time for eb form enquires, Service Status alerts etc. ✓ Unit testing and continuous integration testing
Hosted on	https://login.toadirect.com/telefonica-co.test/servicehelpdesk.com

Project # 6	BRK Ambiental
Client	BRK Ambiental, BR
Role	Associate Specialist & Designer
Location	Hyderabad, India
Size	7
Technologies Used	REST API, Customer Portal, Oracle Field Service Cloud CX
Description	<p>login.etadirect.com/brkambiental2.test site is used by BRK Business customers to log Incidents on various products & services offered by BRK Ambiental.</p> <p>This is to perform task logged by Customers related to Water pipeline issue and also to redesign the contact us area of the aforesaid site</p>
Responsibilities	<ul style="list-style-type: none"> ✓ Requirement Analysis and Design ✓ Owning the end to end responsibility in the development life cycle of the project ✓ Designing solutions & documenting the same ✓ Following coding standards and making use of agreed tools for new code development and educating the team regarding the same ✓ Assigning tasks and reviewing the code developed by the team ✓ Coordinating calls with all stakeholders at different stages of development cycle ✓ Unit testing and continuous integration testing ✓ Educating various teams on the new design ✓ Deployment support for ASG team ✓ Post deployment support during warranty period
Hosted on	https://www.brkambiental.com/contact-us/

PERSONAL INFORMATION

Date of Birth	22-09-1993
Nationality	Indian
Sex	Female
Marital Status	Single
Languages Known	English, Hindi & Marathi

NEHA SINGH