

---

## BALU V R

### **SUMMARY**

- Oracle certified implementation specialist with 4+ of experience implementing Oracle Service Cloud and Oracle Field Service Cloud with exposure in various business domains such as E-commerce, Airline Terminal services, Educational University, Real Estate and Pest Control Industry.
- On-site implementation, support and user training experience in Singapore and Dubai.
- On-site requirement gathering and discovery experience in Singapore, Dubai and Philippines
- Hands on experience on configuration, .NET, PHP and JavaScript. Part of multiple CRM implementations starting from requirement analysis to system study, designing, configuring, coding, testing, de-bugging, documentation, implementation, roll-out and post production support
- Basic knowledge in Machine learning – Data analysis, Basic Algorithms, Tools etc
- Experience in requirement gathering, business transformation, client handling, training, requirement analysis, change management and mapping technical solutions to business requirements.
- Carries excellent communication, mentoring skills and hold strong work ethics and a positive attitude
- Winner of Globally Most Valuable Player Award 2018, Best Performer Award 2019 at Speridian Technologies

### **TECHNICAL SKILLS**

Packaged Applications	:	Oracle Service Cloud, Oracle Field Service Cloud, Oracle Integration Cloud
Languages	:	PHP, Java Script, HTML, C#
Frameworks	:	RightNow managed framework, Microsoft.NET, jQuery
Environments	:	Microsoft Windows XP, Ubuntu

### **PROFESSIONAL EXPERIENCE**

#### **Concepcion Industrial Corporation, Philippines**

Concepcion Industrial Corporation ("CIC") is one of the Philippines' most established and leading providers of air conditioning solutions and refrigerators. The project involves the implementation of entire Service and Field Service Operations along with CIC-Business partner transactions using Oracle Service Cloud, Oracle Field Service Cloud, Oracle Integration Cloud and Oracle Content and Experience Cloud

#### **Responsibilities:**

- Role- Solution Lead and Agile Architect
- Functional and technical design and UX layout design
- Leading a team of 7, technical and functional point of contact for the requirements
- Developed a custom booking algorithm to efficiently allocate jobs to resources with minimum travel time taking into account the relevant skill sets.

- 
- Designed and implemented a custom jquery based UI framework to capture all the request information
  - Integration design, user training, analytics

### **Aldar 3<sup>rd</sup> Party Development Portal, Aldar PJSC, Dubai**

Enhancement of existing customer portal with an additional portal for 3<sup>rd</sup> party developers. Portal functionalities built in JQuery, php and javascript. Integrations with EBS, SharePoint and ADCB Payment Gateway.

#### **Responsibilities:**

- Role- Solution Lead and Business Analyst
- Involved in database design, configured workspaces, reports and business rules.
- Integrations with Payment gateway, EBS and SMS gateway.
- Built a custom widget framework for raising service requests using jquery, javascript and php.
- Demonstrations to the customer IT team as well as to the business at frequent intervals.
- Designed and implemented a highly secure integration for file storage using token based authentication.
- Led a team of four and guided the team throughout the implementation phase.
- Client Certificate of Appreciation for Exceptional Performance

### **Killem Pest Control Services, Singapore**

Killem Pest used Service Cloud and Field Service Cloud to streamline their sales processes and improve the efficiency of their field service operations as well as job scheduling. The key highlights of the project were effective capturing of sales data, complex scheduling system and a fool-proof integration with Field Service Cloud.

#### **Responsibilities:**

- Role - Lead Developer
- Involved in database design, configured workspaces, reports and business rules.
- Built a complex scheduling algorithm to create future activities based on the user inputs completely in custom php.
- Worked on Field Service Cloud integration and also tested the same under different conditions.
- Created .NET add-ins to make the day-to-day operations easier for the agents.
- Developed asset and inventory management module in Service Cloud
- Travelled to customer location multiple times and took the leadership role during UAT and go-live thereby ensuring smooth transition to the new system
- Took multiple training sessions for the field service agents as well as the Service Cloud users

### **SATS-ReadyToTravel, Singapore**

---

The project goal is to help the organization to develop efficient and effective Customer Service and Customer Engagement with the provision of strategic and business intelligent information to the management

**Responsibilities:**

- Role: Developer
- Involved in database design matching the integration requirements and created multiple custom objects
- Developed, tested and implemented an efficient PHP data import script to handle bulk data and created multiple versions of the script to accommodate the demands of different objects
- Worked on workspace designing for some minor business flows
- Created and tested different custom reports to suit the needs of the customer
- Constantly communicated with the Contact Management system of the customer and coordinated the data integration process.

**EDUCATIONAL QUALIFICATION**

Bachelor of Engineering in Electronics and Communication

**EMPLOYMENT HISTORY**

- Speridian Technologies - Senior Systems Analyst
- Aldar Properties PJSC -CRM Specialist (On Contract)

**CERTIFICATIONS**

- Oracle Certified Rightnow Implementation Specialist (2016)
- Oracle Certified Field Service Cloud Implementation Specialist (2020)

**AWARDS AND RECOGNITIONS**

Spot Award – 2017 at Speridian Technologies  
Globally Most Valuable Player- 2018 at Speridian Technologies  
Best Performer Award- 2019 at Speridian Technologies, UAE  
Client Appreciation Certificate -2019 at Aldar properties PJSC