**Name: Sourabh Shende**

**Designation: Senior Consultant - Oracle CX Cloud**

**Summary**

* Having 7 years of experience in implementing Oracle CX Cloud applications
* Have worked in design, development, testing, and support phases in Oracle CX Cloud Application implementations.
* Involved in Implementation projects, with rich experience in **Oracle B2B Sales and Service Cloud**, **Customer Data Management, Field Service Cloud**, Oracle Service Cloud (RightNow), Content and experience, and Oracle Integration Cloud Services.
* Experience in designing and implementing various Industry solutions within the Oracle CX Cloud suite of applications.
* Involved in the guidance and training of team members in functional and implementation skills and best practices.
* Expertise in the design and development of Extensions/Customizations/Scripting for various custom Customer applications and solutions.
* Experience in working in different industry domains like Manufacturing, Constructions, Healthcare, Retail, Workforce, and IT.
* Experience in various coding languages like HTML, CSS, Groovy scripting, Web Services, VBA.
* Proficient with Oracle BI reporting, having developed various published and analytical reports and dashboards.
* Strong knowledge of integration and web services, having integrated various applications with Cloud Applications.
* Experience in data conversions and migration between legacy applications and Oracle Cloud applications using file-based imports and web APIs.
* Strong functional and technical competence and willingness to do whatever it takes to get the job done. Adaptable to different client situations and a quick study in the learning of new.
* Strong analytical, interpersonal, and troubleshooting skills and ability to work in a fast-paced and team-oriented environment.
* Developed various import tools for Oracle CX Applications.
* Nominated 2 years in a row for Best Technical consultant of the year in the organization.

**Experience**

| * **Name of the Client** | * **Description of Client** | * **Environment/Modules** | * **Role** |
| --- | --- | --- | --- |
| **BinTaleb Swimming Pools Co. In. (April 2020 – Current Date)** | 1. Bin Taleb Swimming Pools Co. has become a leading manufacturer and provider of swimming pools and accessories, over 45 years   **Role - Solution Architect and OEC, OFSC Developer** | Oracle Engagement Cloud, Oracle RightNow, Oracle Field Service, Oracle CPQ, Service Logistics | Functional Consultant/Solution Architect |
| **SH Integrated Services, Singapore (Feb 2019 – April 2020)** | SH Integrated Services is an L6 full-fledged building contractor and licensed builder specialized in integrated building services that covers maintenance of M&E systems, water supply, and sanitary systems, building works, and lightning protection systems.  **Role – Solution Architect and End to End Developer for OEC, OFSC, OICS, Content and Experience.** | Oracle Engagement Cloud, Oracle Field Service, Oracle Content and Experience Cloud, Oracle CPQ, Service Logistics | Senior Consultant |
| **Metropac Movers, Manila (Nov 2018 - Feb 2019)** | Metropac Movers Inc. is a company engaged in providing services in areas of logistics, warehousing, toll manufacturing, transportation, and distribution to major FMCG companies in the country.  **Role – Onsite Coordinator, Solution Architect for OEC.** | Oracle Engagement Cloud R13 | Senior Consultant |
| **Moleskine**  **Manufacturing company, Italy (Feb 2018 – June 2018)** | Moleskine is an Italian manufacturer, papermaker, and product designer founded in 1997 by Francesco Franceschi, based in Milan, Italy.  **Role – CX Consultant and CDM Developer** | Oracle Customer Data Management R13 | Consultant |
| Massadr Manpower, KSA (November 2017 – Feb 2018) | Massadr is a licensed HR services provider headquarter in Saudi Arabia’s Eastern Province and established under the laws of the Kingdom’s Ministry of Labor (MOL), to provide professional HR related services to all sectors.  **Role – Onsite Coordinator / Business Analyst** | Oracle Sales Cloud, Oracle Service Cloud, Oracle CPQ | Consultant |
| **Sraco HR Services, KSA (August 2017 – November 2017)** | SRCO HR was established in 2016 to provide the Saudi market with qualified and trained manpower for all activities, commercial, industrial, and domestic labor sectors. SRCO HR Company extends its expertise from SRACO the leading company in the field of construction, engineering consultancy, and building maintenance with over three decades of experience.  **Role – Solution Architect** | Oracle Sales Cloud R13 | Consultant |
| **Coyne Chemicals, USA (July 2017 – October 2017)** | **Coyne Chemical Company Inc.** distributes diversified chemicals and services. The Company offers industrial, consumer, and environmental chemicals including pool chemicals, de-icing chemicals, solvents, metal finishings, and solar salts. George S. Coyne Chemical serves customers in the United States.  **Role – CX Consultant and Developer** | Oracle Sales Cloud R12 | Consultant |
| **Outfront Media, USA (Nov 2016 – July 2017)** | **Outfront Media, Inc.** is one of the largest outdoor media companies. It operates in markets including the [United States](https://en.wikipedia.org/wiki/United_States) and [Canada](https://en.wikipedia.org/wiki/Canada). Outfront Media operates both billboards and transit displays.  Role – CX Consultant and Developer | Oracle Sales Cloud R11 | Associate Consultant |
| **Royal Mail Group, UK (Sept 2015 – Oct 2016)** | **Royal Mail Group plc** is a British postal service and courier company, originally established in 1516. The company's subsidiary Royal Mail Group Limited operates the brands Royal Mail (letters) and Parcel force Worldwide (parcels).  **Role – Oracle Service Cloud Developer** | Oracle Service Cloud | Software Engineer |
| **Oshkosh Defense, USA (Feb 2014 – August – 2014)** | **Oshkosh** Corporation, formerly Oshkosh Truck, is an American industrial company that designs and builds specialty trucks, military vehicles, truck bodies, airport fire apparatus, and access equipment.  **Role – Configuration (Territory Management, Product Management, Application extensibility, Groovy)** | Oracle Sales Cloud R7 | Software Engineer |

**Employment Summary**

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| * **Name of Employer** | * **Duration** | * **Designation** |
| Evolutionary Systems Pvt Ltd. | July 2017 – Till Date | Senior Consultant Oracle CX Cloud |
| Capgemini India Pvt. Ltd., Pune | January 2014 – July 2017 | Oracle CX Cloud Consultant |

**Education Details**

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| * **Course and Specialization** | * **Institute** | * **Specialization** |
| Bachelor of Engineering | Nagpur University, India | Electronics and Communication |

**Personal Details**

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| --- | --- |
| **Phone** | (India) +919326075507 |
| **Email** | Sourabhshende91@gmail.com |
| **Nationality** | Indian |
| **Passport** | N3087172 |
| **Languages** | English, Hindi & Marathi |