**Naveen Kumar Billakanti** 

**Oracle Sales Cloud CRM**

**About Me**

Naveenb0536@gmaill.com

+91 8985289015

June 11, 1992

3+ Years of experience

Hyderabad, Telangana

**Work History:**

CX – Specialist at Innovacx Tech Labs Pvt. Ltd. (Oracle’s Golden Partner, Est. in October 2014)

November 1st, 2014 – Present

**Profile Summary**

* Strong Knowledge in configuring Oracle Sales Cloud application
* Strong knowledge in configuring CDM(Customer Data Management) in Sales Cloud
* Strong Knowledge Data migration(CRMOD to Sales Cloud, Salesforce to Sales Cloud)
* Worked on Oracle Sales Cloud different releases(R09,R10,R11,R12)
* Worked on integrations EBS to Sales Cloud
* Worked with designers to understand new requirement and changes required to deliver the requirement
* Prepared functional and Technical design documents
* Communicated with the client & users

**Education**

**Bachelor Technology in Computer Science** Graduated, May 2013Kottam College of Engineering from Marks 73%
JNTU Anantapur University Board in
 Kurnool

**Skills**

* Initial Setup, Organization setup
* Setting up Users and Security
* Setting up Territories
* Oracle Sales Cloud Application Composer and Page Composer
* Oracle BI Reporting Tool
* Customizations Migration(Test POD to Production POD)
* Groovy Code
* Data Migrations
* Configure Oracle Sales Cloud Mobile & Outlook
* Bug Fixing
* Integration with EBS Application
* Web services(SOAP & REST)
* Oracle Service Request
* Configuring the CDM(Customer Data Management)

**Trainings**

* Attended Oracle sales cloud training.
* Attended Workshop Salesforce to Sales Cloud Migration Assistance & Conemis Data Migration Training.

**Career Highlights**

* Certified in 1Z0-425 Oracle Fusion CRM: Sales 2014 Implementation Essentials' exam.

**Work Experience**

**#Project 1**

**Client** : Taj Hotels, India

**Period** : July 2017 to Till Date

**Industry** : Hotel Management

**Project Type** : Development

**Team Size** : 5

**Project Description:**

This Company is a Hotel Management. Currently customer is using Seranata CRM application. Customer is facing issues with the current CRM .Customer bought oracle sales cloud application to implement their entire sales process and interact sales users with the different channels Mobile, Outlook. We have worked with the company build their entire sales process using oracle sales cloud, made sales life cycle efficient and faster using automation.

* Simplify business process flows for account creation, Contact Creation, opportunity management.
* Integrate with PMS(Property Management System)

**Role & Responsibilities:**

* Setting up Users, Roles, Security
* Implementation of requirement for Opportunity Functionality.
* Design, Coding &Unit testing.
* Configuring and customizing Sales Cloud.
* Data Migration from PMS to OSC.
* Implemented User, Account, Opportunity, Analytics and Role Based Dashboards
* Configuring the Customer Data Management (CDM) for Account and Contacts.
* SSO(Single Sign on) Configuration

**#Project 2**

**Client** : ABA Seguros, Mexico

**Period** : Nov 2016 to Jun 2017

**Industry** : Insurance Company

**Project Type** : Development

**Team Size** : 4

**Source Environment**: CRMOD (CRM On Demand)

**Target Environment** : Oracle Sales Cloud

**Tools** : CRMOD to Oracle Sales Cloud Migration tool

**Project description:**

This Company is a Insurance based company. Currently customer is using CRMOD application .Customer is moving from CRMOD application to Oracle sales cloud.

* Use Modern UI.
* Simplify business process flows for account creation, Contact Creation, opportunity management.

**Role & Responsibilities:**

* Setting Users and Security
* Implementation of requirement for Lead and Opportunity Functionality.
* Design, Coding &Unit testing.
* Bug fixing.
* Data Migration from CRMOD to OSC.
* Coordinating with onsite PM and Manger for resolution of various issues
* Implemented User, Account, Lead, Opportunity, Mobilytics, BI Analytics and Role Based Dashboards

**#Project 3**

**Client** : Visaka Industries Limited

**Period** : Apr 2016 to Oct 2016

**Industry** : Professional Service Company

**Project Type** : Development

**Team Size** : 3

**Environment** : Oracle Sales Cloud, Eloqua

**Project Description:**

We worked with the company as IT strategic partner and built their entire sales process using Oracle Sales Cloud, made sales lifecycle efficient and faster using automation. We integrated with EBS application to synch the data from EBS to Sales cloud on daily basis. Integrated with eloqua to sales cloud to created leads.

**Role & Responsibilities:**

* Setting up Users, Role and Security
* Define Geographies
* Implementation of requirement for Account, Contact, Lead, Opportunity and Activity Functionality
* Integration EBS to Sales Cloud(Account, Orders, Invoice, Credit Memos)
* Data Migration using FBL
* Configured Mobilytics, BI Analytics and Role Based Dashboards
* Configured Classic Mobile, Outlook
* Provided User training in client location
* Created design documents and user manuals

**#Project 4**

**Client** : Tech Mahindra

**Period** : Jun 2015 to Mar 2016

**Industry** : Professional Company

**Project Type** : Development

**Source Environment**: CRMOD

**Team Size** : 8

**Target Environment** : Oracle Sales Cloud

**Tool** : Oracle CRMOD to Sales Cloud Migration tool

**Project description:**

This Company is a multinational provider of information technology (IT), networking technology solutions and Business Process Outsourcing (BPO) to the telecommunications industry. They are migrating CRMOD to Sales Cloud, In this project we are working to migrate from CRMOD and transforming their existing sales processes using Sales Cloud to achieve following key goals-

* Use Modern UI , Smartphone Apps, Outlook & Social collaboration
* Simplify business process flows for account creation , lead conversion ,opportunity management and revenue recurrences
* Integrate with PeopleSoft ERP and in-house BI system

**Role & Responsibilities:**

* Setting up Users, Roles and Security
* Setting up geographies
* Implementation of requirement for Lead Functionality
* Design, Coding &Unit testing
* Data Migration from CRMOD to OSC
* Lookup Values import from CRMOD to OSC
* Role Based Dashboards

**#Project 5**

**Client** : ROBO SILICON

**Period** : Jan 2015 to May 2015

**Industry** : Professional Service Company

**Project Type** : Development

**Team Size**  : 4

**Environment** : Oracle Sales Cloud

**Project description:**

We worked with the company as IT strategic partner and rebuilt their entire sales process using Oracle Sales Cloud, made sales lifecycle efficient and faster using automation and disconnected fusion mobile app. Implemented Multi channel sales force automation using Oracle Sales Cloud. Enabled Disconnected Mobile App for Sales User for generating Leads and capturing Market Intelligence.

**Role & Responsibilities:**

* Setting up Users ,Roles and Security
* Implementing the Account functionality
* Configuring the pages in multiple channels(Mobile , Outlook)
* Configuring the Account Pages
* Groovy Code
* Interacted and communicate with the Client Business Team

**Strengths**

* Optimistic approach towards challenging tasks
* Ability to lead team
* Easy going and maintain good relations with people
* Good Interpersonal skills
* Willingness to learn and adapt to new changes

**Declaration**

I, Naveen Billakanti, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

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Naveen Hyderabad, Telangana