

**TEK08213 (Oracle - 9 + Year)**

■ Bachelor of Engineering

Highlights

- Accumulating approximately 9 years of experience as an Oracle Sales Cloud Consultant.
- Played a pivotal role in orchestrating the complete implementation of Oracle Fusion Sales Cloud from inception.
- Proficient in Oracle Fusion Technical (CX) with expertise in:
 - Groovy Scripting:
 - Executing both simple and intricate Groovy scripts.
 - Implementing cross-object Groovy scripting.
 - Handling validation, triggers, field triggers, object functions, defining and invoking global functions, and calling web services in object functions/triggers.
 - Generating email/notifications through Groovy scripting.
 - Advanced Expression:
 - Utilizing advanced expression for controlling page layouts and SUI icons.
 - OBIEE/BI Publisher Report:
 - Customizing standard reports and developing new custom reports including graph reports, dashboard reports, sales and service infolets, custom subtab reports, creating agents, drill-down reports, funnel reports, customer data management reports, enabling standard (OOTB) reports for sales representatives, managers, VPs, and other user-specific dashboard reports and infolet reports based on job roles.
 - Building XML/BI Publisher reports, handling report bursting, and extracting reports.
 - Managing security by maintaining privileges and access for OBIEE and BI Publisher reports, catalog, and folders.
 - Creating custom subject areas and publishing them to the mainline.
 - Developing BI Publisher reports for integration purposes.
 - File Import/Exporting:
 - Preparing customer master data and conducting dry runs to validate data.
 - Importing/exporting data for standard objects such as accounts, contacts, activities, leads, opportunities, custom objects, attachments, etc.
 - Importing data using HDL (Human Data Loader).
 - Developing Custom Objects/Pages:
 - Building individual custom objects and child objects.
 - Establishing relationships between objects.
 - Creating custom text fields, choice lists, multi-choice lists, dynamic choice lists with parameterized data filters, and other required fields.
 - Designing dynamic custom page layouts based on job roles and utilizing advanced expressions as necessary.
 - Restricting fields in page layouts.
 - Web Services:
 - Defining web services including GET, POST, DELETE, and PATCH based on business requirements.
 - Creating REST API payloads and conducting testing.
 - Outlook Integration (Desktop and Microsoft 365 for Sales):
 - Installing and managing Outlook integration.
 - Scheduling synchronization as needed.
 - Customizing Outlook page layouts.
 - CPQ Technical:
 - One year of hands-on experience as an Oracle CPQ (Configure, Price, Quote) Technical Consultant.
 - Proficient in configuring Oracle CPQ solutions to meet clients' specific needs.

- Skilled in implementing pricing rules and generating quotes within Oracle CPQ Cloud.
- Familiarity with Oracle CPQ APIs for integration purposes.
- Capable of customizing UI components and workflows to optimize user experience.
- Demonstrated ability to collaborate effectively with cross-functional teams.
- Strong problem-solving skills and dedication to continuous learning in Oracle CPQ technology.
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- Oracle Fusion Functional (CX)
 - Led multiple full lifecycle implementations of Oracle Sales Cloud for clients across various industries.
 - Conducted requirements gathering sessions with stakeholders to understand business needs and translate them into system requirements.
 - Designed and configured Oracle Sales Cloud modules including Lead Management, Opportunity Management, Quoting, Forecasting, and Territory Management.
 - Provided end-user training and support to ensure smooth adoption and utilization of Oracle Sales Cloud.
 - Collaborated with technical teams to design and implement customizations and integrations with other systems.
 - Developed reports and dashboards to provide actionable insights to sales teams and management.
 - Acted as a subject matter expert, providing guidance and best practices to clients for optimizing their sales processes within Oracle Sales Cloud.

Skills

Primary Skills

- Oracle CX

- Oracle sales cloud

Secondary Skills

- BI Publisher

- OBIEE

Other Skills

- Web Technologies
 - Operating Systems
 - Programming Languages
 - Data bases

- : HTML, Groovy, XML
 - : Windows 7, Linux
 - : SQL, PLSQL, Logical SQL,Java
 - : ORACLE

Projects

Digitization Process (12 months)

Contribution:

- Configured standard objects and crafted custom page layouts.
- Implemented Groovy scripts for various purposes including validation, global functions, object triggers, field triggers, object functions, and action buttons.
- Managed data import for both standard and custom objects.
- Developed BI Publisher reports and integrated them with objects by adding a print button.
- Orchestrated notifications to mobile applications and SMS notifications.
- Established new user roles to facilitate access to objects.
- Accountable for furnishing information and delivering status reports to clients.
- Engaged in technical design and development discussions.
- Collaborated with multiple teams including OFS, OIC, VBCS, and Sysadmins.
- Effectively liaised with Oracle support.
- Prepared detailed installation documents outlining comprehensive steps.

Implementation and Support (47 months)

Contribution:

- Customization of Job role for the SFA & Partner Users as per the defined CRUD matrix
- Sanity test for all the object every time after every patch applied or after every release, patch, CSM or go live
- Manage and Develop BI report:
 - Developed new reports in both BI answers and BI Publisher
 - Migrate report to higher environments.
 - Managing folder as per need Role wise, Country wise and user wise
 - Manage BI Administration Privileges and handling BI Security
 - Improving the performance of the existing reports
- Simple or complex Groovy scripting
 - Querying cross application objects
 - Create, Updating and Delete records in cross application objects.
 - Create, Updating and Delete records in same application objects.
 - Using profile option values
 - Formatting numbers
 - Checking user roles
- Prepared development report after sandbox published, update confluence.
- Setup Deal registration object for the Partner user and for the Sales Channel user
- Setup Approval for the CAM & COM users

Sales Cloud implementation & Support (38 months)

Contribution:

- Initial Setup: Calendar setup, Currency setup, Implementation User Creation, Geography Setup
 - Business User Setup (User Login Creation, Role Assignment, Resource, Hierarchy Setup)
 - Product Group Setup
 - File Based Import Activity: Data Conversion for Account, Contact, Activities, Lead and Opportunity objects
 - Activity management
 - Setup Territory and Quotas
 - Worked with Auxiliary dimensions.
 - Sales Coach, Sales Predictor, Sales forecast object, Light box
 - Publish and validate Sandbox.
 - Interacting with client on regular basis to gather the requirement in both functional as well as technical.
 - Documentation: RA, To be Solution, BR100, MD50, MD 70, CV60, Test Plan, TE20, Te40
 - Enable standard report and Dashboard Infolets
 - Extensible Field Creation using Application Composer
 - Customize Standard Object for Account, Contact, Activity, Opportunity, and Lead Object
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- Create custom fields: Text, Choice list, DCL, Date&etc.
 - Write Groovy script for the trigger, Global function.
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- Training conducted to the Sales Cloud Business Users

Implementation & New Operating Unit

Contribution:

- As is process documentation
- Analysis effect of VAT on to the current business of Al-Habtoor
- Provide to-be solution: Define Rules for Sales Cloud by using groovy script
- Modify existing groovy script for new operating unit and tax code line.
- Update the existing interface script to communicate with JBOSS server(WAR file)
- Regularly interact with client by zoom meeting, skype and mail

- Worked with EBS consultant(property management) team for Integration with EBS
- Developed new report in OBIEE “Receipts” and modified existing report Invoice
- Update existing data loading templates of Account, contacts, contract, sales order and others.
- Leads on reports development in financial reporting
- Communicate with client on regular basis for
 - Kick-off meeting
 - Daily status review meeting
 - Weekly status review meeting
 - Send status of the project
 - Manage resources if they required in part of the project

OBIEE Reports

Contribution:

- Develop Report in OBIEE on Cloud using Direct database query and join more than one subject areas.
- Developed new custom dashboard reports
- Account Docket Report
- Data matrix Report (Direct Database Query)
- Ageing Report
- Customize Standard report as per the Client requirement i.e., Pipeline report, top open opportunity and some others reports
- Developed new custom dashboard reports
- Daily Sales Report
- Weekly Status Report
- Connect and not Connect with Customers Report
- Relationship with the Customers
- Overdue Activity, Leads and Opportunity
- Opportunity and Revenue report
- Explain each and every Standard report “How it works and How to use it”
- Schedule the report to the respective user and to the Sales VP and Sales manager
- Create Custom Subject Area

Enhancement, Support and report development

Contribution:

- Enhanced from Desktop UI to Simplified UI
- Define Territories
- Debugging and fixing of errors at certain pages due to customizations
- Define lead assignment based on criteria
- Restructured the resource hierarchy
- Removed unnecessary attached roles to user and assigned the proper job roles
- Customize custom available report, Zee Learn Sales Lead report(Join two Subject area with the help of advance sql Query)
- Develop new reports(Tile, Graph, and Detail reports)
- Leads By source & Resource
- New Opportunities by RSM
- Opportunity by Source (RSM & ZM)
- My Team’s Pipeline for ZM & BH

- Customize parameters of the existing report Dates, Months and others

Awards

Certifications:

- Oracle Sales Implementation Certification

Achievements:

- Received a Team Award for valued contributions to the NA Oracle Business Line.