Anjon Bhattacharjee

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Professional Summary

Synopsis: An accomplished Oracle Cloud Application Developer with over 7 years of extensive experience in the IT industry. I possess a diverse skill set in various programming languages and have successfully navigated across technologies, ranging from Oracle CX-based SaaS and PaaS platforms like Oracle Service Cloud to Oracle Integration Cloud. My proficiency extends to robust customer engagement skills, enhancing the overall value of my contributions.

Summary:
- Strong functional and technical knowledge on Oracle CX Products – Service B2C, OIA, OIC, Service B2B, CPQ.
- Experienced in implementing frameworks and web services like PHP Custom Script/ CPM/ Custom API Development, .NET Add-in Development, Connect SOAP / REST API
- Integrated Third-Party systems for Agent Desktop and Customer Portal
- Customer Portal Branding/Styling/ Responsive design
- Conducted Trainings on Oracle Service B2C, Oracle CPQ
- Domain Knowledge: Telecom, High-tech, Retail, Finance
- Having worked for Automation Tools Development
- Also well versed with Web Development
- Summary of Languages/Frameworks/Technologies –
    - **Oracle SaaS Applications:** Oracle Service Cloud, Oracle Intelligent Advisor, Oracle CPQ Cloud, Oracle Engagement Cloud - Service
    - **Oracle PaaS Applications:** Oracle Integration Cloud
    - **Programming Languages:** PHP, C#, Python
    - **Front End Languages:** HTML, CSS, Java Script
    - **Application Frameworks:** CodeIgniter, .Net Framework, Bootstrap, jQuery, Node JS, Express JS
    - **Database Servers:** MySQL, MongoDB
    - **Version Controlling Tools:** Github

- Core competencies –
    - Continuous learning and knowledge sharing on diverse topics
    - Multi Cloud
    - Performance & Security tuning
    - Analysis of Algorithms
    - POCs and Optimal Solution

Work History

Senior Consultant **|** Deloitte   Jul 2023 – Current

Responsibilities:

- Offshore POC for Australian manage services
- Focused areas - B2C, OIA, OIC, Integrations
- Managing a team of 10 from multiple region of Australia and India
- Part of business analysis and requirement gathering with stakeholders
- Support Onshore Architect to converts queries into enhancement/bug-fix

Lead Engineer **|** Guardian Life Insurance Company   Dec 2020 – Jul 2023

Responsibilities:

- Designing new architecture based on the business requirements
- Project Documentation
- PHP to BUI extension migration
- .Net to BUI add-in migration
- Implementing an integration layers between Oracle Rightnow and GLIC's backend systems
- Leading a team of 7 people for production support and testing

Senior Consultant **|** INSPIRAGE   Nov 2019 – Dec 2020

Responsibilities:

- Planning and monitoring, eliciting requirements, requirements organization and requirement analysis
- Proofs of Concepts, Sending responses to RFI, RFP & REQ
- Analyzing client's process and decide the right solution
- Requirement Workshops
- Products Technical Implementation
- Estimation of efforts
- Implementing an integration layer for seamless synchronization between Oracle CX and SCM or ERP or Third-party systems
- Leading a team of 4 people to stabilize existing system and provide awareness of standard solutions

Senior Cloud Analyst | ORACLE   Jul 2016 – Nov 2019

Responsibilities:

- Involved in implementation, customization, up-gradation and integration of Oracle Service Cloud & Oracle CPQ.
- Creating Widgets, Custom Objects, Custom variables and Custom Process Models to Implement in customer portal pages (End user pages) using Connect PHP API
- Modifying code as per Change Requests from customer
- Designing solutions for new requirements/enhancements
- Deploying modified code in test environment and post thorough verification in test site,
- deploy the same in live environment
- Proposing service improvement and Process improvement plans to Business
- Automating business processes using contextual workspaces, workflows, agent
- scripting and business rules
- Analyze logs and troubleshoot issues encountered by customers/developers
- Daily/Weekly/Monthly/Quarterly review calls to discuss the work progress
- Interact with customers to attend the issues they face and resolve while on call by using
- Co-browse feature in the RightNow CX
- As an SME, suggesting the best possible way to implement a requirement
- Creating critical Reports and Dashboards using RightNow Analytics
- Ensure adherence to Service Level Agreements and timely updates on cases to avoid escalations
- Integrate RightNow CX with External systems using Custom Process
- Provide the efforts required for CP migration
- Enable the CP3 version from CP2
- Modifying the code as per CP3 version
- Modifying the Widgets code as per the CP3 version standards
- Designed a middleware system using OIC to establish a synchronous connection between Oracle sales and service cloud
- Designed Cross-platform web application using VBCS to leverage sales agents to get brief details on Service cloud Incidents
- Designed .Net Add-ins to integrate with Oracle ERP cloud

Freelance Web Developer | Various Clients   Sep 2011 – Jul 2015
[Experience Certificate or any other kind of proof document is not available]

Responsibilities:

- Developed dynamic and interactive website that ensured high traffic, page views, and User Experience, resulting in 40% increase in sales revenue
- Developed new pages/widgets as per the Upgrade/Redesign and implemented smart assistance feature.
- Upgrade Web sites enabling new functionality. These upgrades include classic to responsive (Bootstrap), ASP -> PHP and sometimes site Hosting and maintenance
- Worked on the data migration from older schema to new schema

Education

Master of Computer Application   May 2016

Vellore Institute of Technology | Vellore, Tamil Nadu, India
C.G.P.A: 8.6

Bachelor of Computer Application   Aug 2013

Institute of Technology and Science | Ghaziabad, Uttar Pradesh, India
Aggregated Score: First Division

Higher Secondary   Jun 2010

UAV Boys, WBCHSE | Uttarpara, West Bengal, India
Aggregated Score: First Division

Secondary   Jun 2008

UAV Boys, WBBSE | Uttarpara, West Bengal, India
Aggregated Score: First Division

Certificates

- Oracle Service Center 2019 Certified Implementation Specialist (A.K.A Oracle RightNow Functional 2019)
- Oracle B2C Service Integration and Development 2019 Certified Implementation Specialist
(A.K.A Oracle RightNow Technical 2019)
- Oracle Engagement Cloud 2019 Certified Implementation Specialist
- Oracle RightNow Cloud Service 2016 Technical Certified Implementation Specialist
- Oracle CPQ Cloud Service 2017 Certified Implementation Specialist

Personal Details

Date of Birth: 21 February 1992
Nationality: Indian
Marital Status: Single
Address: #304, Sai Sumukha Classic, Kothnur Mian Road, RBI Layout,
                         Santrupthi Nagar, JP Nagar 7th Phase, Bengaluru, Karnataka 560078