

Abhishek Kumar Jha

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Oracle Cloud Technical Consultant

Oracle Apps Developer with 6+ years of experience in Oracle Integration Cloud, VBCS, Oracle Fusion CRM & ERP, and APEX. Skilled in Groovy scripting, XSLT, SQL, PL/SQL, BIP Reports, XML, REST APIs, SOAP Web Services and JavaScript.

Education

Bachelor of Technology, Computer Science (CMR Engineering College)

Jawaharlal Nehru Technological University, Hyderabad | 2015 – 2018

Diploma (Polytechnic), Computer Science (Princeton College of Engg & Tech)

State Board of Technical Education & Training, Hyderabad | 2011 – 2015

Key Competencies

- Cloud Technologies(Oracle): Integration Cloud, VBCS, CX Sales Cloud, Fusion ERP(SCM), APEX
 - Database: Oracle BI Publisher (OBIEE), Oracle Autonomous Transaction Processing (ATP DB)
 - Languages: XSLT, Java, JavaScript, Oracle Groovy, XML, JSON
 - Front-End: HTML, CSS, Bootstrap
 - Mobile Technologies: Android
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Professional Summary

- Developed Oracle VBCS apps to import Purchase Agreements into Oracle Fusion ERP using FBDI, enhancing data processing.
 - Created VBCS extensions to improve Oracle Fusion, including Debit Memo imports and ORDS pagination for validations and tracking logs.
 - Built FBDI-based integrations for seamless data imports into Oracle Fusion ERP, streamlining workflows.
 - Customized Oracle Fusion Order Management workflows with Groovy scripting, automating order processing.
 - Developed custom UOM pricing logic in BIP PL/SQL reports and Groovy for conversion rate handling.
 - Created web service-based BIP reports with OIC integration, transforming data into easy-to-read XPT reports.
 - Designed and developed API integrations for vendor data synchronization using OIC (REST, SOAP, FTP) and Java Spring Boot services.
 - Implemented PL/SQL packages to invoke OpenText ECM web services, enabling file uploads from APEX.
 - Designed an Oracle APEX app to manage staging data, track integration summaries, and reprocess errors.
 - Skilled in XSLT, SOAP adapters, and integrations using OIC for seamless system connectivity.
 - Built middleware apps with Java, Servlets, and HTML for efficient third-party data exchange.
 - Developed Node.js APIs for Oracle Digital Assistant (Chatbot), enhancing customer interactions.
 - Customized Oracle Digital Assistant with multilingual support and service request capabilities.
 - Developed a web app on Oracle VBCS for automating webinars with Brightcove and Zoom integration.
 - Implemented Oracle VBCS Digital Customer Service portal with live chat functionality for improved support.
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Professional Experience

People Tech IT Consultancy
Sr. Software Developer

Sept 2023 - Present

Stanford University (Sept - 2023 to Present)

Tech Stack: Oracle Integration Cloud, Oracle APEX, SQL, PL/SQL, OpenText ECM

- Managed and enhanced an existing Oracle APEX application, optimizing performance and improving user experience.
- Implemented multiple Integrations to perform various data exchange tasks
- Developed and implemented PL/SQL packages to invoke OpenText ECM web services directly from APEX, including functionalities for file uploads to the server via the service.
- Integrated Google reCaptcha v3 into the APEX application to enhance security and prevent automated attacks.

Deloitte Consulting
DC Consultant

Nov 2021 - Sept 2023

The Sherwin-Williams Company (Sep - 2022 to Sep - 2023)

Tech Stack: Integration Cloud, VBCS, Oracle Fusion ERP, Groovy

- Designed and developed a VBCS application and its integration for importing Purchase Agreements into Oracle Fusion ERP using the FBDI approach. Incorporated additional runtime computations to simulate pricing during the import process.
- Customized Oracle ERP Order Management workflows using Groovy scripting to streamline business processes and enhance functionality.
- Extensively worked on modifying the Order Management Item UOM Pricing algorithms to support orders in any Unit of Measure (UOM), ensuring flexibility in handling different business scenarios.
- Developed custom logic in BIP PL/SQL reports for calculating conversion rates related to UOM and handled the integration of this data into sales orders via Groovy scripts.
- Created web service-based BIP reports to integrate with Oracle Integration Cloud (OIC), transforming OIC responses into user-friendly XPT reports for business users.
- Demonstrated expertise in working with XSLT, custom SOAP adapters, and integration development within OIC to meet business requirements.

The University of Chicago Medicine (Nov - 2021 to Sep - 2022)

Tech Stack: Integration Cloud, VBCS, APEX, Oracle Fusion ERP

- Designed and developed VBCS applications and integrations for importing Purchase Agreements into Oracle Fusion ERP using the FBDI approach, ensuring seamless data flow.
- Built various FBDI-based integrations to import data into Oracle ERP, streamlining data management and process automation.
- Developed an Oracle APEX application to manage and monitor staging data, track integration summaries, and handle errored integrations for reprocessing.
- Designed and implemented multiple outbound integrations based on BIP data extracts to automate and enhance critical business processes.

Innovacx Tech Labs Pvt Ltd
CX Specialist

Sept 2018 - Oct 2021

Galadari Brothers Co. LLC (Apr - 2021 to Oct - 2021)

Tech Stack: Oracle Sales Cloud, CPQ

- Contributed to the successful implementation of Oracle Engagement Cloud to meet business requirements for multiple sales divisions, improving customer engagement and sales efficiency.
 - Participated in designing and defining business requirements to align system capabilities with the company's needs.
 - Developed several Groovy scripts to perform operations on various business objects within the Oracle Sales Cloud.
 - Configured custom workflow email notifications to streamline communication and ensure timely updates across business processes.
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Dr. Reddys Labs Ltd (Jan - 2021 to Apr - 2021)

Tech Stack: Oracle Content Cloud, Integration Cloud, VBCS

- Developed a portal for live webinar streaming and archive viewing by integrating BrightCove for storing webinar details and Zoom for live streaming.
- Designed and implemented integration APIs to manage and orchestrate data flow across multiple API endpoints to ensure smooth functionality between systems.
- Enabled role-based access control with a two-level approval workflow to ensure secure and appropriate access to webinar-related resources.

TNH Hotels & Resorts (July - 2020 - Dec - 2020)

Tech Stack: Oracle Sales Cloud, Integration Cloud, VBCS

- Assisted in designing business requirements for managing reservation bookings across multiple hotels, improving the overall customer experience and operational efficiency.
- Implemented various integrations between Oracle Engagement Cloud and vendor systems (e.g., PMS, WiFi, Feedback, Kiosk) to synchronize and automate data flows.
- Contributed to the development of a Digital Customer Service portal, enabling efficient management of customer service requests and access to knowledge articles.
- Designed and configured custom workflow email notifications for business objects, ensuring smooth communication across the system.
- Configured CDM (Customer Data Management) rules within Oracle Engagement Cloud to ensure data accuracy and consistency across all systems.

Mohammed Bin Rashid Library (Jan - 2020 to June - 2020)

Tech Stack: Oracle Sales Cloud, Digital Assistant, Integration Cloud

- Worked on the implementation of business requirements related to managing library events and service requests, improving user experience for library patrons.
- Developed API integrations to sync data between Oracle Engagement Cloud and the library server(LifeRay), ensuring data consistency across systems.
- Configured a Spring-based API bridge in a virtual machine to enable access to local APIs over a secure VPN connection.
- Led the design and configuration of a chatbot for providing event information and enabling users to submit and track service requests directly from the library website.
- Implemented multilingual support in the chatbot, allowing users to interact in different languages based on their preferences.
- Developed and hosted Node.js-based API integrations for the chatbot on a Windows virtual machine, ensuring smooth data exchange and processing.

Indian Hotels Company Limited (IHCL) (Sep - 2018 to Dec - 2019)

Tech Stack: Oracle Sales Cloud, Integration Cloud, Java, Servlet, JSP, WebLogic Server

- Developed a web application using Java, Servlets, and HTML to facilitate customer enrollment into the Taj Loyalty Membership Program, enabling seamless customer engagement.
 - Created a payment application that allowed customers to pay for hotel reservations and dining using Loyalty Points and Qwiksilver Gift Cards, providing flexibility in payment options.
 - Developed orchestrated API integrations to retrieve reservation and guest details and push payment information into the PMS using OWS Services, integrating data from more than 25 different endpoints.
 - Built microservices for generating invoices in the CCAvenue portal, automating the invoicing process and sending details via email.
 - Created microservices to manage Standing Instructions in CCAvenue, enabling automated payment processing with customer consent.
 - Contributed to the design of business requirements for managing hotel reservation bookings across multiple PMS systems, streamlining data management.
 - Developed microservices to retrieve OXI data from PMS and push it into Oracle Engagement Cloud via APIs.
 - Installed and configured OWS Services on PMS server systems to enable seamless integration between platforms.
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