

Alok Kumar Rai

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Career Objective:

Seeking a responsible and challenging position in a company where my technical, interpersonal skills and abilities can be used to enhance productivity and quality support to customers.

Profile Summary:

A techno-functional consultant with rich experience in versatile applications and platforms including Oracle Sales/Engagement Cloud, Oracle Next Gen Sales, Oracle VBCS & VBS, etc.

I have 10+ years of overall expertise in Oracle tech that includes Application development using VBCS/VBS, application configuration and Application Customization in the Oracle CX Sales & Service Cloud. I have extensive experience in Application setup, Field and layout creation, Territory Management, Organization Hierarchy, Groovy Scripting, and Data Migration for Oracle Engagement Cloud applications. Another CRM cloud application I have worked on is, Oracle CRM on Demand.

I have done scripting with languages including Groovy and JavaScript for Oracle applications. I have developed a few mobile applications as well for the Android Application platform.

Academic Profile

- B. Tech graduate In Computer Science & Engineering from Uttar Pradesh Technical University, Lucknow in the year **2009-13**.
- Intermediate (2008) with specialization in PCM from J.J.I. College, Ghazipur, Uttar Pradesh.
- High School (2006) with specialization in Science from H.I. College, Ghazipur, Uttar Pradesh.

Product/Tool/Language	Experience	Last Used
Oracle VBCS & VBS	3+ Years	April-2024
Oracle Next Gen Sales	3+ Years	April-2024
Oracle Engagement Cloud	10+ Years	April-2024
Groovy Scripting	10+ Years	April-2024
Oracle CPQ	1.5 Years	Sept-2022
Oracle Marketing Cloud	6 Months	Sept-2020
Oracle Commerce Cloud	6 Months	Mar-2020
Oracle CRM On Demand	1 Year	June-2014
Web Technologies/App Dev	6 Months	Feb-2014

Professional Experience:

Organization Name : Oracle India Private, Limited

Organization Profile :

Oracle India Pvt, Ltd provides a variety of products including database, applications, java, operating, engineered, server, and storage systems, as well as services such as consulting, financing, and training. Oracle India serves customers worldwide.

Designation : Senior Applications Consultant

Duration : May-2022 to Till Date.

Environment : Oracle Sales Cloud, Oracle VBCS, VBS, Redwood Design

Skillsets & Job Responsibilities:

- Implemented multiple standalones on VBCS and CX Sales projects in VBS including Next Gen Sales Customizations
- Implemented Financial Transaction simulator in VBCS that involves API calls, Object Storages, etc.
- Worked on Parking lot mobile application in VBCS that used Object Storage, API calls and complex flows.
- Implemented Work Order Module in DCS VBCS app.
- Worked on multiple VBS implementations and enhancement.
- Worked on Customizing CX Sales ADF application using Application's Groovy Scripting, Application Composer in Oracle Sales Cloud

Project Works:

- **Digital Partner Portal** - Oracle CX Sales and Service Integration with Digital Partner Portal, a VBCS Application. DPP provides an option to let the distributor or potential partner register themselves on the application. Once registered, the end user can use the partner program and access their all Partner module related data including, MDF, Customers, Service Requests, etc. without logging into Oracle CX Sales Application.
- **Oracle Digital Cloud Services App** – I have implemented end to End Work order solution for DCS app in VBCS.
- **CVC Parking Lot** – I have implemented CVC Parking lot application using Oracle VBCS. It tracks all the parking lot occupancy and at the kiosk itself let user know about vacant spaces, reducing the waiting time for clients and making process more efficient.
- **Financial Transaction Loader** – I have implemented the admin part of the financial transaction loader application. I have created interface to display relevant data from BOs, process the data, take the data as csv input for processing.

Organization Name : Tata Consultancy Services Limited

Organization Profile :

Tata Consultancy Services Limited is an Indian multinational information technology (IT) services and consulting company. TCSL delivers IT, outsourcing, digital, consulting, and business services to clients across the globe.

Designation : Consultant

Duration : June-2021 to May-2022.

Environment : Oracle Sales Cloud, Oracle Engagement Cloud, Oracle CLM

Skillsets & Job Responsibilities:

- Responsible for requirement gathering, Customer Engagement, and end-to-end implementation.
- Implemented multiple projects on VBCS and VBS including Next Gen Sales Customizations
- Worked on Application's Groovy Scripting in Oracle Sales Cloud
- Organization Hierarchy, Territory management, User management in Oracle Sales Cloud.
- Have taken Many Workshops on requirement Gathering, Data Migration, Resource Hierarchy Build up.

Project Works:

- **SABIC** - SABIC is a Saudi Arabian Petrochemical and Agri-Nutrient product manufacturer, with business across the world. I am currently part of CX Sales B2B implementation which includes Customer Engagement, Requirement Gathering, and Oracle Sales Cloud End to End implementation.
- **Aon** – This was a CLM implementation support. I handled Application Composer and Data Migration related changes.
- Worked on multiple RFPs and enhancement projects.

Organization Name : Jade Global Software Pvt. Ltd

Organization Profile :

Jade Global Software Pvt. Ltd is one of the leading IT companies which offers top-of-the-range technology with deep domain expertise. Jade Global delivers IT, outsourcing, digital, consulting, and business services to clients across the globe.

Designation : Technical Analyst.

Duration : March-2019 to June-2021.

Environment : Oracle Sales Cloud, Oracle Engagement Cloud

Skill sets & Job Responsibilities:

- Responsible for end-to-end implementation.
- Application's Groovy Scripting in Oracle Sales Cloud
- Organization Hierarchy, Territory management, User management in Oracle Sales Cloud.

- Have taken Many Workshops on requirement Gathering, Data Migration, Resource Hierarchy Build up
- Working as offshore project lead in Lattice Semiconductor Project.

Project Works:

- **Lattice Semiconductor** - Lattice Semiconductor Corporation is an American manufacturer of high-performance programmable logic devices (FPGAs, CPLDs, & SPLDs). I am currently part of CX implementation which includes Oracle Sales Cloud, Oracle CPQ, Oracle Sales Performance management implementation.
- **Oracle Commerce Cloud (Demo)** – Worked on POC and demo for one of the Pet Store chain of US. Oracle Commerce Cloud is a new product by Oracle to manage inventory and retail chain management. Implementing Commerce Cloud involves some technologies like Web Development, node js etc.
- **Oracle Marketing Cloud (Demo)**- Tried to go through the functionalities of Marketing Cloud and worked on a POC to Demonstrate the Customer.

Previous Employment History

Organization Name : Oracle Solution Services India

Organization Profile :

Oracle Solution Services India is one of the leading IT and Consultancy, product, and services-based companies in all over the world. Oracle is working worldwide on many successful products for almost all domains including Sales, Finance, marketing, and HCM.

Designation : Staff Consultant.

Duration : Feb-2016 to March 2019.

Environment : Oracle Sales Cloud, Oracle Engagement Cloud

Skill sets & Job Responsibilities:

- Responsible for product modification as well as Service provision.
- Application's Groovy Scripting in Oracle Sales Cloud
- Organization Hierarchy, Territory management, User management in Oracle Sales Cloud.
- Have taken Many Workshops on requirement Gathering, Data Migration, Resource Hierarchy Build up
- Working with highly skilled Sales Cloud experts for very responsible roles.

Project Works:

- **Hino Motors (Indonesia)**- Hino is one of the biggest heavy motors sales Organization in Indonesia and Japan. I have worked at Customer Location and implemented end to end Project. I am also responsible for Data Gathering directly from Client or OC. I am also responsible for Data migration, Validation scripting, Triggers and workflow writing.

- **Mazars (Netherlands)**- It is an auditing Organization. I am implementing end to end implementation. I am implementing new features in Oracle Sales Cloud R12 that is CDM and enterprise Mobile Application. It involves Deduplication, Address Verification, Account and contact enrichment, D&B Integration. I am also responsible for Data Gathering directly from Client or OC. I am also responsible for Data migration, Validation scripting, Triggers and workflow writing.
- **Namos (UK)**- It is an Oracle Partner Organization. I was responsible for end-to-end implementation. Account, Contact and Lead object were configured. OSN Integration, Outlook Integration was the added functionality for the Project.
- **Jebsen & Company (Hong Kong)**- I was there to implement end to end Project. Worked alone on Requirement Understanding, moving setup from eBS to sales cloud aligned format, Data Migration of Resource, Account, Contact, Advanced Scripting for Layout and BU relationship.
- **MTN (South Africa)**- I was responsible for Layout creation, Account, Contact, Lead management. Territory Management, Dynamic Layout Scripting (Advanced Expression)
- **Reliance Communications (India)** - I was responsible to support the existing modules, change requests. Writing scripts for new CRs, workflow configuration.
- **PEPSICO (Vietnam)**- It was a CG vertical project. I was responsible for configuration of the Application, Project implementation, configuring special Objects derived for Consumer good flavor, Data Load for Resources, territory management.

Organization Name : Wipro Technologies

Organization Profile :

Wipro Technologies Ltd is one of the leading IT companies in India. The company is providing services to many reputed customers. The company is also providing banking solutions, networking design and Implementation solutions, service delivery, System integration, Storage solutions, Helpdesk solutions, Hosting solutions and Facilities Management.

Designation : Associate Consultant.

Duration : April-2014 – Feb-2016.

Environment : Oracle Fusion, Oracle Sales Cloud, Oracle CRM on Demand

Skill sets & Job Responsibilities:

- Application customization in Oracle Sales Cloud, Fusion HCM.
- Workflow configuration in Oracle Sales Cloud.
- Fields and layout creation in Oracle Sales Cloud.
- Application's Groovy Scripting in Oracle Sales Cloud
- Organization Hierarchy, Territory management, User management in Oracle Sales Cloud.
- Data Migration for all the objects in Oracle Sales Cloud.
- I have worked on Site with the customer and trained them on Data Migration. (India)

Project Works:

- **WCCLG**- I was responsible for Requirement gathering, Project implementation, especially Data Migration, Workflow configuration, Validation, Scripting, Resource load, and Resource Hierarchy management. I went onsite to gather and understand the requirement
- **MBIL**- It was a PRM implementation. I was responsible for Partner creation, Partner management, Opportunity management, and scripting for workflows and validations.
- **Rolls Royce**- I was responsible for Layout creation, Account, Contact, Lead management. Data Security.
- Multiple POCs and RFPs including Westpack, Energy Australia.

Organization Name : Inet revolutions

Organization Profile :

Inet revolutions is a web development company located in Allahabad, India. The company is providing web-based solutions and services to many clients.

Designation : web Developer

Duration : Aug-2013 – Feb-2014

Environment : .NET, HTML, JavaScript, CSS

Personal Profile:

Name	:	Alok Kumar Rai
Father's Name	:	Mr. Ashok Kumar Rai
Date of Birth	:	11-08-1991.
Sex	:	Male.
Nationality	:	Indian.
Languages known	:	English and Hindi.
Email	:	alok1141@gmail.com.
Current location	:	Pune
Desired location	:	Pune/Hyderabad/Mumbai
Permanent Address	:	House No-66, Hardaspur, Dubihan, Ghazipur (Dist), Pin 233225 Uttar Pradesh.

Declaration:

I hereby declare that all the above statements made in this resume are truth to the best of my knowledge.

(Alok K. Rai).
Pune, Maharashtra