

# 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

### 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.