# Derrick Thomas

## Oracle CX Consultant

📞 +91 8971792557
✉️ derrick.thomas1409@gmail.com
📍 Hutchins Road, Bangalore

## 📷 PROFILE

- 4.5 years experience in the Oracle CX Cloud domain – Expertise includes implementation knowledge of the following Oracle Cloud products -**Service, Content & Experience Cloud, Intelligent Advisor and Digital Assistant**.

- LinkedIn Profile & Detailed Professional Journey

## 💼 EXPERIENCE

**Oracle India Pvt Ltd**
2016 - 2018

### Associate Analyst - 1

- Was initially trained on Service Cloud and Intelligent Advisor.

- Primary point of contact for client calls and meetings.

- Responsibilities include CEMLI(Post-Live Development) , bug fixing and regression testing with Workspace, Customer Portal and Console modules.

- Experience involves working on Reports(Analytics), Workspace Rules, configuration items and business rules .

**Speridian Technologies**
2018 > Present

### Systems Analyst

- Part of the requirement gathering process, design phase and worked extensively with portal (HTML+JS+PHP) and CPMs (PHP) for multiple projects.

- Worked closely with pre-sales for requirement gathering and mapping.

- Extensive use of CPMs, Business objects and rules to build 'Customer Loyalty Program.

## 🎓 EDUCATION & HOBBIES

**Visvesvaraya Technological University**

2012 > 2016

BE/BTech in Computer Science – 71.22%

**Hobbies**

Exercising, training to run a marathon in 2021. Writing for company newsletter and personal blog. Building websites and watching movies.