

DERRICK THOMAS

CX CONSULTANT

PERSONAL INFO Address:- Hutchin's Road, St. Thomas Town,Bengaluru-84.
Phone:- (+91) 8971792557
Email:- derrick.thomas1409@gmail.com

SUMMARY Trained in E-Business Suite, Oracle Service Cloud, Oracle dB and Oracle Policy Automation(OPA).

CODING ABILITIES Proficient in PHP, .NET ,HTML, Javascript, Java, SQL, and PL/SQL.

EDUCATION 2016- Visvesvaraya Technological University (BE CSE)
Percentile:- 71.22%

PROJECTS [@Oracle Corporation] 1.Australian Red Cross Blood Services- Techno-functional associate consultant for Oracle Service Cloud.

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 .

Working on 3rd party SOAP requests into service cloud(OSvC) using CPMs-(Custom Process Models)

[@Speridian Technologies] 2.RGE- Royal Golden Eagle Co-operation- Systems Analyst- Implemented a digital case filing platform called Lexicon for the lawyers of RGE.

Was part of the requirement gathering process, design phase and worked extensively with portal (HTML+JS+PHP) and CPMs (PHP).

Have built a good rapport with the client and provided multiple training sessions for them.

[@Speridian Technologies] 3.Yishion – Fast Fashion Brand- Systems Analyst- Worked closely with pre-sales for requirement gathering and mapping.

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

Have built a good rapport with the client and provided multiple training sessions for them.

[@Speridian Technologies] 4.ALJi – Car dealership & Workshop- Systems Analyst- Insurance estimate generation on portal.

Console and BUI integration for browser page operations.

**PERSONAL
INTEREST
/HOBBIES**

Reading scholarly works and novels, using Open-CourseWare sites.

Exercising , training to run a marathon in 2020. Writing for company newsletter and personal blog.

Building websites and watching movies.

LANGUAGES

Proficient in English, Kannada and Hindi.

LINKS

<https://www.linkedin.com/in/derrick-thomas-service-cloud/>
<http://derfloyd.github.io/>
