GEORGE MATHEW KURIAN

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Full Stack Developer

Summary

A passionate professional with close to 4 years of experience in building web based applications and implementing CRM solutions. Conversant with design and development of web applications using NodeJS, Python Flask, React, HTML, CSS and expertise in implementing CRM solutions using Oracle Service Cloud to enhance customer experience. An effective communicator with excellent interpersonal, logical thinkng & analytical abilities.

Skills

Packaged Applications	: Oracle Service Cloud, Oracle Content Cloud
Programming Languages	: PHP, Javascript, Python, Java, HTML, CSS
Technologies	: NodeJS, Flask, React
Cloud Application Platforms	: AWS, Azure, Heroku
Application Servers	: Apache Tomcat, Nginx

Work experience

Jan 2017 - Jun 2020

Full Stack Developer

Orator - Chat Middleware Application

Orator is an application developed to extend the chat functionality of Oracle Service Cloud with the fastest growing social media channels such as Facebook, WeChat and Line to provide better customer experience.

Responsibilities:-

- Involved in the business requirement gathering process to study the problems of legacy architecture of Oracle Service Cloud chat process and provide a solution to integrate Oracle Service Cloud chat with social networking sites
- Developed the application backend using NodeJS that integrates between Oracle Service Cloud and social media channels such as Facebook, WeChat and Line
- Build frontend pages using React for better management of dashboards and analytics
- Configured and setup the servers in cloud platforms such as AWS, Azure, Heroku to host the application

Jan 2020 - Jun 2020

Backend Developer

HomeHelpy Customer Portal

HomeHelpy is an on-demand, high quality home, office and specialized cleaning services app and portal that enables customers to book cleaning services online ensuring the best looking experience.

Responsibilities:-

- Designed and architected the backend REST API's for the mobile application on Oracle Service Cloud
- Built multi-language backend REST API's using PHP that enables customers to book services using mobile application

Jun 2019 - Dec 2019

Backend Developer

Capex CRM Solution for Logistics

Capex is a logistics solution company that is based on Philippines. The project involved in designing and developing a middleware that is hosted in a linux server which helps in syncing the data from Oracle Field Service Cloud to Oracle Engagement Cloud that handles large number of orders.

Responsibilities:-

- Involved in the business requirement gathering process to study the limitations of data syncing from Oracle Field Service Cloud to Oracle Engagement Cloud and provided a solution for the integration between the 2 systems by building a middleware application which helps in syncing the data whenever an activity is created or updated in Oracle Field Service Cloud
- Developed middleware application using Java and hosted in a linux machine by setting up a cron of 1 minute with lock check by using flock inorder to avoid multiple instances of the cron

Feb 2019 - May 2019   Backend Developer

Business Card Scanner Mobile Application

A mobile app developed to scan business cards to save the card details as a contact in Oracle Sales Cloud to easy the work of sales persons.

Responsibilities:-

- Participated in the designing and development of application by gathering and understanding the business needs from the stakeholders
- Developed application's backend using Python Flask that consumes Azure services to scan and classify the text thats read from the business cards
- Configure and setup the Azure VM to host the application

Jan 2018 - Jan 2019   Full Stack Developer

Jabong - Oracle Service Cloud Implementation

Jabong is an Indian fashion and lifestyle e-commerce portal. The project involved in implementing Oracle Service Cloud CRM solution from scratch to improve their customer service business which was developed in house.

Responsibilities:-

- Design and developed Oracle Service Cloud solutions by gathering the requirements from the business stakeholders
- Configured workspaces and business rules to implement their business policy and requirements
- Built custom auto-assignment based on their business conditions to improve the performance of customer service agents
- Developed custom analytics to analyze the performance of agents and their customer service business tracking
- Built custom solutions to increase the performance of agents and handle bulk request and task creation to enhance the agent performance

Jan 2018 - Jan 2019   Full Stack Developer

Myntra Oracle Service Cloud Support

Myntra is an Indian fashion e-commerce company headquartered in Bengaluru, Karnataka, India. The project involved in enhancements and support for the Oracle Service Cloud CRM.

Responsibilities:-

- Design and developed various custom functionalities and enhancements to produce efficient and user friendly system to overcome the legacy system problems
- Built custom auto-assignment based on their business conditions to enhance the performance of customer service agents
- Integrated their in-house services to enhance the business workflow and developed various custom bulk request and task creation solutions to increase the performance of the agents and custom analytics to analyze the performance of agents
- Involved in support and implementing custom solutions such as creating analytics based on EORS needs, creating CRON's for bulk closing tasks during the EORS sales

Apr 2017 - Dec 2017   Full Stack Developer

RGE Case Management Solution

Royal Golden Eagle (RGE) is one of the leading integrated, resource-based industrial groups in Asia Pacific. The project involved in implementing case management portal where there lawyers can access and upload files to Oracle Content Cloud from Oracle Service Cloud

Responsibilities:-

- Designed and developed the Oracle Content Cloud framework in PHP that integrates with Oracle Service Cloud for the file upload management
- Customized Oracle Service Cloud widgets and models to integrate the Oracle Content Cloud framework
- Built CPM's for console side file upload to Oracle Content Cloud
- Designed and configured workspaces, workflows, object designers, business rules to adapth the business requirements

Oct 2016 - Mar 2017   Full Stack Developer

Aldar Properties CRM Solution for Real Estate

Aldar properties is a real estate development, management and investment company with headquarters in Abu Dhabi, United Arab Emirates. The project involved in implementing from the scratch for their third party development portal.

Responsibilities:-

- Design and developed customer portal pages by customizing and creating widgets using PHP, Javascript
- Built custom models and controllers for the working of widgets based on business requirements
- Developed CPM's for incident create, update and for custom objects
- Configured and designed the BUI workspaces and built custom scripts for executing custom functionalities inside BUI
- Configured analytics based on the business requirements

Education

2012 - 2016   Bachelors of Technology in Computer Science and Engineering

Amal Jyothi College of Engineering, Kanjirappally , Kerala, India

Experience Summary

Speridian Technologies Pvt. Ltd   Systems Analyst   Aug 2016 - Present