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GURSIMRAN SINGH SAINI

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8 years of experience as an Oracle B2C Service Consultant (Formerly: Oracle Service Cloud, RightNow CX)

EMPLOYMENT

Business Project Manager	**Credit Suisse**	**March 2020 – Present**

- Managed and implemented at least 15 business process on Oracle Service Cloud, across all stages of the project lifecycle, starting from requirement gathering, to resource allocation, budgeting (Run-the-Business vs Change-the-Business budgets), cost estimations, BRD/SOW sign offs, solution designing and implementation as well.
- Heavily involved in hands-on work where the solution to be implemented is complex and has high visibility across senior management. This included Oracle Service Cloud/Oracle Knowledge Advanced customizations, integrations, configurations and even reporting.
- Liaised between business and IT to translate business requirements into effective solutions and automations on Oracle Service Cloud.
- Ensured continuity and a stable environment to support BAU (Business as usual) activities.

IT Analyst	**Tata Consultancy Services**	**June 2019 – March 2020**

- Designed and developed Serialized and Non-Serialized Product Registration interface as an Agent Browser UI Extension AddIn.
- Designed and developed Return Merchandise Authorization interface as an Agent Browser UI Extension AddIn.
- These AddIns were developed to ease the process of Product Registration and RMA while an agent is servicing a customer on call/chat.

Solution Consultant	**Virtuos Digital**	**July 2014 – May 2019**
Solution Consultant		July 2018 – May 2019
Associate Solution Consultant – CX		July 2017 – June 2018
Senior Associate – Apps		July 2015 – June 2017
ExperienceCloud Associate – Technical		July 2014 – June 2015

- Project Management and enhancements for new and existing Oracle Service Cloud engagements.
- Built automations and enhancements for our internal teams to increase productivity and efficiency at work. Some developments include Internal Support Desk on RightNow CX, Gamification, Candidate Training Center, Internal Knowledge Base, Contact Merge AddIn, Calculator AddIn, and Incident Merge AddIn.
- Promoted to Solution Consultant in July 2018.
- Designed and implemented Oracle Service Cloud (RightNow CX) solution for a client in Automotive Credit Services domain. Activities include Agent Desktop Configurations, Customer Portal Development, Android Apps Development, Custom Process Models, Surveys and Campaigns.
- As part of my Presales KPIs, demonstrated Oracle Service Cloud as a solution to multiple prospects. Furthermore, requirement gathering sessions and project discovery was conducted for project estimation and solution designing. Documented BRDs, FDDs and SOWs for new and existing engagements.
- Promoted to Associate Solution Consultant – CX in July 2017.
- Designed and implemented Oracle Service Cloud RightNow CX solutions for clients across multiple industries: Life Insurance, E Commerce, Banking and Finance.
- Interviewed and hired candidates to build a team of Oracle Service Cloud consultants. Lead and nurtured this team for the next 4 years.
- Promoted to Senior Associate – Apps in July 2015.
- Developed Employee Portal to track and manage employee requests including - Leaves, Expenses, Travel, Attendance, Documents and more. The Employee Portal helped HR Administration streamline Employees' requests and have better

overall visibility. Technologies/Frameworks used: CodeIgniter + MySQL + Bootstrap.
- Took ownership of an Oracle Service Cloud Project (Managed Services) for a client in Travel and Hospitality domain. Activities include support, enhancements, Customer Portal developments, AddIn developments, integrations, and agent desktop configurations.

EDUCATION

Gurgaon, India	**Apeejay Stya University**	**August 2010 – June 2014**

- Bachelor of Technology in Computer Science Engineering. GPA: 3.3 / 4

ADDITIONAL EXPERIENCE, AWARDS AND CERTIFICATIONS

- Oracle RightNow Cloud Service 2016 Certified Implementation Specialist-bit.ly/GS_OracleRightNow2016Certificate
- 2018 Oracle Service Cloud Community All-Star. Recognized for having proficiency with the Oracle Service Cloud solution and for consistently sharing expertise and experience to help other users in the Oracle Service Cloud Community.
- Co-Founded a startup "Twelve FC", an e-commerce platform selling football merchandise.

LANGUAGES AND TECHNOLOGIES

- Oracle B2C Service (Formerly: Oracle Service Cloud, RightNow CX) • Oracle Knowledge Advanced • Oracle Intelligent Advisor (Formerly: Oracle Policy Automation) • PHP • CodeIgniter • C# • .Net Framework • Java
- Expert in Customizations and REST/SOAP based Integrations