

Baljeet Singh

An ambitious, result oriented, achievement driven, **Oracle Service Cloud / B2C / Cyber Security Expert**, is diligent and works smartly to achieve the goals of the organization to provide excellent service to the clients with recurring profits. With **master's degree in information technology** and extensive IT experience of more than **Fifteen Years**, working in innovative and performance driven assignments has been his all-time passion.

I am a systematic, organized, hardworking team player with an analytical bent of mind, reliable as a fully contributing, responsible & accountable member of task/project team. I have been involved in almost all aspects of the development life cycle including **client communication, requirements definition and analysis, project and team management, oracle cloud security, database security, assessments, coding, testing, deployment, documentation, quality assurance, process improvement**. Associated with **leading IT Company Johnson Controls Security Solutions, Inc** as **Senior Technical Solution Architect (Lead Functional/Technical)** – Major responsibilities of current job profile include

1. Analyzes business needs to help ensure Oracle's solution meets the customer's objectives by combining industry best practices and product knowledge
2. Gather, scope and document requirements to provide level of effort for new projects
3. Advise and coordinate various activities of the programming/projects and various activities regarding new initiatives
4. Extensively involved in designing Oracle Service Cloud security program posture in accordance with the confidential Cyber Security Risk Management framework, reviewed control assessments, provided analysis and assistance to the software development teams.
5. Conduct IT security assessments, design, and implement security configurations for Oracle Service Cloud, Oracle Fusion Application Modules, Oracle Field Service cloud, focusing on areas such as segregation of duties and business process controls.
6. Assess the design and effectiveness of security roles and automated controls across key business processes to ensure compliance and mitigate risks.
7. In-depth knowledge of Oracle Service Cloud security design and implementation, including user provisioning and change management processes.
8. Familiarity with internal controls within Oracle applications, balancing user enablement with necessary security measures.
9. Understanding of segregation of duties (SOD), personally identifiable information (PII), and internal controls.
10. Develop and implement security processes and procedures tailored to Oracle Service Cloud, Oracle Fusion Application, Oracle ERP and Oracle Field Service Cloud, ensuring alignment with compliance frameworks.
11. Work with IT security and internal teams to identify and enhance security measures within Oracle Service Cloud environments.
12. Oversee compliance monitoring and information assurance activities to protect data against unauthorized access, use, disruption and modifications.
13. Lead and mentor security teams, promoting knowledge sharing and professional growth.
14. Implemented Single Sign-On (SSO) and Multi-Factor Authentication (MFA) to enhance security measures.
15. Address security implications of Oracle Service Cloud, Oracle Fusion Application, Oracle ERP and Oracle Field Service Cloud applications' monthly and quarterly releases through development and execution of test scripts for impact assessment and remediation.
16. Liaise with Oracle Service Cloud Application security administrators, third-party system administrators, Project Leadership, and end users.
17. Lead and manage the security and IT development team, driving the implementation of security solutions.
18. Developing, maintaining and updating key risk indicators and risk registers for Oracle Service Cloud
19. Developing, documenting, maintaining and supporting the information security risk management program in line with information security policy and leading industry standards.
20. Utilizing knowledge of information security risks, pertinent to business goals and technology infrastructure and designing an enterprise information security program to identify, assess and respond to risks.
21. Oversee vulnerability management, incident response, and threat mitigation to protect enterprise systems and customer data.
22. Preparing and presenting risk assessment reports to system administrators, business units and management.
23. Partner with business and technical teams to integrate security into DevOps/DevSecOps pipelines, improving agility without compromising protection.
24. Conduct Oracle Service Cloud application and Infrastructure risk assessments.
25. Developed and enforced security policies, governance frameworks, and training programs to strengthen organizational resilience.
26. Administer Oracle Service cloud application and engage vendors for improvement of their security health

27. Integration of Oracle Service cloud with Non-Oracle Products like Salesforce, ERP, Cisco Webex Chat etc. Custom application programming.
28. Securely integrate Oracle service cloud with Payment Gateway
29. Coordinate with the different teams (project manager, business analysts, technical architects, developers, and QA) on the delivery of solutions globally across Field Service business functions spanning different domains (Fire, Security and HVAC)
30. Analyzes business needs to help ensure Oracle's solution meets the customer's objectives by combining industry best practices and product knowledge
31. Advise and coordinate various activities of the programming/security projects and various activities regarding new initiatives
32. Reviewing and maintaining assessment criteria of Oracle service cloud application and systems for measuring compliance of company policies, procedures, standards, security training programs, technical infrastructure, applications and development efforts against defined compliance baselines.
33. Providing guidance in managing risk on cloud servers, active directory (group policy), network communications, company data stores, perimeter networks and e-mail communications.
34. Working closely with Enterprise Risk, Internal Audit and Compliance to identify compliance baselines from legislative requirements and corporate objectives.
35. Maintaining an up-to-date understanding of emerging trends in information security risks.
36. Manage a centralized knowledge base for cyber security agents
37. Manage a centralized knowledge base for both customers and agents
38. Provides insights into customer interactions and service performance through advanced analytics tools (Analytics and Reporting)
39. Project Management, Scrum Master, Consulting and Business Analysis
40. Communicate change management impacts on customers resulting in escalation mitigation and well-versed in-service level agreements (SLA), root cause analysis & CRM applications
41. Building and delivering presentations, writing proposals and statements of work (SOW)
42. Provide functional & technical consultation/support for Oracle Service Cloud (RightNow CX) and Oracle Field Service Cloud. It also includes analysis, project requirement, client communication, development, customization, up-gradation, quality assurance, Integration, documentation and process improvement
43. Improved customer satisfaction by offering faster and more efficient service for customer loyalty and retention
44. Increased efficiency by automating routine tasks and providing agents with robust tools can lead to significant time savings and increased productivity
45. Scalability as a cloud solution, Oracle Service Cloud can easily scale to accommodate business growth, adding more users or features as needed
46. Competitive advantage leveraging advanced customer service capabilities that can set a company apart in a crowded marketplace
47. Cost effectively reduces the need for extensive on-premises infrastructure, leading to lower IT costs and faster implementation times
48. Follow relational database design, optimization and performance with databases such as MySQL
49. Translate legislative and business process material into structured and intuitive rules and screen flows
50. Development activities include new development, program enhancement and program maintenance activities
51. Oversee design, implementation, and support of systems and applications in the Application Development team
52. Follow project process (SDLC) understands, defines and assesses completeness
53. Responsible for Agile development and interfaced directly with Oracle's upgrade engineering and end-user clients for project reviews and hand offs
54. Responsible for in-house developed application, front end and user interface design
55. Supports business development efforts by pursuing new opportunities and extensions
56. Train other engineers on the Global team on the Oracle Service Cloud (RightNow) product
57. Identify training gaps to complement team members' skills and business needs, and inform management of possible risks
58. Enable cross training for team members to identify secondary responsibilities for critical systems and applications
59. Mentor and train team members, providing coaching as needed to help develop their skills
60. Share knowledge and solutions on Oracle RightNow developer community
61. Effectively applies Oracle's methodologies and policies while adhering to contractual obligations, thereby minimizing Oracle's risk and exposure
62. Maintain in-depth knowledge of Oracle RightNow technology, both internally and within the industry, and its applicability to the organization
63. Manage and deliver Managed Services, Pilots and Implementations with key Right Now customers resulting in renewals and expansions
64. Ensure proper coverage of team responsibilities through scheduling of team members
65. Write bug free code. Work across components, identifies and fixes problem areas

66. Review work for accuracy and completeness and taking overall responsibility of daily operations of the team & also provide UAT Support for business team
67. Facilitate system modifications to fit within existing system architecture, or determine where architectural changes will be required
68. Attend meetings as needed to provide insight/ideas to help meet end-users needs
69. Plan for future release, development and deployment
70. Interface with other teams to incorporate their innovations and vice versa.

Specialties

- Customer Experience using Oracle Service Cloud/RightNow CRM/B2C
- Oracle Service Cloud (CX/CRM) Architect, Oracle RightNow CX Developer
- Technical & Functional Oracle RightNow CX Support, IT support services
- Oracle Sales Cloud, Cloud ERP, Oracle EBS
- Oracle Fusion Application, Service Module B2B
- Oracle Field Service Cloud (OFSC/TOA)
- Integrated Cloud Service (ICS), MuleSoft Any point Studio/Platform
- Certified MuleSoft Developer MCD Level -1 (Mule 4)
- Cyber Security Expert
- Certified Cyber Security at Work for IT
- Certified Core Security Principles and Risk Management
- Implemented SSO (Single-Sign-On) for Agent Desktop as well as for BUI
- Oracle Policy Automation, Oracle Intelligent Advisor (OIA)
- Certified Generative AI, Microsoft Azure OpenAI Service, ChatGPT Prompt Engineering
- Certified Google Cloud Platform
- Certified Google Generative AI
- Certified Control4 Home Automation Programmer
- Integration with Oracle & Non-Oracle Products like Salesforce, ERP, Payment Gateway, Cisco Webex Chat etc, Custom application programming
- Business process consulting, Strategic Sourcing, Project Management, Process Improvement
- Analytics, Consulting, Customer Relationship Management (CRM)
- Project Management, Scrum Master, Agile Methodology
- Customer-focused Agile Delivery, SOA, Enterprise Software Implementations
- Sales force Integration with Oracle RightNow, Salesforce Service Cloud
- Web development (PHP/MySQL, SQL, HTML, CSS, MVC, Ajax, JavaScript, JQuery, Json, Apex, Python, XML, SOAP, REST API, Java)

Oracle RightNow Skills

Oracle Service Cloud Developer

- Customize Portal Design and upgrades in RightNow CX CRM
- Development for chat and email feature for help desk operations using RightNow CX CRM that reduce the turnaround time and have helped reducing call abandoned.
- Designed and deployed customer portal pages and widgets using PHP and JavaScript
- Developed and Customized BUI Extension
- Integration of RightNow with Oracle Knowledge, Salesforce and sales cloud.
- Assistance with performance reports for staff SLAs
- Create a format for a referral analysis report for each regulator (In/Out)
- Analysis/Report format of review Routing/Boarding by Product
- Developed CPM process for triggering event, third party integration like SMS gateway

Oracle Service Cloud Analyst

- Monitor and gather metrics to validate and improve quality of support on daily basis i.e average hold time, call duration, time to closure, first call resolution, customer satisfaction.
- Development of customized, critical reports and dashboard

Oracle Service Cloud Administrator

- Responsible for supporting RightNow CX CRM solution, Knowledgebase management and process documentations Management designing and creation of Guided Assistance to improve agent efficiency and decrease AHT.
- Incident review and Audit meeting with Business customers to increase call center efficiency.
- Creating workspace for different roles and upgradation
- Creating rules, Creating Reports
- Creating Transactional survey and Broadcast survey
- Creating & managing Agent management and Chat management

Oracle Service Cloud Consultant

- Facilitating weekly meetings with team leaders covering topics such as forecast variance, upcoming projects, training needs and making staff recommendations
- Identification of opportunities to increase value added services to clients by doing surveys, interviews and brainstorming sessions
- Development of business cases, business plans and business requirement documents

Oracle Field Service Cloud (OFSC/TOA) Skills

Oracle Field Service Cloud Developer

- Configure Oracle Field Service Cloud Instance and implemented the following
 - ❖ Company Configuration, Activity Types, Resource Types
 - ❖ Configure Business Rules
 - ❖ Configure Display Settings, set up company language, time zones, alert settings
 - ❖ Configure Filters
 - ❖ Manage Properties (Add/Edit/Active/Delete)
 - ❖ Configure Inventory types, Link Templates, Login Policies
 - ❖ Configure Shifts, Working Time, Work Zones, Work Skills, Glossary
 - ❖ Configure Plugins

Oracle Field Service Cloud Administrator

- ❖ Responsible for configuring User Types
- ❖ Manage Access & Permission settings for different types of users
- ❖ Manage screen configuration for core application & mobility
- ❖ Build Resource tree hierarchy (Organization or Bucket)
- ❖ Manage different types of resource (Add/Edit/Active/Inactive)
- ❖ Associate resources with user accounts
- ❖ Manage Resource Calendar, Work Schedules, Shifts, Working & Non- Working Time
- ❖ Configure Routing Profile, Routing Plan for different activities
- ❖ Configure Manual & Automatic Routing Plan with different criteria
- ❖ Configure Message Scenario for different types of events like Activity Created, Activity Assigned, Activity Start, Activity Cancel etc.
- ❖ Configure Action links for different entities
- ❖ Configure Survey for Customers feedback

MuleSoft Skills

Certified MuleSoft (Mule 4.0) Developer

- ❖ Implementation experience of API solution using MuleSoft Any point platform
- ❖ Ability to design and develop MuleSoft APIs, write complementary RAML (JSON, XML), and formally document architecture and design specifications
- ❖ Experience in the coordination of program and project leaders to identify requirements for system architecture
- ❖ Understanding of architectural concepts for MuleSoft implementations including encryption, security, logging, scalability and securing solutions
- ❖ Experience with a breadth of MuleSoft inbound/outbound connectors, for example: SAP, Web Services, File, Database, Salesforce, JMS etc.
- ❖ Experience orchestrating complex use cases involving multiple systems, incorporating error handling and logging
- ❖ Demonstrable understanding of Web Services (SOAP & REST), XML and JSON formats document schemas, HTTP protocol, and underlying internetworking concepts
- ❖ Hands on Experience with Mule Tooling (Design Center, API Manager, Anypoint Exchange, Runtime Manager)
- ❖ MuleSoft deployment on Any Point Cloud Hub as well as on premise deployment
- ❖ Code review / mentoring / debugging/troubleshooting Mule skills
- ❖ Experience API Performance Tuning & Security
- ❖ Excellent troubleshooting skills with the ability to analyze and resolve complex technical issues and defects

Control4 Home Automation Skills

Certified Control4 Home Automation Programmer

- ❖ Infrastructure for Home Automation (AI)
- ❖ Zigbee Setup, Zigbee Device Discovery
- ❖ SDDP Device Discovery
- ❖ Logical Connections
- ❖ Building Basic Entertainment Solutions (AI)
- ❖ Register Controller, Set Up Physical devices, Design Project
- ❖ Create Logical Connections
- ❖ Controlling Wireless Lighting (AI)
- ❖ Wireless lighting
- ❖ Project & Lighting Components
- ❖ Working with Keypads
- ❖ Control Connections and Adjusting LED's
- ❖ Worked with lighting Scenes

Cyber Security IT Analyst

Certified Cyber Security at Work for IT

- ❖ Continuously monitor network traffic and security systems to detect and respond to potential threats.
- ❖ Quickly respond to security incidents (P1), investigate breaches, and implement measures to mitigate damage.
- ❖ Create and maintain security policies and procedures to protect the organization's IT infrastructure.
- ❖ Implement and manage encryption programs, and other security tools.
- ❖ Identify and address security vulnerabilities to prevent unauthorized access and data breaches.
- ❖ Stay updated on the latest cyber threats and develop strategies to counteract them.
- ❖ Conduct regular risk assessments and penetration tests to evaluate the security posture of the organization.
- ❖ Educate team/staff members on security best practices and promote a culture of cybersecurity awareness.
- ❖ Analyze security alerts and incident reports to identify patterns and potential threats.
- ❖ Work with other departments and stakeholders to ensure comprehensive security measures are in place.
- ❖ Partner with business and technical teams to integrate security into DevOps/DevSecOps pipelines, improving agility without compromising protection.
- ❖ Develop and enforce security policies, governance frameworks, and training programs to strengthen organizational resilience.

Professional Experience

Project: SEDU – BSNA (Building Solutions North America)

Employer: JCI (Johnson Controls Security Solutions, Inc), Boca Raton FL

Duration: June 2020 – Present

Role: Senior Technical Architect - Oracle Service Cloud (RightNow CX)

Technologies: PHP, Installed base, EBS, Mulesoft, REST API, ROQL, Salesforce, OFSC, Integration Workday

Project Scope: Johnson Controls is a globally diversified technology and multi-industrial leader serving a wider range of customers in more than 150 countries. Johnson Controls is a provider of building technology, products and solutions. It provides services for HVAC, Security and Fire domain.

Managed Deliverables:

- Integrated RightNow CX with external applications like Oracle Field Service Cloud, Salesforce, ERP, Installed Base, Isilon and Workday
- Manage and deliver end-to-end integration for SEDU/BSNA project
- Worked closely with business team to get business objectives
- Designed data model for OSvC – OFSC, OFSC – Mobile App (Xamarin)
- End to End integration from Oracle IoT cloud to Oracle Field Service cloud using OIC
- Developed technical design document for MuleSoft integration team

- Worked with offshore team members located worldwide
- Designed FDD (Functional design document) for each interface
- UAT support for QA & business team
- Implemented SSO (Single-Sign-On) with Microsoft Azure cloud
- Product training session with business, IT and scheduler team

Project: Sandia National Laboratories

Employer: ECLAT

Duration: Oct 2019 – May 2020

Role: Oracle Service Cloud (RightNow CX) Architect

Technologies: PHP, HTML, CSS, REST API, ROQL, CPHP, JavaScript, jQuery, Microsoft Azure

Project Scope: The Sandia National Laboratories (SNL), managed and operated by the National Technology and Engineering Solutions of Sandia (a wholly owned subsidiary of Honeywell International), is one of three National Nuclear Security Administration research and development laboratories in the United States.

Managed Deliverables:

- Integrated RightNow CX with Microsoft Cloud Azure
- Integrated Oracle service cloud using web services i.e. REST API
- Manage and customize customer portal using CPHP, HTML, CSS, JavaScript, JQuery
- Designed data model for OSvC – MS Azure
- Developed technical design document for Microsoft Azure integration

Project: JCI (Johnson Controls Inc), Boca Raton FL

Employer: ECLAT/Accenture

Duration: June 2019 – Sept 2019

Role: Oracle Service Cloud (RightNow CX) Integration Architect

Technologies: PHP, HTML, CSS, EBS, MuleSoft, REST API, ROQL, CPHP, OFSC, Integration Workday

Project Scope: Johnson Controls is a globally diversified technology and multi-industrial leader serving a wider range of customers in more than 150 countries. Johnson Controls is a provider of building technology, products and solutions. It provides services for HVAC, Security and Fire domain.

Managed Deliverables:

- Integrated RightNow CX with external applications like Oracle EBS, Oracle Field Service Cloud
- Integrated Oracle service cloud with Salesforce, Installed Base and Workday
- Manage and deliver end-to-end Oracle RightNow CX project
- Designed data model for OSvC – OFSC
- Designed overall architecture for OSvC & their integration
- Developed technical design document for mulesoft integration team
- Worked closely with client to get business requirement
- Designed FDD (Functional design document) for each interface

Project: Universal Studios (Islands of Adventure, Volcano Bay and City Walk) Orlando, FL

Employer: ECLAT

Duration: January 2019 – May 2019

Role: Oracle Service Cloud (RightNow CX) Architect (Lead Functional/Technical)

Technologies: PHP, HTML, CSS, PeopleSoft, SOAP, REST API, ROQL, CPHP, Chatbot, Integration

Project Scope: Universal Studios, Islands of Adventure, and Volcano Bay. Universal had an antiquated approach for providing HR services to their 27,000 team members (employees). In order to find information or make changes to anything HR related team members would have to physically go to the HR building on site and stand in a line and ask their questions. In addition, a lot of the parks policies were not published even to team members since they did not have a secure way to provide the applicable policies to the team members. We implemented Oracle Service Cloud to allow team members to submit a case via chatbot to do anything from benefits change to asking a simple question or reporting a serious violation such as harassment to the employee relations group. Moreover, we also stood up the OSvC customer portal with published FAQs and policies that team members can review and search.

Managed Deliverables:

- As part of problem management team, well versed in Service Level Agreements (SLA), Root cause analysis, service desk liaison & CRM applications
- Integrated RightNow CX with external applications like PeopleSoft
- Manage and deliver end-to-end Oracle RightNow CX project
- Customized customer portal for team members
- Supporting solution design, building and delivering presentations
- Enhanced RightNow CX performance for better customer support
- Designed workflow/workspace using agent script
- Skilled in user interface specifications, documenting requirements and project planning
- Created and ran lot of critical reports and dashboard
- Acting as a primary technical specialist for integration
- Responsible for all integrations and CPM process

Project: Canon Canada

Employer: ECLAT

Duration: April 2018 – June 2019

Role: Oracle Service Cloud (RightNow CX) Technical Lead

Technologies: PHP, HTML, CSS, Salesforce, SOAP, REST API, ROQL, CPHP, SQL, Integration

Project Scope: Canon Canada team handles Support and Service for the Canada region. Canon was using Service Cloud initially as the front end to capture incidents, chat and host their knowledge, and wanted to migrate from Peoplesoft as their CRM to Service Cloud using the incident management features. There are quite a few complicated processes that had to be in place to match their business needs.

Managed Deliverables:

- As part of problem management team, well versed in Service Level Agreements (SLA), Root cause analysis, service desk liaison & CRM applications
- Implemented Payment gateway within Oracle Service Cloud
- Integrated RightNow CX with Salesforce Service Cloud
- Manage and deliver end-to-end Oracle RightNow CX project
- Address verification using Google API
- Order calculation (CPM)
- Supporting solution design, building and delivering presentations
- Enhanced RightNow CX performance for better customer support
- Designed workflow/workspace using agent script
- Skilled in user interface specifications, documenting requirements and project planning
- Created and ran lot of critical reports and dashboard
- Acting as a primary technical specialist for integration

- Responsible for all upgrades, integrations and CPM process

Project: OSvC – OFSC/TOA

Employer: ECLAT

Duration: August 2018 – Feb 2019

Role: Oracle RightNow & Oracle Field Service Cloud Lead Technical Consultant

Technologies: PHP, HTML, CSS, SOAP, REST API, ROQL, CPHP, Integration, TOA, Webex Chat

Project Scope: RightNow (A CRM tool from Oracle RightNow technologies) is used by our client for managing incidents. This help them to provide customer experience and resolving the customer issue as early as possible. RightNow CX is used by VISE Engineer to resolve customer queries received via email/call/web forms. Most of tasks/Incidents will be routed to Field Engineer with Oracle Field Service Cloud as Activity.

Managed Deliverables:

- Integrated RightNow CX with Oracle Field Service Cloud/TOA using REST API
- Implemented two way communication with Oracle Service Cloud & Field Service Cloud
- Integrated RightNow CX with Oracle EBS
- Manage and deliver end-to-end Integration between OSvC & OFSC/TOA
- Integrated Webex chat with Oracle Service Cloud
- Configured Screens for User, Resource, and Activity etc
- Configured Resource types (Bucket, Field Engineer, Group)
- Configured Business rule, Auto Routing Activities, Routing Plan etc
- Configured Filters, Link templates, Login Policy etc
- Customized Message Scenario for Start Activity, Complete Activity, Suspend, Activate & deactivate activity and customized launch conditions
- Configured User types, their permissions and screens etc
- Created custom properties & configured work zone, work skills, time zone etc
- Configured Action link to different identities (third party page)
- Configured Delivery Channels, General info & End point info
- Supporting solution design, building and implementing automate process
- Enhanced RightNow CX performance for better customer support
- Designed workflow/workspace using agent script
- Customized process to auto create activity for field engineers in OFSC

Project: Travelport

Employer: ECLAT

Duration: August 2016 – Nov 30, 2017

Role: Oracle Service Cloud (RightNow CX) Architect

Technologies: PHP, .Net, HTML, CSS, JavaScript, SOAP, REST API, ROQL, CPHP, SQL, Data Migration

Project Scope: RightNow (A CRM tool from Oracle RightNow technologies) is used by Travelport for managing incidents and knowledgebase. This help them to provide customer experience and resolve the customer issue as early as possible. RightNow CX is used by Helpdesk Agent to resolve customer queries received via email/call/web forms. Any unanswered issue/queries will be routed to the appropriate department with RightNow application as incident/chat.

Managed Deliverables:

- As part of problem management team, well versed in Service Level Agreements (SLA), Root cause analysis, service desk liaison & CRM applications

- Extensive experience in administrating and maintaining the contact center solutions using Oracle RightNow Cloud CX CRM.
- Manage and deliver end-to-end Oracle RightNow CX project
- Supporting solution design, building and delivering presentations
- Enhanced RightNow CX performance for better customer support
- Designed workflow/workspace using agent script
- Integrated Oracle Policy Automation with Oracle Service Cloud
- Skilled in user interface specifications, documenting requirements and project planning
- Created and ran lot of critical reports and dashboard
- Keep up to date with latest product road map to make recommendations on how to leverage to improve agent efficiency.
- Acting as a primary technical specialist
- Responsible for all upgrades, integrations and CPM process

Project: Orange County Fire Rescue Department

Employer: ECLAT

Duration: March 22, 2016 - August 11, 2016

Role: Oracle Service Cloud (RightNow CX) Solution Architect

Technologies: PHP, .Net, HTML, CSS, JavaScript, ROQL, CPHP, SQL, Data Migration (Custom tool)

Project Scope: RightNow is used by OCFRD for managing tasks, incidents and knowledgebase. This helps them providing customer experience and resolving the customer issue as early as possible. RightNow CX is used by Helpdesk Agent to resolve customer queries received via email/call/web forms.

Managed Deliverables:

- Upgraded customizations which were not found in the standard product: Developed/upgraded functionalities like Custom widgets and Hooks
- Implementing different Workspaces, Account Profiles, Business Rules, Custom Reports, Navigation Sets, Chat Modules, SLAs, Products, Categories, Dispositions, Incident Queues, Knowledgebase Management, etc. in RightNow
- Integration of RightNow product with client's site
- Assistance with performance reports for staff SLAs
- Create a format for a referral analysis report for each regulator (In/Out)
- Analysis/Report format of review Routing/Boarding by Product

Project: Skyjack

Employer: ECLAT

Duration: August 29, 2016, to September 30, 2016

Role: Oracle Service Cloud (RightNow CX) Solution Architect

Technologies: PHP, .Net, HTML, CSS, JavaScript, ROQL, CPHP, SQL

Project Scope: Skyjack is a heavy equipment manufacturing company. I was a part of building a warranty claim application which accepts warranty claims from the customer. There is also an application for the Agents at Skyjack who in turn receive the claims submitted by the customers and respond to them.

Managed Deliverables:

- Gathered the client requirements and studied them thoroughly

- Participated in developing Business plans and Business requirement documents
- Involved in designing the Customer Portal similar to the Skyjack website using RightNow CRM
- Developed customized dashboard in the Customer Portal
- Research on the metrics required to improve the quality of support
- Involved in Audit meetings with Business customers to increase the efficiency of the call center
- Created Agent and Chat management
- Created Navigation Sets, Profiles and Workspaces in different scenarios
- Created and performed Report Analysis

Project: Flipkart

Employer: Wipro

Duration: March 09, 2015 - March 10, 2016

Role: Oracle Service Cloud (RightNow CX) Technical Developer

Technologies: PHP, .Net, HTML, CSS, JavaScript, SOAP, REST API, ROQL, CPHP, SQL, Apex, Salesforce

Project Scope: RightNow is used by Flipkart.com for managing tasks, incidents and knowledgebase. Flipkart is most popular ecommerce company in India (like Amazon). This help them to provide customer experience and resolving the customer issue as early as possible. RightNow CX is used by Helpdesk Agent to resolve customer queries received via email/call/web forms. Flipkart's agent browses through the rich knowledgebase of its support sites for any issue/information. Any unanswered issue/queries will be routed to the appropriate department with RightNow application as incident/chat. Helpdesk Agents respond to these incidents/chats subsequently.

Managed Deliverables:

- Managed all the call center operations end to end with primary responsibilities of knowledge management, Requirement elicitation & business modeling, Process improvement, establishing metrics and supervising call center agents
- As part of problem management team, well versed in Service Level Agreements (SLA), Root cause analysis, service desk liaison & CRM applications
- Extensive experience in administrating and maintaining the contact center solutions using Oracle RightNow Cloud CX CRM.
- Skilled in user interface specifications, documenting requirements and project planning
- Created and ran lot of critical reports and dashboard
- Keep up to date with latest product road map to make recommendations on how to leverage to improve agent efficiency.
- Responsible for all upgrades, integrations and CPM process
- Responsible for Integration Oracle RightNow CX with Sales force. Synchronized Incidents with Sales force in real time.
- Single point of contact for all the activities

Project: Thames Water UK

Employer: Wipro

Duration: June 10, 2015 - July 30, 2015

Role: Oracle Service Cloud (RightNow CX) Technical Developer

Technologies: PHP, HTML, CSS, JavaScript, ROQL, CPHP, SQL, Knowledgebase

Project Scope: RightNow is used by Thames Water UK for managing tasks, incidents and knowledgebase. This help them providing customer experience and resolve the customer issue as early as possible. RightNow CX is used by Helpdesk Agent to resolve customer queries received via web forms/Chat.

Managed Deliverables:

- Upgraded customizations which were not found in the standard product: Developed/upgraded functionalities like Custom widgets and Hooks
- Implementing different Workspaces, Account Profiles, Business Rules, Custom Reports, Navigation Sets, Chat Modules, SLAs, Products, Categories, Dispositions, Incident Queues, Knowledgebase Management, etc. in RightNow
- Integration of RightNow product with client's site chat
- Time stamp customization in RightNow's chat

Project: SanDisk

Employer: G P Sourcing (RightNow Technologies)

Duration: March 01, 2012 - May 23, 2012

Role: Oracle Service Cloud (RightNow CX) Technical Developer

Technologies: PHP, .Net, HTML, CSS, JavaScript, SOAP API, ROQL, CPHP, SQL

Project Scope: RightNow is used by SanDisk for managing tasks, incidents and knowledgebase. This helps them provide customer experience and resolve the customer issue as early as possible. RightNow CX is used by Helpdesk Agent to resolve customer queries received via email/call/web forms.

Managed Deliverables: Reverse Engineering the site

- Upgraded customizations which were not found in the standard product: Developed/upgraded functionalities like SME, Product Registration, Customer Tool Kit (CTK), Custom widgets and Hooks
- Implementing different Workspaces, Account Profiles, Business Rules, Custom Reports, Navigation Sets, Chat Modules, SLAs, Products, Categories, Dispositions, Incident Queues, Knowledgebase Management, etc. in RightNow
- Integration of RightNow product with client's site:
- Responsible for all upgrades, integrations and CPM process
- Version controlling using GIT

Project: Mazda

Employer: Wipro

Duration: January 15, 2015 - February 25, 2015

Role: Oracle Service Cloud (RightNow CX) Technical Developer

Technologies: PHP, .Net, HTML, CSS, JavaScript, SOAP API, ROQL, CPHP, SQL, Chat API, Java

Project Scope: RightNow is used by Mazda for managing tasks, incidents and knowledgebase. This help them providing customer experience and resolve the customer issue as early as possible. RightNow CX is used by Helpdesk Agent to resolve customer queries received via web forms/Chat.

Managed Deliverables:

- Upgraded customizations which were not found in the standard product: Developed/upgraded functionalities like Custom widgets and Hooks
- Implementing different Workspaces, Account Profiles, Business Rules, Custom Reports, Navigation Sets, Chat Modules, SLAs, Products, Categories, Dispositions, Incident Queues, Knowledgebase Management, etc. in RightNow
- Integration of RightNow product with client's site chat

Project: Rockwell Automation

Employer: G P Sourcing (RightNow Technologies)

Duration: September 01, 2011 - November 30, 2011

Role: Oracle Service Cloud (RightNow CX) Technical Developer

Technologies: PHP, .Net, HTML, CSS, JavaScript, SOAP API, ROQL, CPHP, SQL

Project Scope: RightNow is used by Rockwell for managing tasks, incidents and knowledgebase. This helps them provide customer experience and resolve the customer issue as early as possible. RightNow CX is used by Helpdesk Agent to resolve customer queries received via web forms.

Managed Deliverables: Reverse Engineering the site

- Upgraded customizations which were not found in the standard product: Developed/upgraded functionalities like SME, Product Registration, Customer Tool Kit (CTK), Custom widgets and Hooks
- Implementing different Workspaces, Account Profiles, Business Rules, Custom Reports, Navigation Sets, Chat Modules, SLAs, Products, Categories, Dispositions, Incident Queues, Knowledgebase Management, etc. in RightNow
- Integration of RightNow product with client's site:
- Responsible for all upgrades, integrations and CPM process

Project: Big Fish Games

Employer: G P Sourcing (RightNow Technologies)

Duration: December 01, 2011 - February 20, 2012

Role: Oracle Service Cloud (RightNow CX) Technical Developer

Technologies: PHP, .Net, HTML, CSS, JavaScript, SOAP API, ROQL, CPHP, SQL, Chat API

Project Scope: Big Fish Games offer a broad selection of interactive games that you can enjoy anytime, anywhere on your PC, Mac, mobile phone, or tablet. Big fish games quality test all our games and offer free trials before you buy.

Managed Deliverables:

- Upgraded customizations which were not found in the standard product: Developed/upgraded functionalities like Custom widgets and Hooks
- Implementing different Workspaces, Account Profiles, Business Rules, Custom Reports, Navigation Sets, Chat Modules, SLAs, Products, Categories, Dispositions, Incident Queues, Knowledgebase Management, etc. in RightNow
- Integration of RightNow product with client's site
- Assistance with performance reports for staff SLAs
- Create a format for a referral analysis report for each regulator (In/Out)
- Analysis/Report format of review Routing/Boarding by Product

Project: Neteller

Employer: G P Sourcing (RightNow Technologies)

Duration: June 01, 2011 - August 30, 2011

Role: Oracle Service Cloud (RightNow CX) Technical Developer

Technologies: PHP, .Net, HTML, CSS, JavaScript, SOAP API, ROQL, CPHP, SQL

Project Scope: RightNow is used by Neteller for managing tasks, incidents and knowledgebase. This help them to provide customer experience and resolving the customer issue as early as possible. RightNow CX is used by Helpdesk Agent to resolve customer queries received via web forms.

Managed Deliverables:

- Upgraded customizations which were not found in the standard product: Developed/upgraded functionalities like Custom widgets and Hooks
- Implementing different Workspaces, Account Profiles, Business Rules, Custom Reports, Navigation Sets, Chat Modules, SLAs, Products, Categories, Dispositions, Incident Queues, Knowledgebase Management, etc. in RightNow
- Integration of RightNow product with client's site

Other Clients For Different Employers: Vodafone, Yahoo, Epocrates, Vistara Airline, Energy Australia, Snap Fish, Kewill, ABOF, SRL Diagnostics etc.

Education

- **Master of Computer Application from Punjab Technical University**
- **Bachelor of Computer Application from Punjab Technical University**

Employment History

Company Name	Period Employed
Johnson Controls Security Solutions, Inc	June 2020 - Present
Éclat ISS, Inc.	August 2016 - May 2020
Wipro Technologies	December 2014 - May 2016
Tekxotic Solutions, Inc	February 2013 - December 2014
G P Sourcing Pvt Ltd	February 2011 - October 2012
TRiGMA Solutions Pvt Ltd	June 2009 - January 2011
Impinge Solutions	May 2008 - May 2009
Virka Infotech Services	March 2007 - March 2008