

# HEENA SOLANKI

INDIA

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## PROFESSIONAL SUMMARY

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*Oracle Certified Implementation Specialist with over 5+ years of leading experience in the areas of Oracle's Sales Cloud, Incentive Compensation and Partner Relationship Management modules. Proven track record of 5+ years in Software Development, Customer Support and Operational excellence. Numerous achievements improving customer's experience by timely resolution of critical issues, conducting knowledge sharing sessions and creating self-help documents. Offers excellent communication and interpersonal skills to build strategic alliances and motivate others throughout project life cycle.*

## SKILLS

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- *Oracle Sales Cloud - Configuration and Setup.*
- *Implementation of Oracle Incentive Compensation - Setup of Compensation Plans, Credit and Classification rules, Participants, Transactions, Payment Plans, Configuration Tasks, Reports.*
- *Transformation of Data from legacy systems to be imported in Oracle Cloud.*
- *Data Migration using Import Management and File Import and Export.*
- *Writing Test Scripts and Manual Guides.*
- *Create Oracle Service Requests.*
- *BI Publisher Reports*
- *Basic knowledge of Oracle EBS functional areas.*
- *Documentation of Technical Design Specifications and use cases for user acceptance testing.*
- *Flexible and adaptable regarding learning and understanding of new functionalities.*
- *Strong collaboration skills to work with remote teams on common issues, ability to multitask, appropriately manage the priorities and execute tasks in a high-pressure environment.*
- *Highly logical, proven analytical and problem-solving abilities, detail-oriented with outstanding organizational skills.*

- *Effective Client interaction to understand Business Requirements.*

## EDUCATIONAL QUALIFICATIONS

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- *Completed School Education from Sophia Senior Secondary School Ajmer, from Nursery to Class 12th.*
- *Completed Bachelor of Technology in Electronics and Communication from Swami Keshvanand Institute of Technology Jaipur in 2017, with Honors Degree.*

## INDUSTRY EXPERIENCE

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- *Joined Infosys Limited in October 2017. Currently working as Senior Systems Engineer in the same company.*
- *Joined Accenture Limited in December 2021 as Application Development Analyst.*

## PROJECTS WORKED ON

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### **1. Bank of America**

- *Worked on the requirement gathering sessions with the client.*
- *Worked on the initial design phase of the Project.*
- *Finalized the design of implementation of Incentive Compensation Management on Oracle Sales Cloud to calculate incentives for the Bank Employees.*
- *Designed Compensation Plan, Credit Rules and other configuration tasks on the application required for the build of the design.*
- *Extended ICM to cater to client's requirements using Custom Objects.*

### **2. Johnson Control & Inc.**

- *Worked on resolving the issues within timelines that were raised as part of the UAT.*

### **3. Vertiv IC (Incentive Compensation) Project**

- *Setup and Configuration of Oracle Sales Cloud Application- IC module.*
- *Importing Transactions through Import Management and File Import and Export.*
- *Setup Participants, Compensation Plans, Credit and Classification Rules, Payment Plans, Participant Assignment Rules.*
- *Running Various Processes like Collect Transactions, Classification, Crediting and Earnings.*
- *Writing Test Scripts.*
- *Preparing Manual Guides for the Client.*
- *Data Quality check, so that the right data flows in the Application.*
- *BI Publisher Reports.*

### **4. Western Digital Project**

- *Transformation and Migration of Data from Oracle EBS to Oracle Cloud.*
- *Capturing Business Requirements in Functional Specification Documents.*
- *Using Tools such as Enterprise Data Quality to transform Data.*

### **5. Motorola Corporation**

- *Extended their already implemented ICM design according to the business requirements by making changes in the Credit and Classification rules.*
- *Generating reports to meet the client's requirements.*

### **6. Wendys International**

- *Extending the functionality of existing ICM to cater to the new policies of the business.*
- *Worked on Incentive Compensation Management implementation on Oracle EBS.*

### **7. Vertiv PRM (Partner Relationship Management) Project**

- *Configuration and Set Up Tasks for Oracle Sales Cloud - PRM module.*
- *Setup of Partners, Budget, Requests and Claims.*
- *Writing Technical Specification Documents.*
- *Writing Test Scripts.*
- *Taking Knowledge transfer sessions for newcomers in Project.*
- *Data Migration to Oracle Sales Cloud.*

## **AWARDS AND ACHIEVEMENT**

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- *Received Certificate of Appreciation Five times from Project Managers for good contribution in Project Activities.*

- *Won Inter DC Carrom Tournament.*
- *Actively participated in various Celebrations and Activities held in office.*
- *Did Anchoring in various Seminars held in College.*

## **TRAININGS ATTENDED**

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- *Oracle Sales and Service Cloud Training - 4 days online training session with Hands on Lab exercises.*
- *Oracle Incentive Compensation Training - 4 days online training session with Hands on Lab exercises.*

## **CERTIFICATIONS**

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- *1Z0-1062-20 Oracle Incentive Compensation Cloud 2020 Implementation Essentials.*