

# Anjon Bhattacharjee

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## Professional Summery

**Synopsis:** An Oracle Cloud Application Developer with more than 6 years of experience in the IT industry. I am polyglot with programming languages and have worked across technologies starting from Oracle CX based SaaS And PaaS platforms like Oracle service cloud to Oracle Integration Cloud. I am equipped with powerful customer engagement skills.

### Summary:

- Strong functional and technical knowledge on Oracle CX Products – Service B2C, Service B2B, CPQ, TOA, Commerce
- Experienced in implementing frameworks and webservices like PHP Custom Script/ CPM/ Custom API Development, .NET Add-in Development, Connect SOAP / REST API
- Integrated Third-Party systems for Agent Desktop and Customer Portal
- Customer Portal Branding/Styling/ Responsive design
- Conducted Trainings on Oracle Service B2C, Oracle CPQ
- Domain Knowledge: Telecom, High-tech, Retail, Finance
- Having worked for Automation Tools Development
- Also well versed with Web Development
- Summary of Languages/Frameworks/Technologies –
  - **Oracle SaaS Applications:** Oracle Service Cloud, Oracle CPQ Cloud, Oracle Engagement Cloud, Oracle Field Service Cloud, Oracle Commerce Cloud
  - **Oracle PaaS Applications:** Oracle Integration Cloud
  - **Programming Languages:** PHP, C#, Python
  - **Front End Languages:** HTML, CSS, Java Script
  - **Application Frameworks:** CodeIgniter, .Net Framework, Bootstrap, jQuery, Node JS, Express JS
  - **Database Servers:** MySQL, MongoDB
  - **Version Controlling Tools:** Git Hub
- Core competencies –
  - Continuous learning and knowledge sharing on diverse topics
  - Multi Cloud
  - Performance & Security tuning
  - Analysis of Algorithms
  - POCs and Optimal Solution



## Work History

Senior Consultant | INSPIRAGE

Nov 2019 – Current

### Responsibilities:

- Planning and monitoring, eliciting requirements, requirements organization and requirement analysis
- Proofs of Concepts, Sending responses to RFI, RFP & REQ
- Analyzing client's process and decide the right solution
- Project Documentation
- Requirement Workshops
- Products Technical Implementation
- Estimation of efforts
- Implementing an integration layer for seamless synchronization between Oracle CX and SCM or ERP or Third-party systems
- Leading a team of 4 people to stabilize existing system and provide awareness of standard solutions

Senior Cloud Analyst | ORACLE

Jul 2016 – Nov 2019

### Responsibilities:

- Involved in implementation, customization, up-gradation and integration of Oracle Service Cloud & Oracle CPQ.
- Creating Widgets, Custom Objects, Custom variables and Custom Process Models to Implement in customer portal pages (End user pages) using Connect PHP API
- Modifying code as per Change Requests from customer
- Designing solutions for new requirements/enhancements
- Deploying modified code in test environment and post thorough verification in test site,
- deploy the same in live environment
- Proposing service improvement and Process improvement plans to Business
- Automating business processes using contextual workspaces, workflows, agent scripting and business rules
- Analyze logs and troubleshoot issues encountered by customers/developers
- Daily/Weekly/Monthly/Quarterly review calls to discuss the work progress
- Interact with customers to attend the issues they face and resolve while on call by using
- Co-browse feature in the RightNow CX
- As an SME, suggesting the best possible way to implement a requirement
- Creating critical Reports and Dashboards using RightNow Analytics
- Ensure adherence to Service Level Agreements and timely updates on cases to avoid escalations
- Integrate RightNow CX with External systems using Custom Process
- Provide the efforts required for CP migration
- Enable the CP3 version from CP2
- Modifying the code as per CP3 version
- Modifying the Widgets code as per the CP3 version standards
- Designed a middleware system using OIC to establish a synchronous connection between Oracle sales and service cloud
- Designed Cross-platform web application using VBCS to leverage sales agents to get brief details on Service cloud Incidents
- Designed .Net Add-ins to integrate with Oracle ERP cloud



Freelance Web Developer | Various Clients

Sep 2011 – Jul 2015

**[Experience Certificate or any other kind of proof document is not available]**

**Responsibilities:**

- Developed dynamic and interactive website that ensured high traffic, page views, and User Experience, resulting in 40% increase in sales revenue
- Developed new pages/widgets as per the Upgrade/Redesign and implemented smart assistance feature.
- Upgrade Web sites enabling new functionality. These upgrades include classic to responsive (Bootstrap), ASP -> PHP and sometimes site Hosting and maintenance
- Worked on the data migration from older schema to new schema

## Education

**Master of Computer Application**

May 2016

*Vellore Institute of Technology | Vellore, Tamil Nadu, India*

**C.G.P.A:** 8.6

**Bachelor of Computer Application**

Aug 2013

*Institute of Technology and Science | Ghaziabad, Uttar Pradesh, India*

**Aggregated Score:** First Division

**Higher Secondary**

Jun 2010

*UAV Boys, WBCHSE | Uttarpara, West Bengal, India*

**Aggregated Score:** First Division

**Secondary**

Jun 2008

*UAV Boys, WBBSE | Uttarpara, West Bengal, India*

**Aggregated Score:** First Division

## Certificates

- Oracle Service Center 2019 Certified Implementation Specialist (A.K.A Oracle RightNow Functional 2019)
- Oracle B2C Service Integration and Development 2019 Certified Implementation Specialist (A.K.A Oracle RightNow Technical 2019)
- Oracle Engagement Cloud 2019 Certified Implementation Specialist
- Oracle RightNow Cloud Service 2016 Technical Certified Implementation Specialist
- Oracle CPQ Cloud Service 2017 Certified Implementation Specialist

## Projects

### Wizards of the Coast

#### Project description:

Wizards of the Coast LLC is an American publisher of games, primarily based on fantasy and science fiction themes, and formerly an operator of retail stores for games. In this project, most of the implementation work has been covered by Connect PHP API and Customer Widgets. Multi-language interfaces (French, German, Japanese and Korean) have been modified to manage OSvC system for different marketplaces.

- ✓ Prepared Technical Design Document
- ✓ Designed custom widgets to capture customer data
- ✓ Design CRON Jobs to integrate external systems for the regular data loading operation
- ✓ Performed Integration testing and support after going live

### GSK

#### Project description:

GlaxoSmithKline plc is a British multinational pharmaceutical company. In this project, most of the implementation work has been covered by CPM, Third-Party Web Services, Connect PHP API and Analytics.

- ✓ Prepared Technical Design Document
- ✓ Designed Integration layer using Async CPM to communicate with an external system
- ✓ Design custom reports

### Khols

#### Project description:

Kohl's is an American department store retail chain, operated by Kohl's Corporation. In this project, most of the implementation work has been covered by Desktop Addins, Third-Party REST APIs.

- ✓ Prepared Technical Design Document
- ✓ Designed Addins to improvise overall Navigation and Presentation experiences for Agents
- ✓ Design integration Addins to integrate external reward system

### Kemper

#### Project description:

Kemper Corporation is an insurance provider. In this project, most of the implementation work has been covered by Connect PHP API, Analytics and Administration.

- ✓ Prepared Technical/Functional Design Document
- ✓ Design CRON Jobs to integrate external systems for frequent data loading operation
- ✓ Configured Profiles, Staff Accounts, Workflows/Workspaces, Queues, Rules and Surveys

## AVI SPL

### Project description:

AVI-SPL is a multi-office provider of collaboration and audio-video technologies and managed AV services to businesses and organizations. In this project, most of the implementation work has been covered by Desktop Addins, Third-Party REST APIs, Oracle Integration Cloud.

- ✓ Designed a middleware system using OIC to establish a synchronous connection between Oracle sales and service cloud
- ✓ Designed Cross-platform web application using VBCS to be leveraging sales agents to get brief details on Service cloud Incidents
- ✓ Designed Addins to integrate with Oracle ERP cloud
- ✓

## Hasbro

### Project description:

Hasbro is a gaming company, which provides gaming and sporting solution to the customers. In this project, most of the implementation work has been covered by Oracle Policy Automation.

- ✓ Modified existing interview structure
- ✓ Added new rules and attributes
- ✓ Embed an interview in a VBCS application

## Personal Details

<b>Date of Birth:</b>	21 February 1992
<b>Nationality:</b>	Indian
<b>Marital Status:</b>	Single
<b>Address:</b>	#304, Sai Sumukha Classic, Kothnur Mian Road, RBI Layout, Santrupthi Nagar, JP Nagar 7th Phase, Bengaluru, Karnataka 560078

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