**Muthu Elumalai**

**CX Functional Consultant**

**+91-8248596033, muthurock1112@gmail.com, Chennai**

## PROFESSIONAL SUMMARY

- 2.4 years of experience in the IT industry and Involved multiple roles as Analysis, Design, Development, Implementation, Testing and training
- Experience in configuring and customizing RightNow CX to implement service modules
- Expertise in Configuring and customizing Oracle Field Service Modules
- Expertise in configuring the agent desktop and automating business processes using workspaces, business rules and Reports in Oracle Service Cloud (Oracle RightNow)
- Developed reports and dashboards in Oracle service cloud
- Knowledge in Basic initial setup and configuring Oracle Engagement cloud
- Expertise in Configuring in Oracle Integration Cloud (OIC)
- Expertise in Creation connection and Configuring the Integration
- Knowledge on REST APIs
- Involved in preparing design document, test script , User and admin manuals

## CERTIFICATION

- Certified course under Automation Testing (Selenium)
- Certified course under Manual Testing
- Oracle RightNow Service Cloud Pre-Sales Specialist
- Oracle RightNow Service Cloud Sales Specialist
- Oracle Engagement cloud Solution Engineer Specialist

## ACADEMIC DETAILS

- Graduate in B.E on the stream of Computer science with 65%

## TECHNOLOGY SKILLS

**CXM**          :  Oracle Right Now Service Cloud
                 Oracle Filed Service Cloud
                 Oracle Engagement Cloud (Service)

## TECHNICAL PROFICIENCY

Programming Languages     : Java, SQL
Database                  **:** MsSQl server2008 R2, MySQL, ROQL

## Professional Work Experience

- Working as an **Oracle CX RightNow Functional Consultant** in **SPECTRUM7 TECHNOLOGIES PVT LTD** Chennai since Sep 2020 to till date.
- Worked as a **TransSys Solutions Pvt Ltd** Chennai since September 2018 to August 2020.

## Project Involved

| Project | Lakshmi Machine Works Limited |
|---|---|
| *Application* | Oracle service Cloud (Right Now) |
| *Team Size* | 1 |

## Project Description:

Lakshmi Machine Works Limited, a leading Textile Machinery Manufacturer in India and one among the three in the world to produce the entire range of Spinning Machinery. In 1962, LMW was founded to provide Indian textile mills with the latest Spinning Technology. It caters to the domestic market as well as exports products to the Asian and Oceanic regions.LMW diversified into CNC Machine Tools and is a brand leader in manufacturing customized products. LMW Foundry makes Precision Castings for industries world over. LMW has added the Advanced Technology Centre to manufacture components for the Aerospace Industry.

## Responsibilities

- Understanding customer requirements and creating business requirement document
- Interacting directly with client for resolve the issues
- Oracle service cloud end to end configuration
- Configured the country with codes, Industry List, Nationality
- Mapped the product and category & Created Reports & dashboards
- Configured Knowledge management
- Imports bulk records into RN using CXDev tool
- Tested the incident management process via all the channels

| Project | IMDAAD |
| --- | --- |
| | |
| *Application* | Oracle field service Cloud |
| *Team Size* | 1 |

## Project Description:

Imdaad is the Middle East's leading Integrated Facility Management Company. It is a founding member of the Middle East Facilities Management Association (MEFMA). Imdaad is owned by Investment Corporation of Dubai (ICD) and is comprised of a group of companies, which provide integrated and sustainable facilities management services. Established in 2007, the company is headquartered in Dubai with site offices and branches across the UAE, including Abu Dhabi.

## Responsibilities

- Analysis the Customer requirement, Business rules and creating resources
- Involved Routing, Scheduling and Activity setup
- Message scenario, User type Configuration
- Activity creation, Technicians allocation based on Skills
- Involved End to End configuration

| Project | IMDAAD |
| --- | --- |
| *Application* | Oracle Integration Cloud |
| *Team Size* | 2 |

## Responsibilities

- Analysis the Customer requirement and providing Solution to team
- Involved Creating Connection for Integration using Soap
- Involved to create Lookup value mapping in Integration flow and analyse the Error log and solve the issue
- Activity creation, Technicians allocation based on Skills
- Involved End to End configuration

| Project | Jabal Omar (JODC) |
|---|---|
| *Application* | Rightnow |
| *Team Size* | 2 |

## Project Description

**Jabal Omar** Development Company is one of the Property Management company in Saudi Arabia. The objective of the project is to implement to increase the efficiency of the Sales users usage of Web Application and increase the usability of the application. And, JODC wanted to make it all integrated solution with their finance application.

## Responsibilities

- Understanding customer requirements and creating business requirement document
- Interacting directly with client for resolve the issues
- Oracle service cloud end to end configuration
- Configured the country with codes, Industry List, Nationality
- Mapped the product and category & Created Reports & dashboards
- Configured Knowledge management
- Imports bulk records into RN using CXDev tool
- Tested the incident management process via all the channels

| Project | Saptco |
|---|---|
| *Application* | Rightnow |
| *Team Size* | 2 |

## Project Description:

**SAPTCO** aims at enhancing their Customer Experience by implementing Oracle CxM Solutions. The implementation includes Oracle Sales Cloud, Responsys Marketing Cloud and Right-Now Service Cloud, Oracle Data Management Platform. OSvC will include the customer booking request for individual/corporate customers and also include the process of Enquiry/complaint management.

## Responsibilities

- Understanding customer requirements and creating business requirement document
- Configured Staff management
- Creating and modifying technical design document
- Workspace rules for controlling customs fields

- Involved in creating screen creation and screen wise reports
- Involved in Creating Reports and Dashboard
- Oracle service cloud end to end configuration

| Project | Expresso |
|---|---|
| *Application* | Oracle field service Cloud |
| *Team Size* | 2 |

**Responsibilities**

- Analysis the Customer requirement, Business rules and creating resources
- Involved routing, Scheduling and creating custom fields
- Activity creation, Technicians allocation based on Skill
- Involved End to End Configuration

**Date of Birth**: 20th Dec 1994 | **Languages Known:** English, Tamil | **Nationality:** Indian|**Location :** India