

RAKESH S L

Senior Deal Specialist, Oracle India Pvt Ltd.
MBA, Finance, R C College of commerce and Management

About me:

Passionate in the belief that financial development is essential to the growth and success of an organization that wishes to scale and achieve higher levels of profitability. Proven record of accomplishment in successful Deal management and implementations. Developing technical solutions to business problems, or to advance a company's sales efforts, begins with defining, analyzing and documenting requirements.

Professional Experience

Oracle India Pvt. Ltd.

June 2017 till date

Oracle Corporation is a multinational computer technology corporation specializes primarily in developing a marketing database software and technology, cloud engineered systems and enterprise software products particularly its own brands of database management systems.

Designation: Senior Cloud Deal Specialist (Quote to Order)

Profile:

- Competent, diligent & efficient professional with an experience of about 3.3 years in managing the Cloud Deal management process and functions related to complex order issue resolution, client interaction, training, Quality management etc. Currently working as Senior Deal Specialist-Cloud Deal Management Operations in ORACLE India Pvt Ltd, Bangalore India.
- In-depth functional process knowledge in the Oracle cloud deal management and issue resolution process with high complexities and new scenarios.
- Equipped with the knack of functional process management along with the practical experience in the analysis, development and implementation of system/process fixes working with the tech/dev teams.

Key Deliverables:

- Experienced in Oracle Cloud Deal Management team who is responsible for drafting Ordering documents, Agreements, Amendments and providing assistance for sales team on the drafting process or the tools used by Sales globally.
- Responsible for managing cloud complex deals and queries, providing workarounds and validating pending deals, which has a significant impact on the reduction of deals input in the waiting requester.
- Maintain a good relationship with the Internal Stakeholder teams like Global Order management, Cloud Subscription Data Management, Account Receivables, Provisioning team, Customer data desk and partner transaction teams that contribute to overall sales process flow.
- Responsible for drafting the ordering documents for cloud non-standard deals globally by using tools like CPQ (Configure Price Quoting), Deal approval system, SPM (Subscription Plan Management) etc.
- Monitoring all the queues and assigning all cloud non-standard deals to the appropriate person within the project team.

- Responsible for handling high revenue driven deals and high profile customers' requests.
- Responsible to share process updates with the team on a consistent basis and supporting new hires in their transition from training to production.
- Responsible to prepare and share Production, TAT and Quality reports on a weekly, Monthly and Quarterly basis.
- Responsible to identify the process gap between upstream and downstream teams and also responsible to provide interim and final workarounds or process steps.
- Accountable for Customer centric stake holder management through problem solving and resolving concerns and queries promptly and professionally.
- Responsible to conduct team meetings to review the business results and identifying the improvement areas on a quarterly basis.
- Responsible to conduct Knowledge assessment, case study review and testing analysis to internal team members on a monthly basis.

Achievements:

- Awarded with multiple "You Are Recognised" and "Young Achiever Award" awards for consistent performance.
- Certified Cloud Deal Management Trainer, Subject Matter Expert and Post closure Auditor for demonstrating functional expertise in process.

Education

- **MBA-Finance** **R C College of Commerce and Management (2014- 2016)**
- **B.com - Finance** **S J R College of Arts, science and Commerce (2011- 2014)**

Academic Projects

- **" A Study on METRO train impact on Bengaluru traffic congestion reduction"**
Description: I was analysed the total traffic congestion reduction after implementation of METRO train as public transport system.
- **" A Study on Financial Assistance by Karnataka State Financial Corporation(KSFC) to Small and Medium scale industries"**
Description: This study was conducted to know the methods of loan sanction and the benefits provided to small scale and medium scale industries by KSFC.

Management Skills:

- Customer handling capability
- Target achieving
- Problem solving
- Financial data analytics
- Time management
- Maintaining good customer relationships

Personal Expertise:

- Strong communication, interpersonal, and analytical skills
- Ability and desire to provide excellent customer-service to internal customers
- Ability to work independently and in a dynamic environment
- Excellent English skills both written and verbal
- Strong problem-solving skills
- Flexibility to working in shifts
- Proactive, team player
- Positive and “Can Do” Attitude
- Results orientated
- Good PC skills, in Word/Excel
- Strong problem-solving skills

Personal Details:

Father's Name: Lingappa S T

Birthday: 14-Dec-1992

Gender: Male

Marital Status: Single

Address : #12, 2nd cross, Bagalgunte, Bangalore - 560073

Nationality: Indian

Interests: Music, Movies and Cricket

All the aforementioned details are true to the best of my knowledge.