SUNIL KORUKUNDU

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Career Précis:

Senior Consultant at **Deloitte Consulting USI** offering an experience from 7[th]Oct 2013 to Till Date.

A self-managed and result-oriented Senior consultant with a good of experience in Solution Designing, Project Management, Estimating, RFP/Bid Development, Product Development, Technical Support and Client Relations.

Experienced in managing large scale industrial and commercial projects based out of Financial and HealthCare ,life science domains.

Having a strong interpersonal, communication, problem solving and decision making skills. Ability to establish and maintain strong alliances; lead and motivate teams; drive projects to successful completion; convey complex technical requirements/data; exceed customer expectations and achieve fiscal bottom-line results.

Technical Skills:

Primary Skill Set	:CRM Technologies (Salesforce Admin ,SIEBEL 8.X, Siebel Open UI, Siebel Configuration,Siebel Scripting, CRM Desktop ,Siebel Workflow, Siebel EAI, ERP technologies), Oracle CPQ, Salesforce CPQ, ServiceNow, Oracle Policy Automation.
Secondary Skill Set	:HTML5,JavaScript,CSS,C,C++,Java, Oracle Eloqua. Data Structure and Algorithm, Tableau.
Databases	: Oracle 9i, SQL, PL SQL,

Education Details:

Course	Passing Year	CGPA or Percentage (%)	Institute
B.Tech(Computer Science Engineering)	2013	8.6	National Institute of Science & Technology,Berhampur,Odisha
Higher Secondary	2009	81.4	Kendriya Vidyalaya ,Berhampur, Odisha.(CBSE)

High School	2007	89.6	D.A.V Public School, Berhampur, Odisha (CBSE)

Achievements:

- Have got many awards like Applause Award/Spot awards in Deloitte USI for excellent work done in the project.
- Have got ADP Excellence award (On the Spot Award) for excellent work done in the project.
- Got **Team Champ award** for the fast delivery of the requirements in the given deadline.
- Have been awarded The BEC(Business English Communication) Certification From Cambridge University.
- Got 2nd prize in WIZARD (Advertisement competion) at SANKALP-09.
- Got a Certificate of Appreciation for securing 89.6% in Metric by DAV Collage of Managing Committee ,New Delhi

Certifications:

- Internal Healthcare domain certification.
- Salesforce CPQ Specialist (SU 20)
- Admin Certified (ADM201)
- Salesforce PD1 Certified (SU18)
- Siebel Technical P100 – Siebel Open UI , Infosys internal certification

Projects Worked On

#Project 1	**:**	**Finance Industry**
Company	:	Deloitte USI
Team Size	:	150
Platform	:	Salesforce CRM, Salesforce CPQ , Sales, Order Management.
Role	:	Business Architect / Solution Design Expert

Project Description:

Paypal is an American company operating a worldwide online payment system that support online money transfer and serves as an electronic alternative to traditional paper method like checks and money orders. In this implementation Deal Creation & Management, Product Selection & Estimated Pricing, Contra Investment: Selection, Payout, and Approvals, Risk Entry and Approvals, Compliance Entry and Approvals, Legal Entry and Approvals, and Holistic Deal View are the major highlights.

Responsibilities:

- Worked directly with client team(Business) to understand the business problems and requirements of CRM / CPQ strategy, which included presentations, demonstrations of the technology and meetings with the leaders of marketing and sales departments.
- Generated documentation of the customer requirements and project plan (functional specification, time management and coordination).
- Creating and analyzing the application process (Designing solution UI/UX)that needs to be developed.
- Leading a different thread in the team to achieve the application requirement in a Agile framework.
- Sprint planning, design workshops and review team activities are major event driven by me.
- Bringing opt solution on the table and implementing those and also providing option for the client to choose a solution by helping them in those process of selection.

#Project 2   :   Health Care & Life Science Industry
Company   :   Deloitte USI
Team Size   :   50
Platform   :   Oracle Policy Automation, Siebel 8.1, Siebel Open UI (IP 2016,IP 2013,IP2014,IP 2015), Salesforce.
Role   :   Business Architect / Solution Design Expert

Project Description:

The Test Data Management application is a set of sessions that present test forms based on the specific product process activity being performed that provide Service Center technicians and field service engineers a tool to dynamically verify the service record data in real-time. This application enables users to capture data required per the servicing instructions defined by the Global Service Procedure

Responsibilities:
- Worked directly with client engineering team(Business) to understand the business problems and requirements of CRM strategy, which included presentations, demonstrations of the technology and meetings with the leaders of marketing and sales departments.
- Generated documentation of the customer requirements and project plan (functional specification, time management and coordination).
- Leading a different thread in the team to achieve the application requirement in a Agile framework.
- Onboard 5 product in the TDM environment with end-to-end implementation.
- Bringing opt solution on the table and implementing those and also providing option for the client to choose a solution by helping them in those process of selection.

#Project 3 : **Vertiv**
Company : Deloitte USI
Team Size : 50
Platform : Oracle CPQ, Salesforce, Oracle
Role : Techno functional Consultant / Business Analyst.

Project Description:

Vertiv is an American, Ohio-based, provider of equipment and services for datacenters. Vertiv designs, builds, and services critical infrastructure that enables vital applications. From data centers to communication networks to commercial facilities Vertiv support today's growing mobile and cloud computing markets with power, thermal, and infrastructure management solutions.

Vertiv CPQ Implementation helps accelerate the sale process of all the products ranging from different categories. It gives customers an high end experience of configuring related products and optimize the pricing process during end to end sale flow. With this implementation,Vertiv wants to expand its sales process across globe and provide world's best product selling experience to customer by replacing their existing framework.

Responsibilities:
- Designing end to end solution for complex implementation.
- Analyzes and revises existing system logic difficulties and documentation to enhance system efficiency.
- Leading team to deliver client' requirement on time and with utmost quality.
- Helping teammates to understand the business scenario and guiding them to achieve the target with better tool compatibility.
- Driving all the design call and provide the best possible solution to client to satisfy their business needs. And assists clients in articulating and defining their business requirements and assists in preparing the business case justification for technical investment decisions.
- Working closely with Onsite team to make them comfortable with tool feasibility with functional point of view.
- Guiding team members out of my working hours to help them fix critical defects which were show stopper for demos.
- Organizing workshop session for all my team members for getting good grip on tool.
- Involved in Sprint planning calls and all deliverables.
- Reviewing team members implementation at the end of the sprint to ensure the best quality of code is delivered.
- Helping team working on other module of the project with design and solutions.

Project 4 : **Equifax Inc.**
Company : Deloitte USI
Team Size : 50
Platform : Oracle CPQ, Salesforce, Oracle
Role : Techno functional Consultant.

Project Description:

Equifax Inc. is a consumer credit reporting agency. Equifax collects and aggregates information on over 800 million individual consumers and more than 88 million businesses worldwide.Aside from offering credit and demographic related data and services to business, Equifax sells credit monitoring and fraud-prevention services directly to consumers. Like all credit reporting agencies, the company is required by US law to provide consumers with one free credit report every year.

As part of the Equifax led Atlas Transformation Program that focuses on standardizing and streamlining Global "Lead to Order" processes across the organization, Equifax is implementing a Global Configure, Price, Quote (CPQ) solution using Oracle CPQ Cloud technology. Streamline Quote to Contract user experience and data flows leading to submission of orders Enterprise visibility and analytics of CPQ data to support market strategy

Responsibilities:
- Conducted and provided moderately complex cost/benefit analysis for new proposed program modifications, methods, and procedures.
- Involving in all the calls including the design discussions and issue resolutions.
- Playing a critical role in providing design solutions based on client requirement.
- Helping and guiding team to get along with the tool comfortably and tackle all the issues parallely.
- Providing innovative ideas for implementing the complex requirement.
- Implementation of all complex POC.
- Involving in designing and framework discussion.
- Driving scrum call everyday to abide by agile process.
- Giving training to all new resources and able them to expertise on tool implementation.
- Leading a particular segment of impementation of product.
- Streamlining the whole sale process of product configuration and pricing.
- Train team members to get aligned with the new functionality as per business and technical needs.
- Helped in implementing report generation as per client needs.

#Project 5	**:**	**Health Care & Life Science Industry**
Company	:	Deloitte USI (Core Business)
Team Size	:	50
Platform	:	Oracle CPQ, Salesforce, Oracle
Role	:	Solution Design Expert

Project Description:

A solution that allows clients to better track, detect, and remediate issues in the revenue cycles and clinical care variations. The ongoing project focus broadly on virtual health care, future of care, provider organization and digital health plans.

Responsibilities:

- Worked directly with client Business to understand legacy system and come up with legacy modernization solution (Connecting Patient Hub, Care connect & Analytic module.
- Responsible for release management, defects tracking and deployments.
- Leading a different threads in the team to achieve the application requirement in a Agile framework.
- Understanding of various integration between systems and finding the efficient way to come with a exact solution. And explored various industry standard methodologies and to communicated the policies and procedures to clients, partners and teammates.
- Bringing opt solution on the table and implementing those and also providing option for the client to choose a solution by helping them in those process of selection.

#Project 6 : **Health Care & Life Science Industry**
Company : Deloitte USI
Team Size : 50
Platform : Siebel Open UI (IP 2016,IP 2013,IP2014,IP 2015), Salesforce.
Role : Business Analyst , CRM Consultant.

Project Description:

This organization is one of the world's largest and most comprehensive drug development services companies with more than 12,000 employees in 60 countries. Siebel application was used to meet the requirements of the client. Application is heavily integrated with external non - Siebel applications. Many Inbound and Outbound interfaces are developed to exchange data between Siebel and Non- Siebel applications. Most of the interfaces are developed at the data layer.

Responsibilities:

- Worked directly with client Business to understand the business problems and requirements , which included presentations, demonstrations of the technology and meetings with the leaders of various department.
- Responsible for release management, defects tracking and deployments..
- Leading a different threads in the team to achieve the application requirement in a Agile framework.

- Understanding of various integration between systems and finding the efficient way to come with a exact solution.
- Bringing opt solution on the table and implementing those and also providing option for the client to choose a solution by helping them in those process of selection.
- Mentor and train client business stakeholders in key functionality which will bring common understanding across the teams.

#Project 7 : **Self Service Redesign (Enterprise Services (ES))**
Company : ADP Pvt Ltd.
Team Size : 15
Platform : Siebel 8.1, salesforce, OPA. .
Role : Senior Lead Consultant

Project Description:

Self Service Application is accessible by clients to raise Service Request , Add Attachments , View participants and View Invoices. Currenlty, there are three different self service applications - CRM Administrator Self Service (ADSS) , CRM Employee Self Service (ESS) , Vip Room.We have requirements to migrate existing Self-Service users into Open UI.We have a proposal to merge the 3 applications into Open UI Self Service Application under CX Partner Portal.In this project we work in the Siebel Call Center application and Partner Portal Application where request from throughout the globe are handled. It provides Industries leading solution to employee of all sizes.

Responsibilities:

- Lead the efforts to organize design and architecture sessions with the clients.
- Participated and contributed during all phases of the SDLC of project, ensured project deliverables of highest quality are delivered on time.
- Took end-to-end responsibility of the module from moving Self service application to partner portal application.
- Creating the Low Level Designs based on the High Level Designs prepared by the Functional contacts.
- Performing UI level configuration changes required for interfaces by writing PR & PM.
- Setting up process for OPA related items .
- Handling of the support issues and provide guidance to the team member to provide a defect free environment.
- Identified, documented and communicated CRM configuration and development best practices to the upper management

- Performing the day to day Scrum Activities as a Scrum Master (Planning, Demo, etc.)

#Project 8 : **Hyundai Capital America (Collection Redesign)**
Client : Hyundai Capital America (HCA)
Company : Infosys Ltd.
Team Size : 30
Platform : Siebel 8.1,Siebel Open UI (IP 2013,IP2014),Salesforce .
Role : CRM Consultant

Project Description:
Hyundai Capital America (HCA) provides auto lending solutions and financial products tailored to meet the needs of customers, which includes both individuals and businesses. Infosys is an IT partner to handle its customer service process using Siebel Automotive suit. The Siebel CRM Application primarily is used to handling all customer service and back office related functionalities in the Auto Finance domain like Transaction history, Collection Processes, Cure Notices, Promise to Pay, Customer Information Change requests and Correspondences. Further CRM also supports a major functional area of Lease End of Term and Remarketing, where vehicle assessment and billing at the end of term and disposal and sending compliance letters at the term end is handled

Responsibilities:
- Worked with the Business/Technical requirement resources to baseline project scope.
- Driving the onshore and offshore calls for the development status.
- Creating the Low Level Designs based on the High Level Designs prepared by the Functional contacts.
- Doing the Code review analysis for the developed objects and performing the code review
  for the objects that are created by the team before check In into the server.
- Sending the dashboard daily report based on the developed objects that we create in the application.
- Involved in project deployment planning, implementation and client end user training.

#Project 9 : **Bayer Crop Science (R6 Global Implementation)**
Client : Bayer Inc., Brazil
Company : Infosys Ltd.
Team Size : 20
Platform : Siebel Open UI (IP 2013,IP2014) .
Role : Siebel Consultant.

Project Description:

Bayer Crop Science is one of the world's leading innovative crop science companies in the areas of seeds, crop protection and non-agricultural pest control. The project involves releases R1 to R7 for various markets respectively. It started with Siebel ePharma implementation for Brazil and then development involved for various markets including all south-American countries.

Responsibilities:
- Define business and functional requirements to maintain successful delivery of Microsoft CRM solutions against project deadlines Configuration for different regions of Latin America and UK region as a primary owner.
- Working for German based Crop Science giant as Siebel Consultant for doing configuration, scripting in Siebel Open UI platform.
- Worked on Siebel IP2013, IP 2014 in Multilingual Environment.
- Testing the External and Internal IO in the Siebel business service simulator using Vanilla business services to ensure its correctness
- Interacted with team members to resolve their issues regarding siebel, worked as an Siebel SME
- Successfully upgraded unsupported CRM implementation to completely supported CRM solution.

Siebel CRM Desktop:

Siebel CRM Desktop provides CRM users with instant access to CRM data within the context of the desktop productivity applications that are most frequently used such as Microsoft Outlook.

- Worked on Siebel CRM Desktop 3.05.30 and Siebel CRM Desktop 3.09 creating & deploying package, administering metadata files and integrating Siebel with Microsoft Outlook
- Handling CRM Desktop issues.
- Upgraded the CRM Desktop Versions from 3.05 to 3.09.
- Created and deployed CRM Desktop packages for Latam countries.
- Currently working for UK market.

#Project 10   :   Bayer Crop Science (R5 - UK Implementation)
Client   :   Bayer Inc., Brazil
Company   :   Infosys Ltd.
Team Size   :   20

Platform : Siebel Open UI(IP2013)

Project Description:

Bayer Crop Science is one of the world's leading innovative crop science companies in the areas of seeds, crop protection and non-agricultural pest control. It started with Siebel ePharma implementation for Brazil and then development involved for various markets including all south-American countries.

Responsibilities:
- Working for German based Crop Science giant as Siebel Developer for doing configuration, Scripting and UI changes by using JavaScript and CSS technology.
- Worked on Siebel IP 2013 in Multilingual Environment.
- Taken responsibility in many enhancements work like CRM Desktop Customization done in done outlook.
- Involved completely in production deployment and post production warranty support activities.
- Testing the Overall product during development.
- Involved in project deployment planning, implementation and client end user training.

#Project 11 : Bayer Crop Science (R4 - Upgrade Germany)
Client : Bayer Inc., Brazil
Company : Infosys Ltd.
Team Size : 20
Platform : Siebel 8.X, Siebel IP 2013

Project Description:

Bayer Crop Science is one of the world's leading innovative crop science companies in the areas of seeds, crop protection and non-agricultural pest control. It started with Siebel ePharma implementation for Brazil and then development involved for various markets including all south-American countries.

Responsibilities:
- Involved in configuration changes for many requirements which requires large number of script changes and mapping technicalities .
- Worked on Multilingual Environment.
- Keeping a track of defects and their resolution.
- Taken responsibility in many enhancements work like CRM Desktop Customization done in done outlook.
- Involved completely in production deployment and post production warranty support activities.
- Provided solutions for other team members.

- Involved in Knowledge Sharing Sessions for the new resources joining project and also Capgemini team which deals with the support of this project.
- Prepared test cases and supporting the testing team.
- Involved in Technical specification preparation.

Strengths:

- Quick learner
- Good Analytical skills
- Hardworking
- Possess adequate leadership skills

Extra Curricular Activities:

- Actively Participated in the Toastmaster Event conducted in Infosys Hyderabad DC.
- Attended the Ethical Hacking Workshop and Information Security conducted by Kyrion Digital Securities at NIT Warangal.
- Attended the ANTI TOBACCO RALLY by Rotary Club of Berhampur Central (World Cancer Day 4-2-2009).

Personal Details:

Name	: K Sunil
Father's name	: K Ramachandra Rao
Mother's name	: K Geeta Rao
Date of Birth	: 12th October 1991
Languages Known	: English, Hindi, Oriya and Telugu
Address	: Plot No:5,Meenakshi Nagar , New Mango Market, Berhampur, Odisha.
Passport No (Valid up to)	: J8015889 (24-06-2022)
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Declaration

I hereby declare that the information furnished above is true to the best of my knowledge.

Place: Hyderabad   K Sunil