



Rabindra Behera

Oracle CX Cloud Consultant | 2x Salesforce Certified | Java Developer@ **eVerge**

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SALESFORCE
CERTIFIED

ORACLE
Certified Specialist

Professional Summary:

- Over 5+ years of experience in Oracle CX Cloud products covering Oracle Engagement Cloud and Oracle Fusion Incentive Compensation Implementation, Development, customization and Integration.
- Having 2+ years of experience in Salesforce implementation, customization development and integration.
- Expertise in Integration over CX Cloud products using Java and Web Services.
- Hands on Experience in analytics tool like OTBI and BIP Reports etc.
- Hands on Experience in Web Services consuming and developing using SOAP & REST APIs.
- Good Knowledge of Oracle Digital Assistant and Oracle VBCS web application development.
- Extensive experience in writing and tuning complex SQL Queries and Groovy scripting.
- Expertise in Salesforce Apex Coding, Visualforce Page, SOQL, Lightning Component Development, Web Services, etc.
- Having experience in software development using Java and J2EE Technologies.

Skills:

Oracle CX Cloud:

- Oracle Sales Cloud
- Oracle Engagement Cloud
- Oracle Fusion Incentive Compensation
- Oracle VBCS
- Oracle Digital Assistant
- Oracle OTBI & BI Publisher
- EDLC Data Migration Tool
- Oracle SOAP & REST API
- Groovy Script

Salesforce:

- Salesforce CRM
- Lightning Components
- Apex
- Visualforce

Programming Languages:

- Java, JEE
- Groovy
- PowerShell
- SQL & PL/SQL

Web Technologies:

- HTML
- CSS
- JavaScript
- jQuery
- Web Services (SOAP & REST)

IDEs:

- Eclipse
- NetBeans
- Visual Studio
- Windows PowerShell ISE
- SQL Developer

Tools:

- SOAP UI
- POSTMAN
- Maven

Core Competencies:

Domain:	IT Consulting, Retail, Sales and Marketing, Healthcare, Real Estate, Banking, Auto Mobile
Technical:	Oracle Fusion CRM Sales - Integration over Java with Fusion Sales, Web Services (SOAP & REST), FIC Web Services, BI Reporting, OTBI Reports, Groovy Scripting, Data Import, EDLC tool, Workflows, Email Template, Application Composer, Triggers. Salesforce - Apex coding, Triggers, Process Builder, Workflow Rules, Flows, Email Alerts, Lightning Components, SFDC Web Services, Report & Dashboard, Security Console, Lightning App Builder, Data load.
Functional:	Fusion CRM Sales/Engagement Cloud - Opportunity, Activity, Leads, Customers, Contacts, Users, Products/Groups, Forecast, Attachments, Service Request, Partner Management Fusion Incentive Compensation - Participant Management, Role Assignment, Credit Rules, Rate Tables, Expressions, Compensation Planes Salesforce - Opportunity, Activity, Leads, Accounts, Contacts, Users, Products, Case

Work History:

2018-10 - Current

CX Cloud Consultant

EVerge Software and Technology Services Pvt.ltd, Bangalore, Karnataka

Oracle CX Cloud:

- Implementing, Customizing and Integrating Oracle CX Cloud products.
- Delivered 3 Oracle CX projects successfully in last 2 years
- Integrating Cloud products with third party system using Java and Web services

- Involving in data migration using Oracle Import Management/Export Management tool, Automating the data migration using EDLC tool and PowerShell script, Web Services, Java.
- Developed attachment migration utility tools using Java, REST service for Salesforce to OEC, CRMOD to OEC.
- Creating complex BIP and OTBI reports.
- Customizing the behavior of the application using groovy scripts to meet the business requirement.
- Engaged in Oracle VBCS web application development.
- Engaged in creating chatbots using Oracle Digital Assistance.

Salesforce:

- Involved in SFDC development and implementation using Apex programming, Visual force, SFDC configuration, Web services (SOAP/json)
- Developed data migration utility tools using Java and SFDC Web Services to migrate attachments and importing data using Bulk2.0 API
- Automation of the data migration using salesforce Data loader command line configuration files and windows command line script.

2017-06 - 2018-10

CX Cloud Consultant

Circular Edge Solution, Mumbai, Maharashtra

- Implementing, Customizing, Developing and Integrating Oracle CRM Sales Cloud product
- Developed many of Oracle Cloud Add-on using Java and Web Services. like Data Migration Accelerator, Automated Services Request management, Lead Distribution Management and web Lead creation, Forecast management

2015-06 - 2017-06

Associate Consultant

Oracle SSI, Bangalore, Karnataka

- Implementing, Customizing and Integrating Oracle CRM Sales Cloud product.
- Developed point to point Integration tool over Sales Cloud with third party system using Java and Web Services.
- Complex BIP reports creation, scheduling and bursting report using SQL.
- Customizing the application using Groovy script.
- Involved in OSC functional areas like data import/export, page layouts, application composer, user creation, territory & quota management, Assignment Rules, etc.

Projects Summary:

eVerge Group, India Ltd Pvt (Current Projects)

Project Title#10	Oracle Engagement Cloud Implementation and Integration for HSOA, US (Aug 2019-Present)
Roles & Responsibilities	<ul style="list-style-type: none"> Implementation, Integration and Customization of the Product. BIP Report creation, Workflows, Triggers, REST Calling in Groovy scripting Developing web pages using VBCS Data Transformation and validation using PL/SQL code in Oracle data Cloud Sync tool
Technologies	Oracle Engagement Cloud, REST Web services, VBCS, PL/SQL, BIP, OIC, Oracle Financial Service, Groovy, JS
Team Size	10
Client Details	HSOA, US
Project Description	Oracle Engagement Cloud Implementation and Integration with different Oracle CX Modules using VBCS, OIC and REST Services.
Project Title#9	Oracle Engagement Cloud Implementation and Customization for Columbia Bank, US (Nov 2019-Present)
Roles & Responsibilities	<ul style="list-style-type: none"> Involved in Implementation and Customization of Service Module. Customizing the application by creating Triggers, Validation Rules and Workflows using Groovy script and REST APIs. Created BIP/OTBI Reports. Involved in data migration activity and automations using EDLC tool, PowerShell scripts. Involved in development of auto task creation by using groovy for sales reps.
Technologies	Oracle Engagement Cloud, REST Web services, Groovy
Team Size	7
Client Details	Columbia Bank, US
Project Description	Implementation and Customization of Oracle Engagement Cloud Service Request Module
Project Title#8	Implementation and Migration of Salesforce to Oracle Engagement Cloud, OMRON, US (Nov 2019-Present)
Roles & Responsibilities	<ul style="list-style-type: none"> Developed utility tool to Migrating attachments from Salesforce to OEC using Java and REST Web Services Page validations and Workflow creation using groovy script and REST call
Technologies	Oracle Engagement Cloud, Salesforce, Java, REST API, Groovy
Team Size	10
Client Details	OMRON, US
Project Description	Migration of Salesforce to Oracle Engagement Cloud
Project Title#7	Migration and Implementation of Oracle on Demand to Salesforce for General Motors, US (Jan 2019-Aug 2019)

Roles & Responsibilities	<ul style="list-style-type: none"> • Implementation, Customization and Integration of SFDC • Developed utility tool to migrate attachments form CRMOD to Salesforce using Java, Web Services • Developed utility too to load bulk data into SFDC using Java and SFDC Bulk2.0 API • Created real time integration batch files to load data into SFDC using Dataload tool configuration files • Created Apex Triggers and Test Classes
Technologies	SFDC, CRMOD, Java, Web Services, Windows Scripting
Team Size	10
Client Details	General Motor, US
Project Description	Migration and Implementation of CRMOD to Salesforce
Project Title#6	Implementation of Oracle Fusion Incentive Compensation for GE Healthcare, India & US (Oct 2018-July 2019)
Roles & Responsibilities	<ul style="list-style-type: none"> • Involved in Compensation Plan configuration, Rate Table, Formula, Classification rule and Credit rule creation, Role Assignment. • Developed utility tools to create credit rule and role assignment using Java and SOAP web services. • Custom function creation using SQL query to create Formulas. • Created many BIP Reports for auditing.
Technologies	Oracle FIC, Java, SQL, Web Services, BIP Reporting
Team Size	7
Client Details	GE Healthcare India & US
Project Description	Implemented 3 FIC projects for GE Healthcare for different territories

Circular Edge Solution India Pvt Ltd (2017 Aug – 2018 Oct)

Project Title#5	Circular Edge Integration Solutions
Roles & Responsibilities	<ul style="list-style-type: none"> • Worked as Developer. • Created many utility tools over Fusion sales using Java and Web Services. • Involved in Oracle JDE to Oracle Sales Cloud Integration.
Technologies	Oracle Sales Cloud, Java, Web Services, MySQL, CSS, HTML, jQuery, Bootstrap
Project Description	<ul style="list-style-type: none"> • Service Request Management: it's a custom module in Oracle sales cloud to provide Service Request functionality to the customer. We can create a service request through emails sent by the customer in OSC. • OSC Data Migration Tool: It migrates 3rd party data to OSC for Standard as well as Custom objects. • Lead Distribution Tool: It's a Java standalone application to automate the process of lead assignment among team members of a Lead in OSC implementing Territory Management concept. • Integration Connector: It's a web-based application. Developed using Java for to synchronize real time data migration between OSC with any other applications. • Web Lead Generator: We have built a universal java application to create a Lead in OSC from any 3rd party application through web form. • Effective Sales Assistance: This solution will remind Sales Reps and Managers to Qualify and Convert Leads on time and submit the un submitted Forecast.

Roles & Responsibilities	<ul style="list-style-type: none">• Worked in multiple projects for multiple clients. They are: Zuellig Pharma (Nov 2016-Dec 2016), GE Healthcare, China (Feb 2016-Jan 2017), Reliance Finance, India (July 2015-Jan 2016), Dunnhumby, UK (June 2015-Dec 2015)• Involved in implementation, customization and integration of oracle sales cloud and incentive compensation application.• Created many BI/OTBI reports.• Involved in point to point integration between oracle sales cloud and 3rd party system using Java, Web Services and Groovy.
Technologies	Oracle Sales Cloud, Oracle Fusion Incentive Compensation, Oracle BI Publisher, Web Services, Java, SQL

Education:

2010-08 - 2014-04

B. Tech: Computer Science

Sanjaya Memorial Institute of Technology - Odisha, India

Certifications:

2020-08

Salesforce Certified Platform Developer I

2019-08

Salesforce Certified Administrator (SCA)

2017-03

Oracle Sales Cloud 2017 Certified Implementation Specialist

Personal Details:

Name : Rabindra Behera
Father's Name : Mr. Binod Behera
Date of Birth : 24th June 1992
Languages Known : English, Hindi, Odia
Parmanent Address : At/Po: Bhabandha, Dist: Ganjam, City: Berhampur, State: Odisha, 761003

Clients:



Columbia
Bank

OMRON



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General Motors