Shruti Sharma
CPQ Consultant
Key Skills: Oracle CPQ, Oracle Sales Cloud, Responsys, Web-services

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Work Experience	6 Years and 2 months

Saksoft India, Senior Consultant — Dec 2018 – Present

Spearheaded the 5-member team to build and configure end-to-end configuration, pricing and quoting software for a top UK service provider using Oracle CPQ. This solution is being deployed in 20+ countries with customer-specific pricing in each country.

- Designed the technical and commercial journeys for the pricing, quoting, sales, finance and solution teams.
- Designed and built the BOM structure, product structure, pricing logic, sales-cycle approvals
- Led the migration into the new solution and was the SPOC for solving production issues and ensuring optimum performance

Oracle India Pvt. Ltd., Solutions Engineer — Aug 2014 – Dec 2018

Worked on three projects in the Industry Solutions Engineering team, a part of Global Business Unit. The team creates integrated solutions that partner teams use to showcase the compatibility of Oracle's product catalog with industry's business needs. The team also builds enhancements to Oracle products when there is a need for custom functionalities.

Project 1 – Corporate Sales Optimization: Built modules for configuration of products, documentation engine for design approval and user management on Oracle's product – Configure Price Quote (CPQ) using Oracle CPQ Cloud.

- Introduced customized UI and integration to Siebel (an on premise CRM application) using web-services.
- Learnt the architecture of a large application and different types of sales-cycles.

Project 2 – Complex Customer Experience for B2B hi-tech manufacturing:
Led the integration with CPQ across the sales journey from lead creation to opportunity conversion to quote configuration to order creation.

Project 3 – Digital Space Monetization for passenger traffic: A project to convert anonymous travelers at airports and railway stations into known prospects through targeted media campaigns. This helped in effective customer engagement and efficient business continuity analysis to drive non-travel revenue.

- Defined the customer experience for the app that guided users for booking cabs, parking, boarding, shopping and other services in an airport. The app also helped in navigation, incident-resolution and visualization of spatial data.
- Handled the backend that supported the app – managing location information, rolling out OTA updates and activating real-time, location-based multi-wave mobile campaigns through in-app push notifications throughout the customer journey.
- Built dashboards that helped in visualization of spatial data and generated reports with data aggregated from the app.

Initiatives and Achievements	

Training on CX and BI — Sep 2017

Trained my team members at Oracle ISE on Customer Experience and Business Intelligence concepts, followed by products in these areas

Accolades for outstanding contribution — Aug 2016

I have received recognition for my dedication, accountability and ownership towards the project

Customer Experience SPOC — Aug 2015 – Dec 2018

Single point of contact for customer experience products including CPQ among partner teams at Oracle India

Coordinator, UTSAV — May 2013

Coordinated among various participating teams, managed events and logistics for inter-college fest at BMSCE

Educational Qualification	B.E.

Bachelor of Engineering — Aug 2010 – Jun 2014

BMS College of Engineering, Bangalore | CGPA: 9.12/10.00

All India Senior Secondary — 2010

Lion's English School (CBSE), Silvassa

Matriculation — 2008

Lion's English School (CBSE), Silvassa

Interests	

Traveling

While taking break from work, I enjoy travelling. I have travelled to various places in India and South East Asia like Vietnam