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GURSIMRAN SINGH SAINI

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5+ years of experience as an Oracle Service Cloud Consultant

EMPLOYMENT

Business Project Manager | **Credit Suisse** | **March 2020 – Present**

IT Analyst | **Tata Consultancy Services** | **June 2019 – March 2020**

- Designed and developed Serialized and Non-Serialized Product Registration interface as an Agent Browser UI AddIn Extension. Designed and developed Return Merchandise Authorization interface as an Agent Browser UI AddIn Extensions.
- These AddIns were developed to ease the process of Product Registration and RMA while an agent is servicing a customer on call / chat.

Solution Consultant | **Virtuos Digital** | **July 2018 – May 2019**

- Project Management and enhancements for new and existing Oracle Service Cloud engagements.
- Built automations and enhancements for our internal teams to increase productivity and efficiency at work. Some developments include: Internal Support Desk on RightNow CX, Gamification, Candidate Training Center, Internal Knowledge Base, Contact Merge AddIn, Calculator AddIn, and Incident Merge AddIn.

Associate Solution Consultant – CX | **Virtuos Digital** | **July 2017 – June 2018**

- Designed and implemented Oracle Service Cloud RightNow CX solution for a client in Automotive Credit Services domain. Activities include: Agent Desktop Configurations, Customer Portal Development, Android Apps Development, Custom Process Models, Surveys and Campaigns.
- As part of my PreSales KPIs, demonstrated Oracle Service Cloud as a solution to multiple prospects. Furthermore, requirement gathering sessions and project discovery was conducted for project estimation and solution designing. Documented BRDs, FDDs and SOWs for new and existing engagements.

Senior Associate – Apps | **Virtuos Digital** | **July 2015 – June 2017**

- Designed and implemented Oracle Service Cloud RightNow CX solutions for clients across multiple industries: Life Insurance, E Commerce, Banking and Finance.
- Interviewed and hired candidates to build a team of Oracle Service Cloud consultants. Lead and nurtured this team for the next 4 years.

ExperienceCloud Associate – Technical | **Virtuos Digital** | **July 2014 – June 2015**

- Developed Employee Portal to track and manage employee requests including - Leaves, Expenses, Travel, Attendance, Documents and more. The Employee Portal helped HR Administration streamline Employees' requests and have better overall visibility. Technologies/Frameworks used: CodeIgniter + MySQL + Bootstrap.
- Took ownership of an Oracle Service Cloud Project (Managed Services) for a client in Travel and Hospitality domain. Activities include: Support, Enhancements, Customer Portal Developments, AddIn Developments, Integrations, and Agent Desktop Configurations.

EDUCATION

Gurgaon, India | **Apeejay Stya University** | **August 2010 – June 2014**

- Bachelors of Technology in Computer Science Engineering. GPA: 3.3 / 4

ADDITIONAL EXPERIENCE, AWARDS AND CERTIFICATIONS

- Oracle RightNow Cloud Service 2016 Certified Implementation Specialist-bit.ly/GS_OracleRightNow2016Certificate
- 2018 Oracle Service Cloud Community All-Star. Recognized for having proficiency with the Oracle Service Cloud solution and for consistently sharing expertise and experience to help other users in the Oracle Service Cloud Community.
- Co-Founded a startup "Twelve FC", an e-commerce platform selling football merchandise.

Languages and Technologies

- Oracle Service Cloud (RightNow CX), Oracle Policy Automation, PHP, CodeIgniter, C#, .Net Framework