



## Senior Oracle Developer

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## Senior Oracle Developer – Cendien – Oracle Experts

### Oracle Professional Services

As a principal with Global Oracle Practice, I have over 24 years of Telecom experience and more than six years of Oracle's 11i CRM application specialization. I have worked as a functional consultant, business analyst, and project manager on various implementations, and I have expert level knowledge in all of the CRM - Service modules. Experience in R12 Service Contracts setups and OTC flow.

### Oracle Technical Skills

#### Oracle CRM: Service Specialist

- Service Contracts, Field Service, Mobile Field Service, Mobile Field Sales, TeleService, TeleSales, Sales, Incentive Compensation, Configurator, Install Base, Pricing, Customer Support, Depot Repair, Inventory, Order Management, BOM, WIP, iStore, Procurement, Spares Management, and TCA.

#### Languages:

- PL SQL, SQL\*Plus, JSP, SAP ABAP/4, JavaScript, HTML, Cold Fusion, SQL, C, C++, Clipper

#### Methodologies:

- CSC's Catalyst, Oracle's Application Implementation Method (AIM), Custom Corporate Development Method 2.6

#### Operating Systems:

- Windows 2003, SCO/Solaris

### Oracle Clients / Experience

#### Decision Management Client

#### Oracle Teleservice, iSupport, OM, Inventory, Service Contracts, Sales, iStore Lead

- Assignment as a Business Requirements and Gap Analysis for the Quote to Cash business process.
- Design and implement full lifecycle Service and Sales Contracts, TeleService, iSupport, Order Management, Inventory, iStore, Sales and Oracle Content Manager on a Global project. Develop process flows for the US, UK, and Canada.
- Developed the BR100 documentation, MD050s for out of the box as well as custom functionality, develop MD070s and associated TE040s.
- Pilot R12 Service contracts and setups, and conversions.

#### Equipment Testing Client

#### Oracle Service, Mobile Field Service, OM, Service Contracts Lead

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- Assignment as a Business Requirements and Gap Analysis for Field Service, Mobile Field Service, Spares Management, Service Contracts, and TeleService on a Global project.
- Design Territory needs and customizations, custom RMA generation, and develop process flows for the US, UK, and Asia.
- Developed the BR030 document, MD050s for out of the box as well as custom functionality, reviewed MD070s and developing TE040s.

### Engineering Client

#### Configurator, CTO, iStore Lead

- Assignment as a Business Requirements, Gap Analysis, and implementation of Configurator for Mfg division.
- Serving as a functional consultant and SME (iSupport and iStore, and Configurator modules) for Octane and participated in the initial scoping, requirements gathering exercise and vision walk through for the senior management in the above modules.
- The client was seeking to reduce engineering costs by deploying self service web applications to reduce call volume and improve customer acquisition and business efficiencies

### Telecommunications Client

#### Oracle Teleservice, Telesales & Knowledge Management Lead

- Assignment with Cobalt Group as a CRM TeleService, Knowledge Management , and iSupport Functional / Technical Consultant.
- Design and implement setup for Teleservice, Contact Center Dashboards, and Knowledge Management. CRP I to UAT process with staff.
- Meet with Business Owners and end users to define requirements, Gaps, and resolve issues.

### Technology Industry Client

#### Oracle Service Lead Consultant –OKS, OTC, QTC, Depot Repair, Service

- Assignment with client as a CRM Service Contracts (OKS) Functional Consultant.
- Developed and integrated business practices of a new organization while improving the current functionality.
- Design customizations for business requirements.
- Work with team to provide 11.5.10 functionality with 11.5.9. version (Depot Repair).
- Work with business units to define needs and requirements.
- Develop reporting tools and integrate with iStore, iSupport, Configurator, and finally RightNow middleware.
- Create and develop Extensions as required by the business.

### Telecommunications Client

#### Oracle Service Lead Consultant – Mobile Field Service, TeleService, OKS, OM, Install Base, iStore, TCA

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### Networks Division:

- Implemented Oracle CRM-Service 11.5.9 focusing on Mobile Field Service, TeleService, Service Contracts (OKS), Procurement, Inventory, OM, WIP, BOM, Configurator, iStore, Spares management and Install Base.
- Published products for the web store. Led the testing, implementation, training, and post production effort for this global project that included Canada, America, and Europe.
- Performed duties while strike was in process. Deliver UAT after strike resolution.

### Global Enterprise Division:

- Also implemented Service Contracts, TeleService, Mobile Field Service, Install Base 11.5.8.
- Assisted teams with high-level and detail-level designs for the business solutions.
- Worked with the team in reviewing, revising, and finalizing solutions.
- Mapping requirements to standard features and identified and helped design solutions for those features that are not standard.

### Manufacturing Client

#### Oracle Service Lead Consultant – Mobile Field Service, TeleService, OKS, iStore

- Implemented CRM Mobile Field Service and configured to integrate for handheld Nokia communication devices for Xerox field technicians.
- Also helped to implemented Service suite focusing on TeleService, Install Base, Customer Support, and Configurator. Interfaced with BOM, WIP, iStore and Pricing.

### Transportation Client

#### Oracle CRM Consultant & Project Manager – Full CRM-Service Suite

- Gathered business requirements from the client team for an Oracle Service and Wireless implementation. Mapped business requirements to solutions, set up the environment to fit the client's business needs, and set up the wireless palm to receive, update, and debrief service requests.
- Also conducted a proof-of-concept demonstration to present the features of the applications. Responsible for investigating and resolving issues relating to the defects and gaps in iStore and Service for Communications. Tested iStore, Configurator, and Service for communications for different types of customers. Expertise provided the technical know-how on Installed Base, iStore, Configurator, Services, Contracts, Depot, TeleService module interaction and table data flow.
- Responsible for the setup/configuration of all instances of the Service for Communications application environment. Automated all application setups related to Service for Communications using WinRunner, and tracked gaps and defects in the upgrade from 11.5.1 to 11.5.4. Held regular meetings with the business and business partners in resolving the defects and gaps in the upgrade. Oracle SME/CRM lead, I worked with the team in gathering business and functional requirements for Oracle Sales, Marketing, Customer Support, and Service applications. Completed a process mapping of required features to the applications' standard functionality and provided workarounds for non-standard processes.

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- Responsible for the setup and implementation of Oracle iStore and Oracle Configurator 11.5.8 along with Oracle Inventory, Pricing, Order Management, and Bill of Material.
- Installed Configurator Developer and configured rules within the developer to map to the identified constraints and business requirements. Tested and published the iStore integration with Configurator. Trained the team in Oracle navigation and in all other modules pertaining to the implementation, providing the necessary knowledge transfer for ongoing maintenance of the applications.

### Government Contractor

#### Oracle Service Lead – Field Service, Mobile Field Service, iStore, Configurator, iStore

- Responsible for the implementation and configuration of CRM Field Service and Mobile Field Service 11.5.8.
- Responsible for the setup and implementation of Oracle iStore and Oracle Configurator 11.5.8. Installed Configurator Developer and configured rules within the developer to map to the identified constraints and business requirements.
- Tested and published the iStore integration with Configurator.
- Trained the team in Oracle navigation and in all other modules pertaining to the implementation, providing the necessary knowledge transfer for ongoing maintenance of the applications.

### Various Clients

#### Oracle Lead Analyst and Technical Consultant

- Convert Informix databases and all application to Oracle system utilizing Open Datalink Suite of tools and drivers, and created custom applications as required. All functionality was run on dual systems for sixty days to verify data integrity.
- Work with and manage software projects with USDA and various firms utilizing Visual Basic 4 front-end applications and SQL Server backend.
- Database skills: Oracle7-Oracle9i, Oracle Parallel Server, Oracle9i Real Application Clusters, TAF, IDMS, FoxPro, Operating systems: HP-UX, Solaris UNIX, AIX UNIX, Linux, MVS/ESA Teleprocessing tools: OracleNet, Net8, SQL\*Net, TCP/IP, CICS and IDMS-DC. Languages: SQL\*Forms, Pro\*C, PL/SQL, UNIX shell scripting, Cobol, Basic, Fortran, Shell scripting, SAS, sed, awk and many others.
- Hardware exposure: HP-9000, IBM 30xx, IBM 43xx, IBM-PC, IBM RS6000, IBM S70, all HP/UX and Solaris Architectures, EMC Data Storage devices. Manage staff including sales groups, telemarketing, hardware purchase and leasing, web development, software staff, and field consultants. Work with Mobil Oil on R2/R3, modules RK, RM, and APAB 3 for three months in a development environment for manufacturing.
- Manage software projects with USDA and various firms utilizing Visual Basic 4 front-end applications and SQL Server backend. HIPAA Transaction Sets Project Management: I completed an engagement for several hospitals in Georgia finalizing their HIPAA X12n 837 Companion Guides and reject (997) planning. I studied their implementation and testing needs for the 276/277sets, the 278 set and the 835 set. HIPAA Project Working with ERW, I

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did a gap analysis on a physician office project to determine a HIPAA ANSI X12n 837 Professional transaction set requirement and specification. My task as an object-level programmer-analyst was to enhance a chemical and hazardous materials laboratory inventory system written in VB 6 COM objects to prepare for a transition of its data-aware class objects including queries from Access to Oracle and SQL Server 2000 . Was a senior software engineer on a three-year engagement with a telecommunications company. Worked to convert ERP applications like Project Systems and General Ledger data from legacy systems to an SAP R/3 environment with an Oracle database.

### Research Corporation

#### PM Information Technology

- Technical / Functional lead for a federal government contractor. Gathered business requirements from the client team for an Oracle databases and Peoplesoft implementation. Worked with the team in gathering business and functional requirements.
- Worked to convert ERP applications like Project Systems and General Ledger data from legacy systems to a Great Plains environment with an Oracle database.
- Customized the user environment to suit the needs of the client. Developed reports and programs in functional areas for several operating units. Made enhancements to Great Plains standard interfaces, participated with users to develop requirements and technical specifications, performed unit testing of the new development, created change requests to transport development to production after testing, validated and transferred FI/CO/PS data from legacy systems into SAP, implemented the Project Systems module, and provided post-implementation support to the operating units.
- For three years acted a software engineer at a telecommunications company, participated in intranet development using Cold Fusion, JavaScript, HTML and DHTML. Performed detailed analysis and assessments for PL/SQL applications that ran on an Oracle v7.1 environment, and completed several quality audits of the client's portfolio of applications.

### Oracle Education / Certifications

- Oracle PL/SQL Training
- Oracle Advanced PL/SQL Training
- Oracle DBA Fundamentals 1

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**14875 Landmark Blvd**

**Suite 100**

**Addison, TX 75254**

**(214) 245-4580**

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