

# KAVYA PRASAD

## Oracle Fusion Sales and Service

☎ +971 553859887, +91 8921435458

@ kavyaprasad42@gmail.com

🌐 [www.linkedin.com/in/kavya-prasad-096001194](https://www.linkedin.com/in/kavya-prasad-096001194)

📍 Abu Dhabi Emirate

## SUMMARY

I am an 2.6+ years experienced Oracle Fusion Sales and Service developer with a strong background in Sales and Service Cloud modules, specializing in implementation, support, and customization. Over the years, I've worked across diverse industries including manufacturing, automotive, and banking, delivering solutions for clients like Hindalco Industries, Motors Gate Company, Arab National Bank, and Riyadh Capital. My expertise spans across tools like Visual Builder Cloud Service (VBCS) for UI development, Redwood, OIC for integrations, and reporting tools like BI Publisher and OTBI. Have been recognized for independently managing key projects, receiving a Spot Award for my work at Motors Gate. With a balance of technical skills and business understanding, I focus on building scalable, user-friendly solutions that drive efficiency and support business goals.

## EXPERIENCE

### Oracle Consultant

Speridian Technologies

📅 04/2025 - Present 📍 United Arab Emirates

### Oracle Developer

Speridian Technologies

📅 10/2024 - 03/2025 📍 Trivandram

## PROJECTS

### Hindalco Industries Ltd.

**Modules:** Oracle Fusion Sales & Service | VBCS

- Designed and developed digital customer portal using Visual Builder Cloud Service (VBCS) to extend Oracle Fusion CRM functionality for manufacturing workflows.
- Created intuitive user interfaces, integrated REST APIs, and developed dashboards for sales and service analytics.
- Customized Oracle Cloud flows with Application Composer, Groovy scripting, web service calls.
- Delivered role-based apps for sales and support teams, reducing ticket creation time by 40% and boosting CRM adoption.
- Delivered role-based dashboards and reports using OTBI and BI Publisher, enhancing visibility for senior stakeholders.
- Collaborated with business users to gather requirements and ensured post-go-live support and training.
- Been part of OIC where I developed basic OIC knowledge to debug the error in integration

### Motors Gate Company

**Modules:** Sales Cloud | Service Cloud | BI Publisher

- Solely managed the Oracle Fusion CRM support for Sales and Service Cloud modules, ensuring 99.9% system uptime and rapid issue resolution.
- Resolved day-to-day user issues, handled configurations, built workflows, and wrote Groovy scripts to automate CRM processes.
- Created custom notifications, approval rules, and service level escalations for service requests and sales cycles and liaised with Oracle Support through SRs and coordinated functional testing and deployments.
- Delivered role-based dashboards and reports using OTBI and BI Publisher, enhancing visibility for senior stakeholders. Working in BIP helped me to develop my SQL knowledge.
- Reduced average ticket turnaround time by 30% by implementing proactive issue monitoring and documentation.
- Worked with other team like CPQ, ERP which developed my basics understanding of the applications.
- Awarded a **Spot Award** in recognition of independently managing the support operations and ensuring a smooth user experience without escalations.

### Arab National Bank

**Modules:** Service Cloud | VBCS

- Played a key role in implementing Oracle Fusion Service Cloud for the bank's retail and corporate banking teams.
- Implemented service category through redwood category option. Integrated Fusion CRM with internal banking systems using Oracle Integration Cloud (OIC) and secure REST APIs.
- Customized service request lifecycle for customer support teams, including SLA tracking and automated escalations.
- Developed and deployed custom applications using Visual Builder Cloud Service (VBCS) to enhance and extend standard Oracle Fusion Sales and Service functionalities.
- Integrated VBCS apps with Fusion data models and external APIs to streamline customer onboarding and case handling.
- Customized business flows using Application Composer and Groovy scripting to align with banking-specific processes.

# PROJECTS

## Riyadh Capital

- Modules:** Sales Cloud | BI Publisher | Service Cloud | Redwood
- Majorly worked in Sales account, contact, leads and opportunities.
  - Worked in Redwood Module to build the UI.
  - Built custom dashboards for financial advisors using BI Publisher and OTBI, improving reporting efficiency and client tracking.
  - Troubleshooting complex issues, conducting root cause analysis, and implementing long-term fixes to improve system performance and user satisfaction.
  - Leading and participating in full-cycle implementations of Oracle Fusion applications, including requirement gathering, solution design, configuration, testing, and go-live support.

# EDUCATION

## Master of Technology - Computer science and information system

Rajagiri School of Engineering & Technology

01/2020 - 01/2022

## Bachelor of Technology - Computer Science

Nehru college of Engineering and Research Centre

01/2016 - 01/2020

# SKILLS

## Packaged Applications

Oracle Fusion Sales and Service Cloud   Redwood   Basics of Oracle Integration Cloud   Basics of CPQ

## Web Technologies

HTML   CSS   JavaScript

## API Integrations

REST   SOAP

## Development & Customization

OTBI & BI Publisher Reporting   Visual Builder Cloud Service (VBCS)   Application Composer   Groovy Scripting   Routines

Business Process Management (BPM Worklist)   Role-Based Access Control (RBAC)   External Data Loader Client (EDLC)

## Database


SQL

# CERTIFICATIONS

Oracle Cloud Infrastructure 2024 Generative AI Certified Professional   Oracle Redwood Application 2023 Certified Developer Associate   Oracle Sales Business Process Certified Foundations Associate Rel 2

Classical algorithms of Artificial intelligence and machine learning

# AWARDS

 **Spot Award**

I've been recognized for independently managing key projects, receiving a **Spot Award** for my work at Motors Gate.

## LANGUAGES

English

Hindi

Malayalam

## COURSES

Cybersecurity  
March 2023

BB - Cybersecurity  
April 2024

## HOBBIES AND INTERESTS

Dancing

Singing

Carroms

Badminton

Cricket