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# ORACLE RIGHTNOW CX ADMIN RESUME

Richard Abernathy  
1657 Dovetail Estates  
Clinton, OK 73601  
(333) 861-8338  
Email : [email]

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## Career Goal:

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A talented Oracle RightNow CX Admin seeking to work in a friendly environment where I can freely contribute my skills in .NET, MySQL and RightNow CX technologies

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## Technical Skills:

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Expertise in RDBMS applications:

- MySQL
- Oracle
- SQL Server

Specialist in data modeling tools:

- Star schema modeling
- Fact and dimension tables
- Erwin

Dexterity in reporting tools:

- Desktop intelligence
- Universe Designer
- OBIEE

Quick and excellent in DB tools:

- TOAD
- Teradata
- SQL Loader

Thorough understanding of ETL tools:

- Informatica PowerCenter
- SSIS
- Power Exchange

Functional knowledge of software applications:

- MS SharePoint
- MS Visual Studio
- Salesforce

Comprehensive knowledge of JavaScript libraries:

- JQuery
- Sencha

Immense abilities to:

- Design custom interfaces and support business analytics
- Develop service cloud and understand RightNow CX administration

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## Relevant Experience:

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Oracle RightNow CX Admin  
Accenture  
January 2012 – Present  
Clinton, OK

- Assisted in vendor evaluations and reviewed client gains.
- Formulated plans to support system efficiency and performance.
- Participated in removal of old reports and mailboxes.
- Conducted training sessions relating to RNT data models and system audits.
- Supported report development tasks and participated in RFPs.
- Documented policies for improvement of business rules.
- Created mailboxes and monitored report generation activities.

- Provided support in business analysis for existing system implementation.

Oracle RightNow CX Admin  
Eventus Solutions Group  
November 2010 – January 2012  
Washington, DC

- Resolved technical issues in coordination with RightNow teams.
- Maintained and managed system access in order to comply with license formalities.
- Documented client gains and supported flow of contacts.
- Participated in verification of data with reporting activities.
- Formulated business strategies with desktop spaces and RightNow rules.
- Reviewed system efficiency to determine performance gaps.
- Suggested enhancements for knowledge base to ensure customer service.
- Managed Footprint applications and executed SOX compliance tasks.

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### **Educational Background:**

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Master's Degree in Computer Science  
North Central Michigan College  
August 2008 – May 2010  
Petoskey, MI

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### **Professional Certification:**

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Oracle RightNow CX Cloud Service 2012 Certified Implementation Specialist July 2010

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