Siebel Certified

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**Professional summary:**

15+ years of IT experience in oracle Siebel Applications. Experiences in the areas such as technical, functional design, analysis, consultation, configuration, development, project management, maintenance and production support.

**overall SUMMARY:**

|  |  |
| --- | --- |
| **CRM Application** | Siebel 7.5.3/7.7/7.8/8.1.1.7, IP16 and IP19 Sales, Call Center, Marketing, Field Service, Life Science(ePharma), Finance/ Insurance, ePublic Sector and Public Sector |
| **Siebel Technical Details** | Siebel 7.5.3/7.7/7.8/8.1.1.7, IP16 and IP19 Tools, Business Component, Business Service, Workflow Policy, Workflow Process, Assignment Manager, EIM, Order/Samples management, Server Administration and Siebel Encryption and Case Management |
| **CRM Integration** | Web Services, MQ Series, Http Interface, EAI and EBC |
| **Operating system** | Windows Server 2000 through 2008 R2 and Windows 95 through 7. |
| **RDBMS & Tools** | Oracle 10g/9i, SQL Server 2005, Toad, SQL Navigator |
| **BI/ETL Tools** | OBIEE, SQL Loader. |
| **Data Quality** | First Logic’s 2.10C/XI |
| **Helpdesk Tools** | Remedy Helpdesk, Redmine. |
| **Software** | PL/SQL, MS Word, MS Excel, MS PowerPoint, Visio, XML |

**Installation/upgrades:**

* Experience in Siebel upgrade.
* Installation of Siebel 8.1/8.0/7.8 Siebel Web server, Web Server, Siebel Servers, Gateway, Enterprise, Component groups, Components, Siebel Database, Dedicated and Mobile client, Seed data import, Import/Export of repository for Test/Dev and production environment.
* Oracle 10g, MS SQL server 2005/2008 R2 installation, configuration, Mid-level Administration
* OBIEE server Installation, Meta Data Migration, Configuration or multiple database, Dashboard configuration, Reporting, schema configuration.
* Informatica Installation and configuration.
* Upgrade Siebel 8.1.1.3 to 8.1.1.9 open UI.
* Upgrade Siebel to IP16.
* Upgrade Siebel to IP19.
* Implement TLS security.
* Implement SSO with ADSI configuration.

**Configuration/Customization:**

* Customized Applets, Business Components, Views, Workflows, Assignment Manager and Business Service, Business Objects, User properties, Extension Tables, columns, Pick Lists, Joins, Links, MVG, IO, Calculated fields, Workflow Policies, Workflow process, Run Time Events, Extended Business Components (EBC), Audit Trail, Sequencing, Business Rule processor (BRP), State Model and Virtual Business Component
* Email response configuration for SR/Activity management, Workflow Policies/Actions & Workflows.
* Encryption of SSN and financial details using Siebel vanilla RCA method.

**Integration EAI/EIM:**

* Web services Inbound/Outbound integration with external systems.
* EAI using HTTP Integration to Integrate with External
* Configuration of Names subsystems, eai.cfg and eapps.cfg file, Import/Export of WSDL file to meet the integration needs.
* Expertise in Enterprise Integration Manager (EIM) for Importing, Exporting and Updating Siebel data from legacy system using SQL loader and PL/SQL procedures
* Developing, Monitoring and controlling of automated scheduled jobs to synchronize date between Siebel database and legacy database using technologies.

**Server Admin/Support Activities:**

* Resolving production / maintenance critical issues in Siebel.
* Server administration, Server components, File systems, AOM, server manager and remote client management and clustering of App Servers and Load balancing of Siebel Servers and IIS admin for Web servers.
* Monitor agent configuration, Workflow components EIM job scheduling, database extract, Mobile client/ Remote user setup, Subsystem, Profile Configuration.
* Monitoring of Siebel server components, Actuate report to ensure the Siebel application availability to all the users

**Architecture/ Processes/Compliance and Adherence:**

* Good Experience in Project management tools such as Rational Req
* Pro, Clear quest, and Test Manager to maintain defects, tracking, reporting, monitoring and controlling of project plan, SLA, release management and Disaster recovery planning.
* Project Leadership/Team/Program Management experience to manage onsite/offshore team management.
* Adherence to SDLC/Agile methodologies Conflict, negotiation and escalation management.

**Business/Functional:**

* Conducted Requirements gathering workshops with business process owners and prepared / reviewed As-Is / To-Be process maps, Functional Specification Documents for assigned Core and Boundary Systems.
* Prepared Use Cases, Functional Specification Documents for the interfaces.
* Worked closely with Business Team and Technical Team to ensure the Business Requirements are understood, broadly communicated and clearly documented.
* Involved in Proof of Concept and Designing the solution to meet functional requirements.
* Worked with Cross-Functional Technical Team and Business Process Owners to coordinate / implement / review Validation Strategies for Data Conversion and Interface of Systems.

**Projects summary:**

**Project:** Client: AT&T, Dallas, TX Jan 20 – Till Date

Position: Siebel Technical Consultant

* Designing solution implementation strategy
* Supporting the application Siebel 7.7 application to integrate with other systems
* Email notification will be sent to users.

**Project:** Client: NLRB, Washington, DC May 12 – Oct 19

Position: Siebel Business/Function/Technical Consultant

* Siebel Public Sector 8.1.1.3 integrated with IIR Data Quality tool for Contact and Account cleansing and Data Matching. Customization and configuration of case and Contact management.
* Data migration from Tiger Application.
* Integrating and fixing Siebel 8.1.1.3 and IIR 2.83 Data quality in contact personal address cleansing.
* Upgrade IIR to 9.01
* Upgrade Siebel to 8.1.1.10
* Implemented Experian Data Quality for Account and Contact address standardization
* Working on upgrading Siebel to IP16
* Send a calendar event setup from an activity through an eMail.
* Upgrade Siebel application from 8.1.1.10 to IP16
* Implement TLS 1.1 and 1.2 security on webserver and SISNAPI calls
* Implement changes using JQuery, Angular JS and UI.
* Good knowledge of business functionality flow and technical components involved in each functional process.
* Created Functional and Technical Documents to define Interface between Siebel Application and external applications.
* **Interface with client and obtain all necessary signoff for documents.**
* **Led the effort to create the interface between Siebel and external applications using Siebel Applications and Siebel Configuration tools.**
* **Performed requirements gathering, prepared Use Cases, process flows and state diagrams.**
* **Involved in the User Acceptance phase and Post implementation support and single point of contact with client in project for carrying out the requirements and changes.**
* **Involved in Proof of Concept and Designing the solution to meet functional requirements.**
* **Knowledge of full requirement analysis for Business process.**
* **Committed team player with multitasking capabilities.**
* Implement SSO with ADSI configuration.
* **Upgraded Siebel system to IP 19 in Dev and working to upgrade in TEST.**

**Project:** Client: Keppler Speakers, Arlington, VA Feb 12 – Apr 12

Position: Siebel Technical Consultant

* Upgrade of Siebel application is performed individually.
* Upgraded the system from 7.7. To 8.1.1.6
* Setup the environments Development, Test and Production.
* Upgraded SQL Server from 2000 to 2008.

**Project:** Client: Lummi Nation, Washington Sep 11 – Jan 12

Position: Siebel Technical Consultant

* Involved in Function specification and Technical Design Documents.
* Setup Development, Test and Production environment for the users.
* Configuration of application to meet the customer’s business processes
* Email templates to for standard outbound email functionality.
* Workflows to send automated emails.
* Setup different programs and the eligibility criteria.
* Data control between programs and different users of the system.

**Project:** Client: NARA, College Park, MD Apr 11 – Aug 11

Position: Siebel Technical Consultant

* Setup training environment for the users.
* Created golden data set for training environment.
* Developed code to auto load the required transactions set in training environment.
* Setup customer and employee portal user’s creations and reset the passwords.

**Project:** Client: FHA, WV Sep 10 – Mar 11

Position: Siebel Technical Consultant

* Replaced existing system Oracle on Demand and third-party email system with Siebel On Premise.
* Data load from existing system.
* Designing solution implementation strategy
* Configuration of application to meet the customer’s business processes
* Involved in creation of Technical Design Documents based on functional specifications.
* Designed BI Reports
* Email templates to for standard outbound email functionality.
* Workflows to send automated emails when SR is created or updated.
* Workflow to create an SR based on inbound email.

**Project:** Client: NARA, College Park, MD Jul 07 – Aug 10

Position: Siebel Technical Consultant

* Designing solution implementation strategy
* Estimated the efforts of the requirements given by the client, by using Function Point analysis.
* Prototypes for Demos to client
* Reengineer its business processes to adapt to the new technologies.
* Translate the business requirements into system requirements for the development or configuration.
* Configuration of application to meet the customer’s business processes
* Design and developed workflows for Online User Registration and forgot password
* Design EBC for accessing the external data and also for improving the search performance on Siebel data.
* Worked on encrypting the data.
* Provided solution for search operation on the encrypting data.
* Worked extensively on Access Groups and User lists for restricting the data on the customer portal based on the user profile.

**Project:** Client: Carrier Corporation, Syracuse, NY Jan 07 – Jul 07

Position: Siebel Technical Consultant

* Provide ongoing Siebel application support and maintenance of the Siebel environments, including application monitoring, issue resolution, fail-over and fail-back testing.
* Analyzed Siebel Marketing Module for implementation.
* Played a role in the creation of new technical environments and establishing appropriate standards and strategies for these environments
* Trouble shooting Memory Leaks, and Failures in Siebel and Actuate Servers / Siebel Components with the help of Siebel Support.
* Manages Siebel servers monitoring the logs and file systems. My tasks include installation, monitoring, administration, backup and recovery, troubleshooting, and tuning.
* Involved in regular activities like reviewing all Environment requests and Environment Maintenance activities such as Repository Migration (Dev2Prod), GenB Script, Code Migration and all other necessary files into Siebel Servers.

**Project:** Client: Pitney Bowes, Stamford, CT Dec 04 – Jan 07

Position: Siebel Technical Consultant

* Functional Spec, tech design, develop, customize for Siebel Field Service/eService/Call Center/Marketing/sales functionalities like Order management integrated with Legacy systems such as SAP R3, SAP HR, NEON Adaptor, MQ Series, SAP MM/ PP, IMS, CIS, Broad Vision, Atlas Wireless handheld Application CTI and IVR systems integrated with call centers.
* Implemented projects
  + SMS (Field Service)
  + SERVICE BILLING (LT T&M and PEB Billing)
  + OASIS (Inside Sales) – Call Center Application
  + APOLLO (Field Service)
  + Pitney Bowes Management Systems (Sales)

**Project:** Client: Putnam Investments (KAD & DB Retrofit), BOSTON May 04 – Nov 04

Position: Siebel Technical Consultant

* Worked with Pick lists, Pick Applets, Drilldowns, LOVs and Associate Applets.
* Configured using Siebel tools to define/modify applets, view, screens, Joins, Links, and Business Components to meet the client requirements.
* Created multiple workflow processes to address various business scenarios.
* Developed PL/SQL for reading the data from file and insert the data into EIM tables.

**Project:** Client: Carrier Corporation, Syracuse, NY Nov 03 – Apr 04

Position: Siebel Developer

* Technical design of Siebel application with respect to business requirement using Siebel tools.
* Customized First logic Tool to meet the requirement of the Carrier Corporation.
* Implementation of Siebel Smart scripts for Tier1 business processes.
* Involved in Installation of First Logic Tool in the Siebel server, Configuration of First logic eDQLink with Siebel Server. Involved in preparation of Unit Test plan, Unit Test Execution, System and Integration Testing.

**Project:** Client: Nava Bharat Ferro Alloys (Stores), India Apr 02 – Aug 02

Position: Siebel Developer

* Designing the application architecture.
* Programming and Testing. ·Designing forms.
* Authored input validation functions.
* Developed database tables testing and fine-tuning of SQL queries.
* Responsible for Creation of reports using Crystal Reports.

**Project:** Client: Granite Export, India Jan 02 – Mar 02

Position: Siebel Developer

* Programming and Testing. ·
* Designing forms.
* Authored input validation functions.
* Developed database tables testing and fine-tuning of SQL queries.
* Responsible for Creation of reports using Crystal Reports.

**Educational summary:**

Master’s in Computer Applications – 2002 from Nagarjuna University.

Bachelors in Math, Economics and Statistics – 1999 from Nagarjuna University

Certified Siebel 7.7 Consultant - 2005