Abhishek Kannawar

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OBJECTIVE

Seeking a challenging and responsible position in the field of customer relationship management (CRM) to utilize my technical and analytical skills in a growth-oriented company assuring good career prospects for committed employees.

PROFESSIONAL SUMMARY

- 5.6 years of experience in IT Industry includes various challenging platforms with strong skills in Siebel Administration, DevOps Engineer, RPA Engineer, Informatica Administration and OBIEE Administration.
- Working at **Innovacx Tech lab Pvt Ltd**, Hyderabad as an "Senior Specialist -Enterprise"
- Install and upgrade experience in different versions of Siebel CRM Application releases and Tools.
- Siebel IP17 Upgrade experience.
- Thorough with Siebel features, functionality, processes and best practices across key modules.
- Have gained strong knowledge of Siebel Server Architecture (Gateway, Enterprise, Siebel Servers), Repository migration, Siebel Server, Gateway installation.
- Functional expertise in Siebel across multiple domains.
- Responsible for all the Siebel application environments along with monitoring and supporting Production issue investigation and resolution.
- Installed and configured IBM Web-server (3rd Party) for Siebel CRM Application.
- Experience in installation of Informatica (9.5.1 and 9.6.1) with Power Center Client tool.
- Experience in installation of Oracle Business Intelligence Enterprise Edition 12c (OBIEE) with Administration Tool.
- Have interacted with customer on various occasions to understand requirements and suggest timeline on various deliverable after analyzing potential hurdle.
- Demonstrated track record of leadership capabilities by managing small to large projects as well as an effective team player

PROFESSIONAL EXPERIENCE

- Working as a Siebel, OBIEE, Informatica Administrator and DevOps team lead at **Innovacx Tech lab Pvt Ltd**,**Hyderabad** from Nov 2019.
- Worked as a **Siebel** Administrator, **DevOps-RPA** Engineer at **LTI, Pune** from **March 2018 to Nov 2019**
- Worked as a Siebel, OBIEE and Informatica Administrator at **Cognizant technology solution, Pune** from **May- 2015 to Jan-2018**.

EDUCATION

- Bachelor of Engineering (B.E) in Electronics and Telecommunication in **2010-14**.

CERTIFICATION

- **Oracle Cloud Infrastructure Foundation Associate – Jul. 2020**

TECHNICAL SKILL & Tools

CRM	Siebel 8.1.1.11, IP2015, IP2016, IP2017, IP2019.
Development Tools	Siebel Tools, SQL developer.
Database	Oracle 10g, Oracle 11g, Oracle12c.
Other Tools	HP Quality Center, BMC Remedy tool, JIRA, SVN, Clearcase, Jenkins, Git, UiPath, ServiceNow.
Operating System	IBM-AIX, Windows 2008, Windows 2010, Windows 2012R2
ETL Tool	Informatica (9.5.1, 9.6.1), Informatica Power center client Tool.
Reporting Tool	OBIEE (11g, 12c), Administration Tool.
Webserver	Apache Tomcat, IBM-IHS, IIS (Windows), OHS.
Middleware Tool	Websphere MQ.

PROJECT DETAILS

Project	Sleepnumber corporation	**Organization**	**Innovacx**
Start Date	Nov 2019	**End Date**	Till now
Client	Sleepnumber corporation	**Team Size**	5
Role	**Siebel administrator** and **Devops/RPA** Engineer.		
About Client	Sleep Number is a U.S.-based manufacturer that manufactures the Sleep Number and Comfortaire beds as well as foundations and bedding accessories.		

Roles & Responsibilities:

- Siebel IP2020.6 Upgrade from Siebel IP2016 version.
- Upgradation of BIP11G to BIP12C version.
- Installation of BIP12C on Unix server in cluster mode.
- Integration of Siebel IP20.6 with BIP12C.
- Implementation Siebel Mobile application for Sales representative.
- Installation of Trillium Software and integrating with Siebel UCM.
- Role of Siebel Administrator and supporting L2/L3 issue related to Siebel Servers.
- Managing seventy environments including Production.
- Involved in Data center migration activity.
- Also, provided help in local DB extracts. Siebel EIM and EAI to load data, execute batch jobs, clean up tables, integration with other applications, Web Services and Middleware.
- Took up initiatives in creating and standardizing documentation on Siebel Server architecture, administration, maintenance and troubleshooting, which was responsible to rapid reduction in production issues/tickets in a short duration of time.
- Working with DEV Team to deploy repositories on the Testing and the Production environments.
- Production processing, Scripts Monitoring, troubleshoot of production failures.
- Release of patches, updates and upgrades on DEV, Test and Production Environment.
- Performed repository migration, Server installation, version upgrade, and other admin related activities
- Preparing Root Cause Analysis document for critical incidents.
- Involved in the Application Administration tasks such as System Preferences, assigning views and responsibilities.

Project	Eaton Managed services	Organization	LTI
Start Date	March 2018	End Date	Nov 2019
Client	Eaton Corporation	Team Size	25
Role	**Siebel** Administrator and **Devops/RPA** Engineer.		
About Client	Eaton Corporation is a multinational power management company, they provide energy-efficient solutions that help our customers effectively manage electrical, hydraulic and mechanical power		

Roles & Responsibilities:

- E2E Environment Setup
- Siebel IP2019.7 Upgrade from Siebel IP2015 version.
- Installation of BIP12C on Unix server in cluster mode.
- Integration of Siebel IP19.7 with BIP12C.
- Siebel AI load balancing using apache Modjk connector.
- Role of Siebel Administrator and supporting L2/L3 issue related to Siebel Servers.
- Managing seventy environments including Production.
- Implemented Gateway High-availability for Disaster recovery.
- Providing daily support for a set of applications supporting regular health checks.
- Also, provided help in local DB extracts. Siebel EIM and EAI to load data, execute batch jobs, clean up tables, integration with other applications, Web Services and Middleware.
- Took up initiatives in creating and standardizing documentation on Siebel Server architecture, administration, maintenance and troubleshooting, which was responsible to rapid reduction in production issues/tickets in a short duration of time.
- Working with DEV Team to deploy repositories on the Testing and the Production environments.
- Production processing, Scripts Monitoring, troubleshoot of production failures and perform job recovery.
- Release of patches, updates and upgrades on DEV, Test and Production Environment.
- Performed repository migration, Server installation, version upgrade, and other admin related activities
- Preparing Root Cause Analysis document for critical incidents.
- Involved in the Application Administration tasks such as System Preferences, assigning views and responsibilities.
- Data migration such as RTE, LOV, Data maps, Rule sets, etc. from DEV - QA -Production environment.
- Monitoring and analyzing Siebel Error Logs and FDR files for crashes analysis.
- Created and automated Siebel statistics usage reports to analyze the performance issues.
- Automation of admin alerts notification for workflow process manager tasks errors.
- Troubleshooting the application performance issues and problems related to the various Environments.
- Understanding and analysis of Business requirements and Functional specifications.

Project	Siebel Production Line	Organization	Cognizant technology solutions
Start Date	May 2015	End Date	Jan 2018
Client	Deutsche Telekom	Team Size	25
Domain	Telecom (Order Management)		
About Client	Deutsche Telekom AG is engaged in the provision of telecommunication, information technology, multimedia, information and entertainment, security, and sales and agency services. The company operates through following segments: Germany, United States, Europe and Systems Solutions and Group Headquarters & Group Services.		

Roles & Responsibilities:

- Changes going to production/repository migration.
- Hands on experience of Log monitoring.
- Hands on experience of SRF Complication and replacement.
- Local DB Extract & Initialization for Developers.
- Create and validate the BI publisher Reports and run the job.
- Follow-up with Siebel/Oracle support with regards to issues.
- Hands on experience of file system attachments.
- Troubleshooting of server busy error messages.
- Handled Trouble shooting issues on Siebel Application Servers.
- Co-ordination with DBA/other support teams for planned/unplanned outages.
- System monitoring, health checks, capacity planning.
- Written shell script for:
    1. Siebel and gateway Core status as well as check full core parameter on OS level.
    2. Monitoring the Schedule Cron-jobs.
    3. Automate the Release creation activity.

Project	OPUS and Xela Sales	Organization	**Cognizant technology solution.**
Start Date	May 2015	**End Date**	Jan 2018
Client	T-System.	**Team Size**	7
Role	Informatica and OBIEE Administrator.		
About Client	Deutsche Telekom AG is engaged in the provision of telecommunication, information technology, multimedia, information and entertainment, security, and sales and agency services. The company operates through following segments: Germany, United States, Europe and Systems Solutions and Group Headquarters & Group Services.		

Roles & Responsibilities:

- Installation of **Informatica**, **OBIEE** and integrate with Siebel application.
- Involved in Data center migration.
- Installation and configuration of Power Center client tool 9.5.1 and version upgrade from Informatica 9.5.1 to 9.6.1
- Configuring the Informatica Repository, Repository management and creating the users and giving proper privileges to them.
- Worked on Informatica repository backups & restore activities.
- Monitor the Informatica Workflow and analyze the failure of Workflow and Coordinate with development team.
- Experience in handling Incident and Change Management (CRQ) requests through Remedy tool.
- Deployment of releases to QA, UAT and prod environments and be responsible for coordinating with third party teams for releases to Production & Assembly environments.
- Installation of Oracle Business Intelligence Enterprise Edition and version upgrade from 11g to 12c.
- Integrated OBIEE 12c SSO with Siebel CRM.
- Applied Patch sets on OBIEE 12c.
- Managing the RPD files and deploys the releases to QA, UAT, and Prod environment.
- Managing the Catalog files as per releases.
- Written shell script for:
  - ✓ Automate the Monitoring of Workflow Logs.
  - ✓ Automate OBIEE deployment.
  - ✓ To alert when OBIEE services goes down.
  - ✓ To alert when Informatica services goes down.

❖ **DevOps and RPA Implementation**

➢ **IBM Clear-case and Jenkins** integration for Open-UI deployment with Approval feature.
➢ **RPA Implementation** for Siebel App admin task using **UiPath Tool** without Manual Intervention.
➢ Developed **Monitoring Dashboard** for Siebel Environment with all Parameters i.e (component check, Siebel server status, gateway server status, Web-server status, OS Uptime, etc)**.**
➢ Performing POC to **Automate the Siebel, Informatica and OBIEE deployments** using **Ansible tool**.
➢ **Migration of Siebel, Informatica and OBIEE application** from on-primes to **OCI.**
➢ Performing POC on **Azure DevOps** to automate the **Siebel CRM release in agile methodology**.
➢ Written shell script :
  ✓ Automate the SRF Exchange activity.
  ✓ Created the Log extraction tool.
  ✓ Alert system for multiple version of Workflow in completed state.
  ✓ Component status checks script.
  ✓ Siebel Server Status.
  ✓ Gateway server status.
  ✓ Web-server status.
  ✓ OS Uptime.
  ✓ Disk space status.
  ✓ Siebel Core status Report.
  ✓ Log-level Increment and decrements of Siebel component.
  ✓ Component Parameter Comparisons tool.
  ✓ **One-Click BIP installation Tool**.

ACHIEVEMENTS

- Got "**RISING STAR**" awards in 2016 for my commitment to being essential and being true to COGNIZANT core values.
- Got "**ABOVE AND BEYOND**" award in 2016 for automating the manual task.
- Got "**Delivery Excellence**" award in 2017 in recognition of contribution and commitment towards Siebel and Analytic operation.

PERSONAL PROFILE

- Full Name :   Abhishek Kannawar
- Date of Birth :   April 02, 1993
- Languages: English, Hindi, Marathi, German (Completed L0 level Course).
- Address :   Sriram Nagar, Hyderabad, Telangana, INDIA-500032 **.**

DECLARATIONS

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Date: **Abhishek Kannawar**