

VENKATESH N



CONTACT

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SKILLS

- Telecom Domain Knowledge
- Siebel CRM
- Business/Solution Architect
- Siebel Tools, Configuration
- Siebel Scripting, Workflow
- Order Management
- Oracle SQL
- Oracle BI-Publisher

EDUCATION

06/2012

Bachelor of Science -
Electronics And
Instrumentation Engineering

Anna University
Chennai

AUTOMATION

- Automated shell script to daily export files to Willis on the migrated insurance from Siebel

SUMMARY

Results-driven with strong history of contributing to CRM development, design, establishing team objectives and overseeing project milestones. Methodical and well-coordinated professional with experience in Siebel CRM with Scrum framework and Agile-based environments.

EXPERIENCE

Senior Software Developer
Telia, Sweden - Accenture | Bangalore, Karnataka

07/2016 - Current

- Extensively worked as a developer and delivered Siebel software solutions for Telia(Telco industry)
- 7+ years hands-on experience in Siebel Tools, Configuration, Scripting, Siebel EAI and Workflow
- Worked as a Senior Consultant in Sweden for Telia-Stockholm onsite. Handled design sessions with clients for Siebel Application
- Responsible for details solution design,requirement analysis,conduct demo to client on the user stories and handover requirements to dev team as Design Architect
- Oversaw the team and assisted them in build/test activities and work assignment to resources based on availability/priority
- Key role as Design Architect to discuss with business on the new proposals,CR for any enhancement, responsible to identify solution Gap and conduct requirement analysis e2e involving other systems
- Coordinated Siebel deployments, testing and code corrections. Coordinated with QA testers for end-to-end unit testing and post-production testing.
- Demonstrated exceptional interpersonal and communication skills, which improved collaboration between Telia and 3rd Party Integrated systems

- Automated shell script to update the SAP material Attribute in Siebel from SAP, involving 3M record updates in prod
- Automated critical production issue to load bulk data into Siebel. Load of 10K records in best performance time, demoed the POC to Client and got approval as a user story to resolve the production issue.
- Automation Campaign Id handler, shell script to update 1.5M record in prod and export/synch the list of updated records to Cache

Software Developer
Orange, France - Accenture | Bangalore, Karnataka

- 04/2015 - 07/2016
- Responsible for requirement analysis, technical solution design, handover user stories to Dev team
 - Developed E2E solution handling Siebel Order Management and customized the Asset based Ordering involving:
Account, Order, Asset, Activity, Service Request entities
 - Communicated with customers about progress updates, gathered feedback and worked to resolve concerns.
 - Hand-on experience in Siebel Tools, Configuration, Workflow, Oracle BI Publisher and Product Configuration.
 - Intense knowledge in Siebel trouble ticket management with downstream systems like AIA/OSM.
 - Peer review on the deliverables, technical guidance for code reusability and performance effectiveness.

Software Developer
SFR, France - Wipro Technologies | Pune, Maharashtra

- 03/2013 - 04/2015
- Analyzed solutions and coding fixes for software problems and Modified existing Siebel configuration/code to enhance performance
 - Technical implementation for Siebel CRM, Clarify CRM applications.
 - Delivered end-user training allowing CSR's to make easy updates and maintain the website without developer assistance.
 - Conducted full life-cycle software development in multiple software environments. Tested Siebel application prior to go-live to alleviate bugs and troubleshoot issues.
 - Communicated highly technical concepts using easily understood terminology.
 - Designed, developed and implemented user stories with Siebel Tools, Workflow and Scripting.