**Arivazhagan A C**

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**SUMMARY**

* 16+ years of Consulting Experience on CRM & Telecommunications involving Vlocity, Sales force, Siebel CRM, & Cloud Technologies
* 4+years of experience in Salesforce/Vlocity
* Experience on Vlocity Product Modelling -Vlocity CPQ
* Effectively understand business needs and distilling the information into business and technical requirements
* Excellent understanding of Software Development Life Cycle (SDLC) including analysis, requirement, design, development, enhancements, testing, deployment and maintenance of enterprise applications
* Demonstrated In-depth knowledge of key processes in industry-specific solutions
* Analyze functional and non- functional requirements to create technical designs, data models and data migration strategies to support implementation and maintenance of the data integration solutions.
* Involved in technical design sessions; architect and document technical solutions aligned with client business objectives; identify gaps between client's current and desired end states
* Excellent understanding on software development life cycle and Agile/Scrum mode.
* Well-versed with Vlocity out of the box features and functionalities.
* Able to communicate well with both business Subject Matter Experts and technical design and developers

**EDUCATION**

* Bachelor of Commerce
* Master of Business Administration
* PG Dip. in Computer Programming & System Analysis
* **ITIL® Foundation Certified**

**EXPERIENCE SUMMARY**

**Aug 2016 – Oct 2020, Consultant in Futureware Technologies Pvt Ltd**

Period: Aug 2019 to April 2020

**Client: Confidential, Telecom Company**

* Worked with complex business requirements and translating into the design of Vlocity Communications industry solution
* Optimize and improve the overall runtime of Omni scripts, Data Raptors and Vlocity Integration Procedures using best practices.
* Manage the technical delivery of custom development, integrations, and data migration elements of a Sales force implementation
* Implemented best development practices for Vlocity CPQ, EPC.
* Mapped Telco EBU business requirements to the CPQ / COM Package
* Worked on New LWC Velocity Data Tools.
* Worked on Digital Commerce API and Configured LWC(HTML,CSS,JS Files)
* Experience in CI/CD Tools.(GitHub, Vlocity DX)
* Implemented Order Decomposition Configuration/ Orchestration and Data Mapping.

Period: Nov 2018 to May2019

**Client: Confidential, Europe Based telecom( contract)**

* Strong Implementation and Integration experience using Custom objects, Triggers, workflows/ workflow rules, approvals and Apex classes.
* Configured Lightning components, Lightning App Builder, REST API integration.
* Manage user stories for developers: prioritizing stories within a sprint and serving as an escalation point for the developers on all technical questions or issues
* Assist the Technical Architect in aspects of solution design
* Implemented platform authentication patterns (SAML, SSO, OAuth)
* Move, Add, Change and Disconnect (MACD) Order Decomposition & Orchestration
* Worked Orchestration Plan instance, Orchestration Item Details and the current State, worked order processing workflow at design-time as an orchestration plan and created order processing tasks as orchestration items.
* Configured worked Milestone, Manual Task, Callout, Push Event.

Period: April 2018 to Sept 2018 - POC Project in Vlocity

* Comfortable working with complex business requirements and translating into the design of Vlocity Communications industry solution
* Use knowledge of Vlocity OmniScript, Vlocity Data Raptors, Vlocity cards, Vlocity integration procedures, etc.,
* Experience with system integrations involving Salesforce.com web services, Open API as well as Vlocity Integration Procedure.
* Set best practices including integration and application development, deployment, testing (unit and systems), and iterative refinement
* Perform and plan code reviews with developers on a consistent cadence

Role: Salesforce Support Project-HEB Grocery Company

Dec’ 2017 – March 2018

* Creating Validation Rules, Workflow and Approval Process.
* Involved in Designing Reports, Dashboard, Lighting component
* Responsible for writing Apex, Trigger, Controller ,Classes, Apex Class
* Designed and Implemented web service REST API call over HTTP
* Involved in migration of data from one sandbox environment to another sandbox environment using change set.
* Proficient in using meta-data migration tools like Eclipse IDE and Sales Force Apex Data Loader with code analysis.
* Provides Salesforce.com development, integration, and admin services.
* Assists other developers in learning new functionality, products

**August 2013 –June 2016, Privately Owned Consultant Firm - Consultant**

* Created a high-level design for an end-to-end integration by defining data between the applications, mapping business processes by working with business analysts and architects
* Integrated Service Management process with Cross processes through extensive interlock sessions with Order to Cash.
* Freelancer Job (Siebel, Salesforce, Tableau) Technical Projects/Courses.
* Leading Technical and pre-sales discussions.

**Oct 2010 - Jan 2013 Sr. Advisory Consultant, IBM India Pvt Ltd**

**Role:** Sr. Advisory Consultant

Clients: IDEA, Mobinil (Egypt),AT&T

**Project:** Blue Ocean CRM project Wave

**Client:** Mobinil

**Responsibilities** Performed Siebel Data Migration Manager-Prepaid Managing and Planning development, and Deployment Data Migration in prepaid Team for different Circle activities, Activities include preparing Deployment plan for each releases and application support activities. Co coordinating with other towers of prepaid and ensuring delivery.

* Participated in response management, event management and the financial planning aspects of Siebel Marketing.

**Oct 2008 – Oct 2010 Tech Lead/Project Manager, Tech Mahindra Limited, India**

**Role:** Tech Lead/Project Manager **Project:** Open Reach **Client**: British Telecom (BT)

**Project Description**

As a Technical Manager-Deployment Manager for Open reach Project involved in Planning development, and Deployment Management activities, Prepared Deployment plan for each releases and application support activities.

**Responsibilities**

* Successfully implemented Agile methodologies and involved HLD and LLD design for various projects in Siebel
* Reviewed the designs with the stake holders and obtains their acceptance and coordinate with the architecture team finalize the design and release plans.
* Responds to customers questions in active short-term sales cases. Provides support from initial stage of customer technical meetings, to RFP, to technical negotiation and opportunity closure. Supports RFP team on solution description, Scope of Work (SoW)

**May 2006 – Sep 2008 Siebel Consultant, Wipro technologies, India &USA**

**Role:** Siebel Consultant

**Project:** Siebel Production Support & Maintenance

**Client**: ALL STATE INSURANCE CO Chicago USA

**Environment**  Windows 2003 Server Windows, Siebel 7.8, Oracle 9i, SQL

**Responsibilities**

* Campaign management data processing activities. Participated and shared Siebel technical knowledge with Business and Upgrade version to Siebel 8.0 version.
* Consultation provided to improve the Siebel Application Performance/ supporting system with Business Analysts.
* Involved in Pre-Sales activities like preparing the SOW and RFA and RFI Activities

**Nov 2005 – Mar 2006 Genovate Solutions Pte Ltd, Singapore**

**Role:** Siebel Consultant **Project**: Siebel Financial Services 6.0.2

**Client**: **Malaysian National Insurance, KL Malaysia**

**Environment**: Windows 2000, IBM MQ Series, See beyond Egate Monitor, SQL Server

**Responsibilities**

* Administration of Siebel Environment, Updating the batch files
* Applied the patches for Siebel and Middleware Software
* Responsible for checking daily server components states in Production Environment and Trouble Shooting