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| **PRIYANK NAGAR**nagar.priyank@gmail.com+91-9766393404 |
| **Key Skills**

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| Siebel CRM |
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| Development and Support |
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| Client Management |
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| Designer and Architect |
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| Stakeholder Management |
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| Excellent Troubleshooting Ability |
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| Agile & Waterfall |
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 | **CRM Delivery Lead** |
| career24x24icons **Profile Summary** |
| * CRM expert with overall 14 years of experience
* CRM Delivery Lead with exposure to all aspects of project lifecycle in both agile and waterfall methodologies
* Leading a team of 80+ members for Vodafone UK as Siebel CRM Delivery Lead; delivering a portfolio of new products/functionality to market in monthly releases
* Delivered key automations for the client:
	+ Inhouse Self-serve tool to automatically deliver product designs
	+ Siebel Transaction Log Analyzer for Performance Test using Python
	+ SQL Analyzer for Siebel logs to highlight non-performing SQLs using Python
* Have worked closely with client for 3 years at onshore for requirement gathering, estimation and architecture design along with delivery and support activities
* Excellent problem solving, debugging and analytical skills. Team leading ability, positive attitude and result oriented approach; quick learner and willing to adapt to new challenges & technologies.
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| **Career Timeline** |
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| **Technical Skills** |

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| **Domains** | Telecommunication, Public Sector andPharmaceuticals |
| **Project Management Tools** | Jira, Kanban board, Rational Jazz |
| **Software Configuration Management Tools** | GIT, SVN, Rational Clear Case, Microsoft VSS |
| **Build Automation Tools** | Jenkins, Chef |
| **Static Code Analysis Tool** | SonarQube |
| **Defect Management Tools** | HP Quality Center, Rational Clear Quest |
| **Technology** | Siebel CRM (v 7.7, 7.8, 8.0, 8.1, 8.2, 15.0, 20.0), Siebel Open UI, JavaScript, HTML, CSS, jQuery |
| **Integration Technologies** | Siebel EAI, REST APIs, Web Services, XML, SOAP, VBC, EBC, HTTP |
| **RDBMS** | Oracle 9i, 11g |
| **Operating Systems** | Windows, Linux |

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| exp24x24icons **Work Experience** | **NewCo - Vodafone UK, Pune/Newbury*** Managing CRM delivery as well as L3 support from offshore for major and minor releases
* Managing forecast, cost, estimation and capacity for the team
* Managed Agile and Waterfall delivery along with migration from waterfall to agile
* Delivering a diverse portfolio across mobile, fixed telephony and broadband domains
* Worked closely at onshore pre and post Go-Live of the system with L1 & L2 support teams
* Delivered automation using various DevOps tools e.g. Jenkins, Chef, SonarQube
* Leading troubleshooting, incident response, and critical go-live issues in a timely manner

**DWP - Department of Works and Pension (UK), Pune/Runcorn*** Identify and Define Business Process with Business Analysts
* Created Technical Design Document Template, Siebel Configuration & Coding Guidelines, Integration Control Document Template and Peer review templates
* Analyze, estimate and design Siebel CRM Technical Solutions for the given business processes
* Lead offshore team and help team members by resolving technical queries and issues.
* Involved in training and support to Users at onshore

**CamLite R12.3 - Department of Works and Pension (UK), Pune** * Lead offshore team and help team members in technical queries and issues
* Design Siebel technical solution for the given business processes
* Involved in documenting Technical Design for various modules
* Involved in tech design reviews and code reviews

**Sales Force Automation - Vodacom (South Africa), Pune*** Client interaction regarding production issues and bug fixes
* Involved in configuration, scripting, workflows, business services, EAI (web services), order management, smartscripts and email functionality
* Involved in documenting Technical Design for various modules.
* Implementing Change Requests

**Solution Center - T-Mobile (Germany), Pune*** Client interaction regarding production issues and bug fixes
* Involved in configuration, scripting, workflows, business services, EAI (web services), order management, smartscripts and email functionality
* Involved in documenting Technical Design for various modules.
* Implementing Change Requests

**Electronic Customer Management System - Pfizer (UK), Mumbai*** Configuration and development of the core and localized requirements for different languages
* Preparing and executing the Unit / Integration test plan
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| **Associate Manager****Accenture****Nov’13 – Till Date****Team Size: 86****Team Lead****AtoS****Jul’12 – Nov’13****Team Size: 10****Team Lead****AtoS****Apr’12 – Jul’12****Team Size: 6****Senior Software Engineer****AtoS****Nov’10 – Apr’12****Package Solution Consultant****IBM****Sep’08 – Oct’10****Technical Analyst****Cognizant****Nov’06 – Aug’08** |
| edu24x24icons **Education**Diploma roll **Certifications**personaldetails24x24icons **Personal Details** | * **Bachelor of Engineering (B.E.)** in Electronics and Communication with 65% from IPS Academy, Indore (affiliated to RGTU Bhopal) in year 2006

**Microsoft Certified: Azure Fundamentals****Date of Birth:** 17-Dec-1984**Gender:** Male**Languages:** English and Hindi**Address:** Flat 403, Building A2, Kumar Purab, S.No. 256, Near TVS Showroom, Hadapsar, Pune - 411028**Passport**: Available |