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| **PRIYANK NAGAR** [nagar.priyank@gmail.com](mailto:nagar.priyank@gmail.com)  +91-9766393404 | |
| **Key Skills**   |  | | --- | | Siebel CRM | |  | | Development and Support | |  | | Client Management | |  | | Designer and Architect | |  | | Stakeholder Management | |  | | Excellent Troubleshooting Ability | |  | | Agile & Waterfall | |  | | **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. |
| **Career Timeline** | |
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| **Technical Skills** | |  |  | | --- | --- | | **Domains** | Telecommunication, Public Sector and Pharmaceuticals | | **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 | |
| 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 |
| **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 |