Ankur Gupta

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A well-qualified, proactive and self-motivated technocrat (B.E. (Hons.) Information Technology **From Tier 1 Engineering Institute of INDIA**, NIT Durgapur, 2005), with __15 Yrs. of IT industry experience__ including 14 Yrs. of experience in Development & Management of CRM Applications including **Salesforce** and Siebel catering to different industries (including Hospitality, Public Sector, Telecom, Financial, Healthcare, Retail Banking, Insurance, Travel & Transportation and Logistics), currently working as Salesforce Architect/Manager for PwC seeking a more demanding job in software domain as….

Principal Salesforce Architect/Senior Manager/Director

PROFESSIONAL CERTIFICATIONS

COMPETENCE

➢ Ample experience of working in **fast-paced environments** demanding strong organizational, technical and interpersonal skills. Trustworthy, ethical and discreet, **committed to work accomplishment on time**. Confident and poised in interaction with individuals. **Detail oriented and resourceful** in completing projects and able to **multitask effectively**.

➢ Core competence in **Salesforce CRM Applications Consulting** as well as **Application Development** for various **Platforms** using wide range of **Tools, Programming & Scripting Languages.**

➢ **14X Certified Salesforce Technical Architect** including Salesforce Application Architect, Salesforce System Architect, Administrator, Salesforce Sales Cloud, Salesforce Service Cloud Salesforce Community Cloud and Salesforce Marketing Cloud (formerly ExactTarget).

➢ **CRM Consulting and implementation Expert** with experience spanning multiple Industry sectors, including Public Sector, Retail Sector, Hospitality Sector, Automotive Sector, Telecommunications Sector, Healthcare Sector, Fleet Management Sector, Travel & Transportation, Financial Services, Banking and Insurance.

➢ **Complex Program Management Expert** with a successful track record of managing & delivering CRM projects with 70+ resources spread over different geographies across the globe including USA, Canada, China, India, Poland and Uruguay.

➢ **Client Management Expertise** across different geographies including **USA**, **UK** and India.

- ➢ **Ample Hands-on Expertise** of design, development and integration of new Salesforce CRM Applications using **Sales, Service and Marketing Cloud (ExactTarget), Community Cloud and Financial Services Cloud features**.

- ➢ Extensive experience on using **Agile Methodology** for project delivery using User stories, Kanban Board and Sprints.

- ➢ Proven **excellent communication, organization and interpersonal skills**.

- ➢ Strong Experience of the complete project lifecycle using both **Agile and Waterfall methodologies**.

- ➢ Strong **Academic** as well as **Professional Knowledge** on **Design** of both **Business Applications** as well as **System Applications.**

- ➢ Successful track record of **Exceeding Expectations** at work every year.

- ➢ **Strong foot in Cloud technology space** with Force.com platform and Cloud specific CRM applications like Salesforce CRM, Microsoft Dynamics CRM and Oracle Sales/Service Cloud.

- ➢ An enthusiastic & project-oriented **Team Player** having strong **Analytical, Problem Solving and debugging abilities**.

- ➢ Personal inclination and **zeal towards making the processes seamless and hence making the organization stronger** which includes bringing **ideas** on **automation of several phases of a project, improving project planning and execution**.

TECHNICAL & FUNCTIONAL SKILLS

CRM Apps:	**Salesforce Sales/Service Cloud/Community Cloud/Marketing Cloud (ExactTarget)/Financial Services Cloud**
Cloud/SAAS:	**Force.com**
Project Mgmt.:	**MS-Office Suite**, **MS Project Planner, MS Visio, Google Office Suite**
Programming:	**Apex, VisualForce Pages, Lightning**, C, C++, SQL, Java, C#, VC++, Data Structures, ASP3.0, VB, ASP.net, HTML.
IDE:	**Force.com Eclipse IDE,** Visual Studio 6.0, Visual Studio.net 2003, Oracle Jdev 10G.
Scripting:	**AMP Script, JavaScript**, VB Script, PHP
SCM:	**Atlassian Products Suite, MS Sharepoint,** Rational Team Concert, Rational Clear Case.
Functional:	Sales Management, Service Management, Marketing Campaigns, Order Management, CRM Applications, Enterprise Integration.

CAREER PROFILE

PwC Advisory Services
Advisory Manager
(September 2018 Onwards)

Reporting to the Partner, with the responsibilities of Technical Architect and Manager of the Salesforce CRM Application Projects, I've been utilizing my in-depth knowledge of functional and Technical experience in CRM Applications and other leading-edge products and technology in conjunction with industry and business skills to deliver solutions.

Responsibilities:

- ➢ Architect Salesforce CRM solutions based on industry and technology best practices and utilizing prior technology experience.

- Manage various Salesforce CRM application implementation and adoption programs with the help of a broad team of Architects, Functional Analysts, Developers and Testers across various geographies.
- Deliver new and complex high-quality solutions in response to varying business needs.
- Responsible for managing scope, planning, tracking, change control, aspects of the project.
- Act as primary day-to-day point of contact for the stakeholders focused on building strong customer relationships.
- Document designs that include design patterns, Class models, Component models, Sequence diagrams, Enterprise Integration Architecture etc.
- Responsible for effective communication between the project team (Onshore & Offshore) and the stakeholders.
- Provide day to day direction to the team and regular project status to the stakeholders.
- Gather and document business requirements from the customer.
- Collaborate with business and IT Teams to balance business requirements with technical feasibility, finalize annual IT roadmaps based on resources bandwidth.
- Translate customer requirements into formal requirements and design documents, establish specific solutions, and leading the efforts including programming and testing that culminate in client acceptance of the results.
- Prepare and Publish Test Strategy and Test Plan. Work with all relevant stakeholders i.e. Test team, Client IT team and Business team to get an alignment.
- Support documentation of QA deliverables including requirement traceability matrix and test cases for various phases of test cycle including System Testing, Integration Testing, Regression testing and performance testing.
- Work with business and Client IT & Business team to get UAT sign-off before project go-live.
- Establish Quality Procedure for the team and continuously monitor and audit to ensure team meets quality goals.
- Recruit and Evaluate performance of the staff members.

IBM Global Services
Managing Consultant
(April 2009 – September 2018)

Reporting to the Account Executive, with the responsibilities of Business Analyst/Solutions Architect/Project Manager of the Salesforce CRM Application Projects, I've been utilizing my in-depth knowledge of functional and Technical experience in CRM Applications and other leading-edge products and technology in conjunction with industry and business skills to deliver solutions to customers.

Responsibilities:

- Lead and manage a project team of Developers and Testers in delivering Salesforce CRM solutions to customers.
- Deliver new and complex high-quality solutions to clients in response to varying business requirements.
- Responsible for managing scope, planning, tracking, change control, aspects of the project from development and testing perspective.
- Act as primary day-to-day point of contact for the client focused on building strong customer relationships.
- Responsible for effective communication between the project team (Onshore & Offshore) and the customer. Provide day to day direction to the project team and regular project status to the stakeholders.
- Gather and document business requirements from the customer.
- Collaborate with business and IT Teams to balance business requirements with technical feasibility, finalize annual IT roadmaps based on resources bandwidth.
- Translate customer requirements into formal requirements and design documents, establish specific solutions, and leading the efforts including programming and testing that culminate in client acceptance of the results.

- ➢ Prepare and Publish Test Strategy and Test Plan. Work with all relevant stakeholders i.e. Test team, Client IT team and Business team to get an alignment.
- ➢ Maintain requirement traceability matrix to ensure complete coverage of all Business test scenarios.
- ➢ Identify and review test cases for various phases of test cycle including System Testing, Integration Testing, Regression testing and performance testing.
- ➢ Work with business and Client IT & Business team to get UAT sign-off before project go-live.
- ➢ Establish Quality Procedure for the team and continuously monitor and audit to ensure team meets quality goals.
- ➢ Key projects handled so far include Salesforce and Siebel CRM implementations for various clients from USA, Denmark and UK and various other clients from Saudi Arabia and India.

Oracle Corporation
Applications Engineer
(September 2006 – April 2009)

Reporting to the onshore Senior Manager, with the responsibilities of leading, development and integration of Siebel CRM Applications using Siebel Tools, AIA (Application Integration Architecture), SOA (Service Oriented Architecture) and C++. I worked on Siebel Tools which included Tables, Business Components, VBCs (Virtual Business Components), Business Objects, Joins, Links, Applets, Views, Screens, Pick lists, MVGs, Integration Objects, Business Services, Workflows and C/C++ Code level development which includes applet classes, BC classes, Business Service classes and other C/C++ programming needed for specialized business logics. Attained very good understanding and hands on experience on Siebel Data Model, Siebel Party model, Siebel C/OM model, Validation Rule Sets, Data Maps, Siebel server setup, Siebel server configuration and management and have been a crucial resource in educating various teams offshore/onshore on various aspects of Siebel applications.

Responsibilities:

- ➢ Primarily responsible for participation in Siebel CRM Application development.
- ➢ Leading the design and development of the projects in IDC (Indian Development Center)
- ➢ Understanding and analyzing the MRD (Market Requirement Document) and scoping out the features listed based on existing functionality in Siebel OOTB.
- ➢ Creating estimation for the project that included MRD analysis, FDD (Functional Design Document) creation, TDD (Technical Detail Design) creation, Development, unit testing and then bug resolution in man-days.
- ➢ Creating complete project plan and ensuring its implementation.
- ➢ Ensuring co-ordination between all the team members and smooth running of the project.
- ➢ Creation of TDD (Technical Design Document) for different features.
- ➢ Doing PoC (Proof of Concept) for MRD scoping.
- ➢ Implementing the TDD using Siebel Tools and Visual Studio .NET 2003.
- ➢ Maintenance and feature enhancement of previous releases.
- ➢ Unit testing the whole implementation.
- ➢ Trained onshore/offshore teams on Siebel Essentials.

Wipro Technologies
Project Engineer
(August 2005 – September 2006)

Reported to the Manager, with the responsibility of participating in designated projects

Responsibilities:

➢ Worked as application developer for TOSHIBA MFPs (Multi-Functional Peripherals).

➢ Handled development of one R&D project named MFP Explorer.

➢ Was Responsible for coordinating two projects regarding Requirement specifications, getting the clarifications from the client regarding the requirements, organizing presentations for newly inducted team members for transfer of information and ensuring that project development is going smooth and on-time.

➢ Lead development of OEM automation project.

➢ Coordinator responsible for team building activities like team outing etc.

➢ Performed software testing for Release/Integration as well as for Unit & Functionality.

➢ Performed Validation and Unit Testing

PROJECTS SUMMARY (SELECT)

Manager, Sep 2018 – Present
Advisory Services, PwC

◆ **PwC Global CRM Application**
　　PricewaterhouseCoopers has one of the biggest implementations of **Salesforce Sales Cloud with over 250K+ users** across the globe, and with its long term vision of expanding Salesforce platform's presence across all the operations of the firm, this particular project is focused on implementing Risk & Independence policies around onboarding of new partners (Joint Business Relationships), Client Acceptance, Project Initiation and Onboarding, etc. that includes several integrations with back-end systems eg. MDM and other external systems for real-time information. A highly customized and one-of-a-kind product built on Salesforce platform, that includes out of the box ideas for user experience as well as cutting edge technology using Lightning Web Components (LWC). A high-profile project with truly globalized team (70+ resources) including several Architects, Functional Analysts, Developers and QAs spanned across multiple geographies including USA, Canada, India, China, Poland and Uruguay.

Customer: PricewaterhouseCoopers LLP, Tampa, FL, USA
Duration: Aug 2019 to Present
Technology: Salesforce Sales Cloud, Lightning Experience, Einstein Analytics, Reports and Dashboards**,** Salesforce Rest API, Salesforce Bulk API, Salesforce Connect (oData 2.0), Single Sign-on, **Salesforce DX**, Apex Data Loader, SOQL, SOSL, Custom Objects, Apex Classes, Visual Force Pages, **Lightning Web Components**

◆ **MetLife Disability Insurance CRM Application**
　　MetLife leverages **Salesforce Service Cloud** along with **Vlocity** to serve its customers with disability insurance and in line with its vision to expand customer centric operations via Salesforce platform, engaged PwC to deliver a highly complex solution for enabling Claims Intake from Salesforce. The solution involved a number of integrations with external systems that not only covered the data but also included the metadata to be displayed to the user in a guided fashion. The Salesforce solution involved a highly complex implementation of Lightning framework to leverage APIs not only to display data & UI, but also execute transactions.

Customer: Metlife Insurance, Cary, NC, USA
Duration: Jan 2019 to August 2019
Technology: Salesforce Service Cloud, Vlocity, Lightning Experience, Reports and Dashboards**,** Salesforce Rest API, **Salesforce DX**, Apex Data Loader, SOQL, SOSL, Custom Objects, Web2CaseAuto-Response Rules, Assignment Rules, Apex Classes, Visual Force Pages, Lightning Components, Service Console, Knowledge Base, Omni Channel, Live Agent chats.

◆ **Southwest Airlines CRM Applications**

Southwest Airlines is on its journey to transform its legacy customer support CRM application with Salesforce Service Cloud being delivered in multiple phases. The first phase being focused on setting up the **Service Cloud lightning Console** based on a moderately customized **Case management** lifecycle along with **Live agent chats** via mobile user interface and also features Knowledge Base. The release went live in November 2018. This release is deployed for over 500+ users to start with and will grow over 5000 users with in a few months time as the other advanced releases are deployed per the program plan. I'm also the Program Manager for **setting up CoE (Center of Excellence) at Southwest** based on Salesforce latest technology and best practices tailored to meet Southwest capability and capacity.

Customer: Southwest Airlines, Dallas, TX, USA
Duration: Sep 2018 to Dec 2018
Technology: Salesforce Service Cloud, Lightning Experience, Reports and Dashboards**,** Salesforce Rest API, Salesforce Bulk API, Salesforce Connect (oData 2.0), Single Sign-on, Lightning Connect, **Salesforce DX**, Apex Data Loader, SOQL, SOSL, Custom Objects, Web2CaseAuto-Response Rules, Assignment Rules, Apex Classes, Visual Force Pages, Lightning Components, Service Console, Knowledge Base, Omni Channel, Live Agent chats.

Managing Consultant, April 2009 – Sep 2018
Global Services, IBM

◆ **Hertz CRM Applications**

Hertz transformed its Scattered CRM application portfolio with the latest cloud-based Salesforce CRM Applications in agile manner. Hertz has one of the widest and heavy implementations of Salesforce CRM that includes all the major products offered by Salesforce i.e. **Sales Cloud, Service Cloud, Marketing Cloud (Exact Target) and Community Cloud.** Salesforce Agile Accelerator is being used to manage project deliverables which uses Kanban Board along with work items to depict user stories. This CRM implementation is heavy on the integration with it using Rest and Bulk APIs along with Lightning Connector as well as Informatica and Salesforce Marketing Cloud connectors for various integrations. All the Rest API integrations with salesforce are done via a middleware called **Mulesoft and** bulk loads via **Informatica**. Salesforce Marketing cloud is used to send Transactional and promotional communications to the customer in the form of Email and Mobile Push/SMS messages. **Achievements include Service Cloud Implementation, Marketing Cloud implementation for Emails, Mobile push and Mobile SMS Channel implementation, Multiple Rest and Bulk API Integrations with external systems, Service Cloud migration from Salesforce Classic to Lightning Experience.**

Customer: Hertz, Estero, FL, USA
Duration: June 2016 to Sep 2018.
Technology: Salesforce Sales Cloud, Salesforce Service Cloud, Salesforce Marketing Cloud (ExactTarget), Salesforce Community Cloud, Lightning Experience, Reports and Dashboards**,** Salesforce Rest API, Salesforce Bulk API, Lightning Connect, Apex Data Loader, SOQL, SOSL, Custom Objects, Web2Case, Email2Case, Web2Lead, Auto-Response Rules, Assignment Rules, Apex Classes, Visual Force Pages, Lightning Components, Service Console, Knowledge Articles, Community pages, Omni Channel, Live Agent, Marketing Cloud Connector, Informatica Connector for Sales Cloud and Marketing Cloud, AMP Script & Javascript for Marketing Cloud Email templates and Cloud Pages, Automation and Journey Builder processes, Triggered Sends, Contact Builder, Synchronized Data Extensions, Fuel SDK, Mobile Push and SMS.

◆ **Marriott International CRM Applications**

CRM applications are being used by Marriott to manage all property related information and to manage its hotel business from property conceptualization till commissioning as well as manage customer sales and service

using 3 different applications. The application was in incremental development phase with new change requests and supporting ongoing production environment. The Application is integrated with several third-party applications using SOA concepts and other available integration technologies. Key achievements include Siebel Open UI upgrade, BIP 11g Upgrade and Oracle database 12c upgrade and most importantly **created a new Salesforce implementation to migrate the current Siebel to Salesforce Sales and Service Cloud Application as a sales pitch for Siebel to Salesforce migration opportunity.**

Customer: Marriott International, Washington DC, USA
Duration: April 2014 to June 2016.
Technology: Salesforce Sales Cloud, Salesforce Service Cloud, Siebel Sales IP14, Siebel Open UI, Contact Management, Property Management, Case Management, Reports & Dashboards, Salesforce Rest API, Salesforce Bulk API, Salesforce Data Loader, Custom Objects, Web2Case, Email2Case, Auto-Response Rules, Apex Classes, Visual Force Pages.

◆ **Etihad Etisalat - Mobily Telecom CRM Application**
Siebel eCommunication CRM application is used by Mobily Telecom, Saudi Arabia to manage all customer information related to its telecom business. The application uses Siebel order management to manage different packages as several products. The application came as part of AMS (Application Maintenance and Support) contract to IBM with a huge backlog of CRM issues in first quarter of year 2013. It was crucial for IBM to bring in highly experienced resources to clear the backlog quickly to prove themselves as a valuable vendor for Mobily and position them strongly in the Saudi region.

The application does transactions with a number of systems using different EAI concepts that includes Oracle ERP, Oracle Payments etc. via EAI Layer based on Java and Message Broker.

Customer: Mobily Telecom, Saudi Arabia.
Duration: June 2013 to March 2014.
Technology: Siebel eCommunications 8.1 Application, Siebel Open UI, Order Management, Siebel Tools 8.1, Siebel EAI, Siebel e-Script, Oracle 10g Client, Workflows, Integration Objects, Business Services, IBM MQ Series.

◆ **DWP Fraud and Intervention Management System (FRAIMS R4) CRM Application**
Siebel Fraud Referral and Intervention Management System (FRAIMS) is part of UK's Department of Works and Pensions (DWP)'s effort to manage all the information related to Investigations on the frauds committed to avail benefits provided to the citizens. FRAIMS was initially released by IBM in the year 2007 when it was taken over by HP for release 3. The application has come back to IBM for Release 4 and further maintenance. The scope of Release 4 includes certain change requests related to existing functionality and new functionalities as part of legislation changes to the Fraud policies. The new legislation change pertains to J2710 - sanctions and Penalties legislation which brings tougher Loss of Benefits to Offenders. The new functionality includes multiple integrations with CIS based on the existing framework. **The project went live in production on 20/05/2013.**
The integration is based on the concepts of Siebel EAI, SOA (Service Oriented Architecture). The solution involved integration with various applications like CIS (Customer Information System), GMS(Case Referrals), QAS (Address Retrieval) etc.

Customer: Department for Works and Pensions, United Kingdom.
Duration: May 2012 to May 2013.
Technology: Siebel Public Sector 7.8 Application, Order Management, Siebel Tools 7.8, Siebel EAI, Siebel e-Script, IBM DB2 Client, Workflows, Integration Objects, Business Services, JMS Queues, Siebel DQM, Siebel eDocuments.

◆ **Denmark Municipality (DUBU) CRM Application**
Siebel Denmark Municipality (DUBU) is part of Denmark Municipality's effort to organize, manage and give uniform customer satisfaction across the geography. The solution is built to provide an electronic system to manage all the Case data related to the benefits provided to a child @ risk and track its progress till its closure.

Siebel Public Sector 8.1 application was the preferred choice to deliver the **Case Management solution**. The DUBU application has the capability to store Contacts, Accounts, Products, Benefits, and Benefits line items etc which are all required for a complete Case Lifecycle. **The project went live in production on 12/12/2011. The integration is based on the concepts of Siebel EAI, SOA (Service Oriented Architecture), Order Management. The solution involves integration with various applications like CPR, Care Offers, Document Box and Filenet.**

Customer: Denmark Municipality, Copenhagen, Denmark.
Duration: May 2011 to April 2012.
Technology: Siebel Public Sector 8.1 Application, Order Management, Siebel Tools 8.1, Siebel EAI, Siebel e-Script, IBM DB2 Client, Workflows, Integration Objects, Business Services.

◆ **Dealer Management System CRM Application**
Siebel Dealer Management System (DMS) is part of Hero Honda's effort to organize, manage and give uniform customer satisfaction across the geography. The DMS has the capability to maintain Master data such as Dealer, Customer, Vehicle, Product and Price List and capture transactions of Sales of Vehicles and Parts and Services of Vehicles. The Application is interfaced for Masters, Payments, Fulfillment etc and Reports are generated from OLAP and OLTP for daily operations, analysis and reporting.
The integration is based on the concepts of Siebel EAI, SOA (Service Oriented Architecture), Order Management. The solution involves integration with various applications like SAP, Tally and SMS Integration.

Customer: Hero Honda Motors Ltd., INDIA.
Duration: Mar 2011 to May 2011.
Technology: Siebel Automotive 8.1 Application, Siebel e-Dealer 8.1 Application, Order Management, Siebel Tools 8.1, Siebel EAI, Siebel e-Script, Oracle 11i Client, Workflows, Integration Objects, Business Services.

◆ **NYCHA (New York City Housing Authority) CRM Application**
The NYCHA application is based on **Siebel 8.0 Public Sector vertical application**. This solution is being delivered to **NYCHA** (New York City Housing Authority) for conducting their **ATAD** (Application and Tenant Administration Department) and **LHD** (Leased Housing Department) business. With the help of this solution NYCHA would be able to track all its customer information like **Contact, Case, Inspection, building, apartment** in the delivered solution. **The integration is based on the concepts of Siebel EAI, SOA (Service Oriented Architecture), Public Sector 8.0 Case Management. The solution involves integration with various applications like IFP, Neopost, Global Bay, UCM etc. both for inbound and outbound using the ESB (Enterprise Service Bus) and BPEL (Business Process Execution Language). This project went live successfully on 31st Jan 2011.**

Customer: New York City Housing Authority, USA
Duration: April 2009 to Feb 2011.
Technology: Siebel Public Sector 8.0 Application, Siebel Tools 8.0, Siebel EAI, Siebel e-Script, Oracle 10G Client, AIA, BPEL, Workflows, Integration Objects, Business Services.

Applications Engineer, September 2006 – April 2009
Siebel CRM Product Development, Oracle Corporation

◆ **Siebel Fleet Order Management Application**
Siebel Fleet Order Management is a new SI Application (Siebel Industry Applications) to address the CRM needs of Logistics Companies like Schneider Logistics Inc, Federal Express, and DHL etc. This Application will help Logistics companies to maintain all the customer information like Contacts, Accounts, Locations etc. and all the information related to a customer transportation order like Services, Commodities, Stops, Actions, Pricing, billing, Order History, Up-sell and cross-sell. The application has been developed in Siebel Tools 8.0 and C++. All the pricing data for a customer transportation order has been pulled through integration with existing Oracle's Rating Engine for Fleet Management called OTM (Oracle Transport Management). **The integration is based on the**

concepts of **Siebel EAI, SOA (Service Oriented Architecture), AIA (Application Integration Architecture).** The development leverages **Siebel C/OM (Customer Order Management) model** for the lifecycle of a customer order.
Duration: Feb 2008 to April 2009.
Technology: Siebel Fleet Management Application, Siebel Tools 8.0, Siebel EAI, Oracle AIA, C++, Oracle 10G Client, Visual Studio .NET 2003

◆ **Siebel Retail Banking Self Service and Healthcare Insurance eCommerce Self Service**
Self-Service (SS) Application is a customer facing application wherein a user can register itself with the application, login and then browse, select and buy products. The application is based on J2EE platform with back end as Siebel Server that hosts all the customer data to be presented on the SS application. Siebel Web Services have been used to integrate the J2EE application with the Siebel Server. Ranges of products depend upon the configuration of products done in the Siebel Administration – Products. Products can be general products, Healthcare Plans, financial accounts etc. Retail Banking SS application is based on financial accounts and Healthcare insurance eCommerce SS is based on Healthcare plans and policies. The SS application uses the C/OM (Customer Order Management) model of the Siebel which includes creation of Quotes and Order and the use of Siebel Product configurator for product selection and validation. This development falls under Siebel Financial Services.

Duration: 1 Year.
Technology: Siebel Financial Services Application, Siebel Tools 8.0, Siebel EAI, Oracle JDeveloper (for J2EE development), Siebel Tools 8.1, Oracle 10G Client, Oracle ADF.

◆ **Siebel Financial Analytics Integration**
The project includes integrating Siebel analytics reports with Employee facing Siebel Financial Services application. The reports include Siebel analytics charts, bar graphs etc. which are pulled from the Siebel analytics server running at the back end and the results are shown on the newly created applets. Siebel tools has been used for creation of applets, views, screens, links, business components, business objects etc. and integration definition was done in Administration – integration screen in Siebel application administration's screens. The development fall under the Claims module of Siebel Financial Services.

Duration: 3 Months.
Technology: Siebel Financial Services Application, Siebel Tools 8.0, Siebel EAI, C++, Visual studio .NET 2003 (for development), Siebel Tools 8.0, IBM DB2 Client.

Project Engineer, August 2005 – September 2006
Embedded Systems, Wipro Technologies.

◆ **OEM Automation Project**
The OEM project was about customizing the software applications for MFP (Multi Function Peripheral). The project was aimed at automating the build the deliverables, Localization, validation and Unit Testing process using Visual Basic, VB Scripts, Windows Batch Programming and Microsoft Excel Macros.

Duration: 6 Months.
Technology: Microsoft Visual Basic 6.0, VB Scripts, Excel Macros, Windows Batch Programming, MS Visual Source Safe.

◆ **OEM Project**
The OEM Project was about customizing the software applications like Printer Drivers, Fax Drivers and Address Book Viewer etc. that go as part of software package installable along with the MFP (Multi Functional Perpheral) for different Vendors in the market.

Duration: 1 Year
Technology: C/C++, Microsoft Visual C++, MFC.

EDUCATION

NATIONAL INSTITUTE OF TECHNOLOGY, Durgapur, West Bengal, INDIA.
Bachelor of Engineering in Information Technology, May 2005
- *Graduated with Honors*

SELECT ACHIEVEMENTS

➢ **PwC Partner appreciation** for delivering a Salesforce CRM project with 0 production defects.

➢ **IBM North America Hall of Fame recognition** for exceeding client's expectations for Salesforce Project Delivery.

➢ **IBM Manager Choice Recognition** for "Restlessly Reinvent IBM and Ourselves" and "Put the Client first".

➢ **IBM Think Connect Award** for great Client focus and leadership.

➢ **IBM Manager Choice Recognition** for successfully leading the project till Go-Live.

➢ **Oracle Recognition from General Manager & General Vice President** for effectively mentoring and grooming Dublin (Ireland) development center in Oracle Corporation.

➢ **Wipro Feather-In-The-Cap award** for successfully leading the automation project.

➢ Successful track record with **consistent performance rating of Top Contributor** in all my current and previous organizations.