**Gaurav Mishra**

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**Profile Summary**

Currently I’ m working as an Assistant Consultant in Tata Consultancy Services Ltd. For the past 13+ years have been working in Scrum Management, Release Co-ordination, Siebel CRM, Siebel Clinical and Siebel Sales, with experience in Siebel configuration, Siebel scripting, Actuate reports, Crystal Reports and Siebel Integration, EIM. Also have knowledge about Salesforce Admin area.

**Management Profile**

* 3 years of experience in Scrum Management and Release Co-ordination
* Adequate experience of Siebel CRM implementation.
* Involved in Release Co-ordination
* Experience in end to end Project Planning, Administration& Coordination including Risk Mitigation, Status Tracking, PMR etc.
* Experience in Agile and waterfall practices
* Implementing & Monitoring Defect Prevention techniques
* Provided Innovative solutions to increase project profitability & CSI.
* Good Conflict Management, Risk Mitigation and Prioritization skills.
* Internal and External Stakeholder Management.
* Co-ordinate with Onsite Team for smooth delivery
* Good Experience in Agile Methodology
* Delivery Responsibility for Siebel

**Technical Profile/Skills**

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| Siebel Experience | 13 Year (February 2007 to current date) |
| Siebel Skills | Siebel versions 8.1; 7.8, 7.7; IP2015, IP2019 |
| Salesforce Skill | Salesforce Admin, Process Builder, Workflow, Flows, Dashboard, Reports, Security Model, App Building |
| Verticals | Automotive, eDealer& Life Science (Clinical),Sales |
| Tools | Configuration, eScript, Business Services, Actuate e.Report Designer Professional, BI Publisher Report, Proposal Templates, Communication Templates, Siebel Integration, Crystal Reports, SSRS |
| Other Technologies | jQuery, HTML, javascript for Open UI IP2015 |
| Automation | State Model, Workflows,Assignment Manager(Functionality) |
| Admin | LOV Creation, State Model, View Addition, EIM Job Run, Smart Script, iHelp Creation, Alerts etc |
| Certification | Professional Scrum Master 1, TCS Project Management Certified  Salesforce Certified Administrator |

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| Experience Profile | |
| Company Name | Duration |
| TCS | From 15th June 2011 to Current Date |
| Hexaware Technologies | From March 2010 to May 2011 |
| **TATA Technologies** | From February 2007 to February 2010 |

**Personal Details**

**Date of Birth: 10thApril 1984**

**Gender: Male, Married**

**Nationality: Indian**

**Languages Known: Hindi, English**

**Passport: Valid till 2028**

### Educational Background

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| Board/University | Institution | **Course** | **Year of Passing** | Percentage |
| **University of Pune** | D.Y.PatilCollege of Engineering, Pune | **B.E. (IT)** | 2006 | **61%** |
| **U.P.State Board** | B.N.S.D. ShikshaNiketan, Kanpur | **HSC** | 2001 | **78%** |
| **U.P.State Board** | B.N.S.D. ShikshaNiketan, Kanpur | **SSC** | 1999 | **79.5%** |

### Other Commendations

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| **Year** | **Citation** |  | **Awarded by** |
| 2019 | Beyond Excellence | For Automating Deployment | TCS |
| 2018 | Star Team | Award for Excellence | ABN Amro (Client) |
| 2013 | Star Team | Award for Excellence | TCS |
| 2008 | Star of the Month | For Resolving VCM Issues | TATA Motors Limited |
| 2008 | Star of the Month | Good Work in Reports | TATA Motors Limited |

### Achievements

* Achieved E2 competency in Agile Methodology
* Done a successful POC for Boeing which ended up in achieving the Project.
* Regular contribution of documents in knowmax like Siebel Lead Management, SVN Version Management Tool, and addition of Siebel Questions in Question Bank
* Effectively handled the pending issues of Siebel Open UI in Ent-Sol.
* Implemented usage of TCS Siebel Internal Tool in Allangray (South African Client) which improves application performance drastically.
* Build a good rapport with client which increased the Business. (100% CSI)
* Achieved E1 level in Siebel Configuration and EAI in CAS Exams conducted by Ent Sol
* Being a part of most of the TCS Siebel Interview Technical Panel
* Appreciations by all Project Leads are registered in TCS Gems.

### Work Experience

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| **Project Name** | Salesforce Self Learning |
| **Period** | 01-Apr-2019 to till now |
| **Trailhead link** | <https://trailblazer.me/id/gmishra3> |
| **Work Done/Learning** | * + Learnt about Process Automation (Process Builder, Flows, Workflows)   + Learnt Security Model   + Sales Process, Leads, Web to Lead Process, Email to Lead, Campaign   + Service Process, Web to Case   + Created a website for Booking   <http://gauravmishracric.000webhostapp.com/index.html>  Where I have created couple of objects, and created available slots through Process Builder, also used Flow in website for booking. Created Dashboard, Reports for the same app. |

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| **Project Name** | ABN Amro – Mumbai, India / Amsterdam , Netherlands |
| **Period** | 01-Aug-2018 to till now |
| **Technologies** | Siebel IP15, IP19, Siebel EAI |
| **Roles** | Agile Engineer/ Team Lead |
| **Work Done** | Support with enhancement Project. Project works in Agile Methodology. Design solution for all the requirements -  Apart from that I worked on the below few items –   * + Siebel Integration with Skype for Business   + Siebel Web Service Integration   + Siebel Appointment Cancellation Functionality   + Integration with Java Business Service   + Skype Icon show/hide through Siebel Open UI   + Meeting Deletion Batch   + Skype to Teams Replacement Work   + Siebel Upgrade IP15 to IP19   + Siebel – MS Team Integration |

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| **Project Name** | Allan Gray Proprietary Limited – CAPE TOWN South Africa |
| **Period** | 25-Feb-2014 to 31-July-2018 |
| **Technologies** | jQuery, HTML5, javascript for Siebel Open UI, Siebel eScript, PM-PR Files |
| **Roles** | Project Manager, Technical Lead, System Integrator, Release Co-ordinator |
| **Work Done** | Support with enhancement Project. Project works in Agile Methodology. Developed sales skill – added resources in Account. Handled RFP for Siebel Replacement. Single point of contact for Project Management Review, sales team, weekly status report, Design solution for all the requirements -  Apart from that I worked on the below few items –   * + Siebel Integration with Web API   + File movement from Siebel File System to other location   + Performance Enhancements   + Save Data to External Tables through Virtual BCs   + Life Debit Order Screens Creations similar to Unit Trust ones   + One click ADM deployment   + Trained Developers at Client Site   + Siebel Production Support   + Siebel Release representative   + Siebel Open UI Changes |

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| **Project Name** | THE BOEING CO. |
| **Period** | 18-Nov-2011 to 30-Nov-2013 |
| **Roles** | Tech Lead/Senior Developer |
| **Work Done** | Technical Lead at Offshore. Provide solution for complex requirements. I am involved in interacting with client regarding requirements and scope discussions, analysis of business requirement document and High and Low level technical design document, develop process models. I also be interact with the users for the large number of changes and enhancements that are to be made in the system which are implemented.  Apart from that I worked on the below complex items –   * + Proposal Template Generation   + 3 Letter Account Code Generation   + CCID System mapping to Siebel   + Event Management entity Mapping and configuration   + Country Address Template   + Auto Email Generation with excel as attachment |

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| **Project Name** | ADT Security Services, Inc. |
| **Period** | 25-Jul-2011 to 19-Oct-2011 |
| **Roles** | Developer |
| **Work Done** | Work as a team member. I have done changes in Lead Management Module. I involved in configuration management and release management at offshore. I have documented the detailed process map for Lead Functionality.  Worked on the below items –   * + Decoded Audit Trail 8.1 vanilla functionality   + Modified Lead to Opportunity conversion vanilla process   + Created new Business Services and Scripting (Browser/Server)   + Modified existing Workflows and schedule jobs |

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| **Project Name** | Honeywell Inc. |
| **Period** | 20-June-2011 to 24-Jul-2011 |
| **Roles** | Developer |
| **Work Done** | Work as a team member. Done some of the POC like reading data from excel and create records in Siebel Database. Update the same file in Siebel File System. Done R&D on BI Publisher report attachment. |

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| **Organization Name** | Hexaware Technologies |
| **Customer Name** | Unisys |
| **Period** | 10-Mar-2010 to 27-May-2011 |
| **Role Name** | Developer |
| **Work Done** | It is a support based project. I worked on the support request created by the Unisys Business Analyst and designing a solution that seamlessly integrates with the requirements.  I have done some EIM related work like re-statements and Siebel Admin activity as well.  Implement technical solution in Siebel tools that incorporates all the existing functionality in legacy system.  Worked upon the below items –   * + Learned basics of EIM. Created stored procedures, cursors etc   + Modify few Reports (like Account Summary Report etc) and created new report which is based on grouping. |

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| **Organization Name** | Tata Technologies |
| **Customer Name** | Warner Chilcott, USA |
| **Period** | 01-Sep-2009 to Feb-2010 |
| **Role Name** | Developer |
| **Work Done** | Understand the business need of a WC business team company and design a solution that seamlessly integrates with the requirements.  Identifying the Siebel entities that have to be changed or created new for achieving the requirement |

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| **Organization Name** | Tata Technologies |
| **Customer Name** | Baxter |
| **Period** | 01-Apr-2009 to 01-Sep-2009 |
| **Role Name** | Developer |
| **Work Done** | Understand the business need of a Baxter business team company and design a solution that seamlessly integrates with the requirements. The clinical data was being maintained in a legacy system (Lotus Notes) prior to implementation of Siebel CTMS. Identifying the Siebel entities that have to be changed or created new for achieving the requirement. Implement technical solution in Siebel tools that incorporates all the existing functionality in legacy system.  Worked upon the below items –   * + Implementation of Siebel system for managing the clinical trial data including protocols, site information, site visits, subject information, documents   + Project WIP configuration which includes expense reports, time sheets.   + E-Signature implementation for critical data of Trip Reports.   + Innovative way of managing the feasibility of investigators and Trip Report functionality by using Sales Assessment Templates (SAT).   + Supplies Management implementation by using Inventory entity in Siebel to provide a method of tracking inventory at sites by recording three types of transactions: received, dispensed and returned.   + Created reports related to Supplies management and Site Trip report in Actuate |

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| **Organization Name** | Tata Technologies |
| **Customer Name** | TATA Motors |
| **Period** | 20-Feb-2007 to 01-Dec-2008 |
| **Role Name** | Developer |
| **Work Done** | Business Requirement gathering and develop Siebel solution for it with best optimization. Make i-helps, smart scripts etc. Develop configuration logic to meet the specific functional and technical gap. Configure the new/existing entities using Siebel Tools. I worked on performance initiative to improve response on Service Request functionality. Used the SQL scripts to study the causes of degraded performance, traced the causes to multiple joins. Made changes to the configuration to remove superfluous joins.  Worked upon the below items –   * + Refurbishment: Pre-Owned Vehicle business and processes mapped in CRMDMS application.   + Import functionality: At Order Line Item configured Import functionality.   + Worked on Assignment Manager, in which the rule assigns the SR’s to employees.   + Developed scripts and workflows to carry back changes from Order Status to Opportunity Sales Stages   + Order Management and Pricing/Quoting |

I hereby declare that the information furnished above is true to the best of my knowledge.

Date: Monday, 03 July 2020

Place: Mumbai

**[Gaurav Mishra]**