

Shweta Lal
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PROFESSIONAL SUMMARY:

- **7 years** (6 years -Siebel CRM,1 year -Java) experience in Development, Implementation, Design, Deployment and Testing of CRM Applications.
- **Successful visit for Onsite Business Transition from Client (CA Automic- Austria)** for a project aimed to automate Siebel Admin Task related to **Siebel IP17**.
- Well Versed with the Siebel latest **IP18** release features including changes to **Siebel REST API**.
- Exposure to **Siebel IP17** – Installation & Configuration, Siebel Migration Application, Concept of Workspace.
- Rich experience in development and Implementation of CRM Applications in **Siebel 8.1 Platform, Siebel IP 2015** using **Siebel EAI, Configuration, Siebel Scripting, Workflows**.
- Good knowledge in Siebel Architecture and Data Model and proficient with Siebel Tools and Client in configuration and customization of Siebel Objects at multiple levels like Applets, Business Components, Screens, Views, Joins, Links, Pick Lists, Toggle Applets and Drilldowns.
- Good debugging skills with complete know how of Siebel Architecture.
- Good UI skills providing intuitive and coherent UI with knowledge of Siebel UI- browser scripting engine, applets, Views, Screen etc.
- Good Siebel Configuration skills viz., Declarative configuration, Run Time Events, eScripting and Business Services etc.
- Worked on Siebel Business Process Automation - Siebel Workflows, DVM.
- Possess - Oracle **CPQ Cloud Service 2016 Sales Specialist** Certificate.
- Worked on **Siebel EAI** for Integration with Mobile App, Java Based Applications.
- Took up the challenge and worked upon **Mobile CRM** using Verivo platform.
- Minimized the Customization level by implementing different User Properties and other OOTB Functionalities.
- Good understanding of writing queries to debug issues from **backend** using **SQL Developer**.

EXPERIENCE SUMMARY

- Working as a Team Lead for **Nagarro Software** from Mar 2018 till date.
- Worked as an IT Analyst for **TCS** from Jan 2016 to Mar 2018.
- Worked as a Senior Software Engineer for **Birlasoft India Limited** from April 2013 to Dec 2015.
- Worked as a Software Developer for **G.S Pvt Ltd** from March 2012 to March 2013.

TECHNICAL SUMMARY

CRM	Siebel 8.1.1/8.1.11, Siebel IP15, Siebel IP17 (Installation & configuration, Siebel Migration Application), Siebel IP18 (Explored latest features).
Application	CA Automic, Siebel Medical, Siebel Call Center, Siebel Public Sector, Nokia Service Management System.
Database	Oracle10g, SQL Developer.
Methodologies	AGILE
Other Tools	JIRA, ALM

PROJECT DETAILS

April 2018- till date

Project#1: CA Automic (Automation of Siebel Admin Tasks)

Project	: CA Automic
Client	: CA Automic
Role	: Team Lead
Environment	: Siebel IP17, Automation Platform.

Roles and Responsibilities:

Team Lead

- Responsible for gathering business requirements, identifying constraints and dependencies involved.
- Lead a team of software developers and ensure that team members stayed on task.
- Responsible for end to end implementation and delivery of Business Requirement.
- Involved in Sprint Planning, attending client calls and giving Demonstration of the developed work.
- Conducting of Retrospective meetings for the sprint.
- Analysis of sprint user stories and helping team to achieve deadlines.
- Providing Solutions to automate Siebel IP17, Siebel IP18 Admin tasks using tools of CA Automic and **DevOPS** methodology.
- Research about new Siebel features and providing consultation to check out the feasibility to automate them.

Jan 2016- Mar 2018

Project#2: Home Office [DBS – UK Public Sector]

Project : Home Office
Client : DBS – UK Public_Sector
Role : IT Analyst
Environment : Siebel Public Sector/Tools 8.1.1.11, Oracle 10g
Location : TCS – Noida

Roles and Responsibilities:

IT Analyst

Development & Configuration

- Responsible for end to end implementation and delivery of Business Requirement.
- As a Senior Developer involved in Sprint Planning, attending client calls and giving demonstration of the developed work.
- Worked on entities like **Common HLS Case, Service Request & Activities, Siebel EAI** with other Java based Applications
- Imposing Business Logic & Validations, through BC User properties, Siebel e-Scripting, Workflows, Run Time Events and Data Validation Manager (DVMs) etc.
- Designing and configuring User Interface Objects, Screens, Views and Applets to meet the Business Specifications.
- Defined Object Definitions, which included Data Object Layer, Business Objects Layer and User Interface Object Layer.
- Performed effective Unit Testing to prevent any defect leakage to the subsequent phase.
- Ensured quality of design, development and overall solution and services being delivered for a module owned by me.

April 2013- Jan 2016

Project #3: GEHC USCAN CRM Services

Project : GEHC USCAN CRM Services
Client : GE Healthcare, USA
Role : Developer
Environment : Siebel Medical/Tools 8.1.1.11, Windows 7, Oracle 10g
Location : Birlasoft Ltd – Noida

Roles and Responsibilities:

Development & configuration

- Constant Interaction with GE Clients to translate their requirements from Business point of view into Siebel.
- Worked on entities like Common Objects and Install Base [CO IB], **Siebel EAI** with Mobile CRM.
- Worked on the entities like Activities, Service Requests, Service Orders, Products and Assets.
- Involved in Customizing the Data Layer, Business Layer and UI layer by Extending Tables, Creating BO, BC and Applets.
- Enhancement of Functionality of Siebel Business Components using Fields, Joins and Links, Multi Valued Link (MVL).
- Performed effective Unit Testing to prevent any defect leakage to the subsequent phase.
- Quick Defect Resolution by identifying the root cause and providing robust workarounds when required.
- Hand on experience in capturing and analyzing requirements HLD (High Level Design) and LLD (Low level Design) Documents.
- Involved in Review of Test Scripts.

March 2012-March 2013

Project #4: NOKIA Authorized Service Center Management System

Project : NOKIA ASCMS
Client : NOKIA
Role : Project owner/Developer

Description:

The application basically aims to enable smooth management of Nokia's partners and associates. It manages all the processes including Nokia ASC appointment, training, planning, termination and re-appointment.

Roles and Responsibilities:

Development

- Worked on Functional Modules consist of Booking and Processing of Service Request, Appointment Booking and Planning module.
- Responsible for development using Technology Stack – Java EE (Struts 1.0.2, JSP, Servlet and JavaBeans), SQL (pgAdmin PostgreSQL Tool) and Web Server – Apache Tomcat.
- Well versed with the **MVC** architecture used in development of an application.