



Khethan Jain J

SIEBEL CRM DEVELOPER

CONTACT ME

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📍 Chennai, India

CAREER

Total Experience

10.4 years at Infosys

- 5.4 years in India
- 5.0 years in United Kingdom

Current Company

Infosys Limited

Current Role

Technology Lead

Career span

2013 to date

EDUCATION

Bachelor of Engineering (Mechanical Engineering)

Misrimal Navajee Munoth Jain
Engineering College, Anna
University, Chennai

2009-2013

PROFILE

Motivated Technology Lead with a total of 10.4 years of work experience in Siebel CRM application with specialisation in Open UI framework. Varied exposure towards domains such as Banking, Power Communications, Public sector and Call centre based CRM applications.

SUMMARY

- Majorly worked as a Siebel CRM Open UI Developer and Client facing Production Support Lead and CRM Development Lead.
- Strong Open UI experience and worked on complex UI/UX customisations using HTML, CSS, Javascript, JQuery, SWT files, and Siebel objects.
- Delivered support solutions with confidence, ensuring optimal levels of IT service performance and prompt resolution of issues and enquiries.
- Built Java based automation scripts using Siebel Java Data beans to achieve business requirements.
- Led a Production support team in resolving critical incidents from the client location.
- Participated in scope definition and grooming sessions to gather business requirements.
- Experience in administrative processes such as Application housekeeping activities, Code Migration, User setup and documentation.
- Involved in architectural discussions with business, Oracle and vendors.
- Built REST Based Integration processes using Siebel EAI, Workflows, XSLT and JSON.
- Worked on multiple versions of Siebel CRM - 7.8, 8.1.1.9, 8.1.1.11, IP14, IP15, IP16, IP23

TECHNICAL SKILLS

- Siebel Open UI
- Siebel Configuration
- Siebel Scripting
- Siebel EAI
- Siebel Workflows
- Siebel Java databeans
- Siebel Administration
- BIP Report Customization
- Siebel SAF Files
- HTML, CSS, Javascript
- JQuery, PHP
- Java
- Web based servlets
- SQL
- XML, JSON manipulations
- REST API integration
- Powershell
- UI/UX customization

ROLES

2013 ● Systems Engineer - Trainee

Joined Infosys in October, 2013

📍 Mysore, India

2014 ● Systems Engineer

Progression in February, 2014

📍 Hyderabad, India

2016 ● Senior Systems Engineer

Progression in January, 2016

📍 Chennai, India

2018 ● Technology Analyst

Promotion in April, 2018

📍 Chennai, India

● Technology Analyst (Onsite)

Onsite Analyst role in October, 2018

📍 London, United Kingdom

2023 ● Technology Lead (Onsite)

Promotion in April, 2023

📍 Newcastle, United Kingdom

● Technology Lead

Offshore Lead role in October 2023

📍 Chennai, India

PROJECT EXPERIENCE

10.4 years of experience in Infosys for multiple project assignments

DAIMLER TRUCKS - CALL CENTRE CRM

Chennai, India

2023 - now

- Lead the Drive team to plan, estimate, analyse, develop, test and deploy the Enhancements, Demands and CRs raised by the business for development.
- Worked on Siebel Open UI customisations and implementations, workflows and scripts.
- Client facing role to discuss requirements, clarifications, test bugs, demo, concerns and escalations.
- Creation and Validation of Technical Design documents.
- Plan the Project cycle to Go live Timelines.
- Development of REST Based integration web services.
- Review, approve and deliver development workspaces on IP23.

CARE QUALITY COMMISSION - PUBLIC SECTOR CRM

Newcastle, United Kingdom

2020 - 2023

- Lead the production support team of 2 to identify, troubleshoot, analyse and resolve the issues faced by end users on the CRM Live environment.
- Perform CRM administrative tasks like server management, log generation, code migration, user setup, space optimisation, monitoring the application health, supporting infrastructure team for patching activities.
- Work on Siebel Open UI customisations like IE to MS Edge migration, Alerts based on business needs, Styling customisations, UI Theme changes, iFrame integration.
- Write Java based automation scripts to replace manually run data reports.
- Perform Siebel customisations involving Configuration, Scripting, Workflows, Integration.
- Customise BIP report templates using BI Publisher add on on MS Word.
- Document migration of all the attachments from Siebel's SAF format to its original format to be used by an external application.
- Implement processes and guidelines in the team to achieve high quality service to the business.
- Create detailed technical design documents for the changes and features implemented.
- Write and document SQL Scripts to analyse, identify and fix the issues raised by the end users on the Production application.
- Manage interactions with Oracle, business, and other vendors on issues and changes related various aspects of the project such as Infrastructure, Product, Functionality, Design, Integration, concerns, escalations and requirements.
- Initiate Brainstorming discussions with the team for complex requirements and changes.

TRAINING

SIEBEL TRAINING BY INFOSYS

Mysore/Hyderabad, India 2013-2014

- Responsible for daily troubleshooting and Underwent extensive training in software development practices, Core values and Ethics of IT Industry,
- Basic Programming languages in Java, Relational Database Management System.
- Skill training on Oracle Siebel CRM involving creation of Siebel objects to show data from the Database to the UI as per the training syllabus.

KEY ROLES

- CRM Development Lead
- CRM Production support Lead
- Infosys Onsite co-ordinator
- Infosys Client facing Consultant
- Siebel UI/UX developer
- Siebel Mentor
- Infosys Book of knowledge author
- Siebel Open UI point of contact
- Siebel Javabeen developer
- Siebel Administrator
- Siebel Developer
- Siebel Trainee

LANGUAGE

- English - Business Fluent
- Hindi - Native
- Tamil - Native
- Marwari - Native
- Telugu - Beginner

HOBBIES

- Cooking
- Sports (Boxing, Table tennis, Badminton, Cricket)
- DIY repairs

PROJECT EXPERIENCE (CONT...)

LEXISNEXIS - POWER COMMUNICATIONS CRM

London, United Kingdom/Chennai, India

2015 - 2020

- Create detailed technical design documents for the User Stories, changes and features implemented.
- Perform Siebel customisations involving Configuration, Scripting, Workflows, Integration.
- Perform role of the Primary Open UI Developer for a major CRM Application revamp.
- Implement Open UI customisations such as floating controls, quick scroll tool, Global Search, Quick Query toolbar, complete theme redesigning, Favourite records feature, collapsible applets during this revamp.
- Discuss user stories in sprint calls as part of agile methodology, analyse, design, implement, unit test and deploy the customisations as part of development work.
- Support and fix issues during the QA, UAT and warranty support for the features developed.
- Client facing role as Siebel Developer working on streamlining of key business functionalities using the Siebel Java Databeans.
- Build Siebel side web servlets to stage data for Appian - Siebel integration.
- As Production support analyst, provide fixes and resolutions to end user incidents and requests on the CRM Live application.
- Suggest client benefitting features and POCs to improve the CRM experience, aesthetics, and usability.
- Create Aesthetic widgets on the CRM application such as Sales Dashboard charts widget, Service Dashboard iFrame widget, Change position widget that provided users easy access and usability to new functionalities.
- Create an interface based on Java-SQL integration where the end users can perform self service actions for certain support requests, thus reducing redundant and repetitive support incidents.

CHARLES SCHWAB - BANKING CRM

Hyderabad, India

2014-2015

- Responsible for daily troubleshooting and execution of assigned deliverables.
- Creating Technical documents and unit test cases for the assigned deliverables.
- Modifying Actuate report templates as per business requirement.
- Functional and UI feature testing of application during the upgrade from Siebel HI to Siebel 8.1.1.9 and 8.1.1.11