



Manoj Hegde

A performance driven professional targeting senior level assignments in Solution Architecture, Business Consulting/Analyst, Pre-Sales, End to end design strategy, Data Science & Business Analytics with an organization of repute

Location Preference: Bangalore and Overseas



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Key Impact Areas



- Business Consulting & Evaluation
- Solution Architecture & Design
- Pre Sales & Post Sales Delivery
- Business Analysis & Data Analytics
- Technology Selection
- Product Design B2C & B2B
- BSS Telecom, CRM & E-Commerce
- IT Project Planning & Strategy
- Implementation/Delivery Roadmap
- Team Building & Leadership

Soft Skills

- Communicator
- Collaborator
- Intuitive
- Innovator
- Leader
- Motivator
- Analytical
- Team Builder

Executive Profile

- A goal-oriented professional, offering **10 years 4 months of** international experience in **Solution Architect, Business Consulting, Pre-Sales, Telecom, e-commerce & Internet** Industry with **BSS, Cloud CRM, E-commerce, Order Management, Microsoft Dynamics CPQ, Oracle Siebel CRM, SAP Hybris Commerce, Salesforce CRM/CPQ, Oracle SOM - Service Order Management, Huawei Provisioning, Oracle AIA/SOA & OSB middleware, Siebel Product Catalog, Huawei UPC (Unified Product Catalog), SAP Inventory, Huawei Rating/Charging & Billing, Data Analytics, SI System Integration & Agile methods of Software Development & Solution Architecture - Design & Consulting**
- Expertise in driving end-to-end solution architecture, involving client interactions, functional analysis of business requirements, development of solution strategy, technology research & evaluation, finalization & review of design & development method, end to end integration & delivery of solution design
- Proven success in taking independent ownership of all technical aspects of application development lifecycle and delivered releases on time
- Exposure in Software development **SI - System integration** with SAP, Microsoft Dynamics, Salesforce, Oracle COTs products, Configuration, workflows, Scripting with Agile based project delivery
- Led large-scale Enterprise solutions architecting and design efforts; developed & maintained application architectures for various business functional areas
- Team Leader, who has successfully trained, led & motivated teams towards attainment of project objectives & success in the organization; ability to champion organization values & vision and create a clear and compelling view of future through coaching and execution abilities

Education & Credentials

- 2010:** Bachelor of Engineering in Computer Science from NITTE Bangalore, VTU University with distinction

Trainings & Seminars

- Conducted Integration Framework Seminar & E-commerce trainings for nearly 100+ members for Client (operators) side IT architects
- Trained and certified in Agile methodologies (Internal Certifications)
- Conducted Siebel essential trainings for Greenfield Trainees (for Fresher's) in Accenture
- Undergone Agile trainings and obtained certifications

Notable Accomplishments across Career

- Awarded as "Best New Joiner 2013 Huawei Technologies" R&D India
- RO (Regional Office) award from Huawei Middle East Bahrain
- Received "The President Award" from Huawei Colombia
- COO Incentive Award from Huawei Malaysia

Certification

- Certified as "**CRM - Communication Domain Expert**" from Accenture Services Pvt. Ltd. India in CMT (Communication & Media Technology) department
- E-TOM certified** consultant from TM forum (have good knowledge in Enhanced Telecom Operational Map, TAM - Telecom Application Map, SID - Shared Information/Data Model, TIP - Telecom Integration Program)

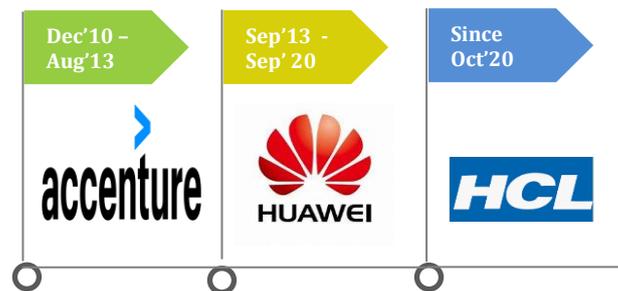
Domain Knowledge

- 10.4 years of working experience in BSS Telecommunication with Salesforce CPQ & CRM, MSD CRM, Oracle Siebel CRM & Integration, Ecommerce (Eshop & Ecare) shopping cart, Huawei BES Cloud CRM and Rating & Billing solutions
- Vast knowledge of Order management, Customer-Account-Subscriber data model, Offering Price & Product policy, Service Request/Trouble Ticket management, Shopping cart in Ecommerce sales & post sales, Voucher management, Integration with Telecom OSS & BSS systems for the services like Mobile Prepaid, Postpaid, Fixed line (Landline/DTH/IPTV/Broadband), Digital, online shopping for all the logistics, online telecom self-care functions, Recharge & payment, Telecom devices & services (sales & post sales business), FMC business, CRM 360 degree View

Technical Skills

❖ Domains:	Telecom, e-Commerce & Internet
❖ Languages & Technologies:	C, C++, Java Script, Siebel e-Script, Web services, Workflows, XML, HTML, FTP, CRM & Ecommerce Configurations, Business Service scripts
❖ Operating System:	Windows
❖ Database:	Oracle 9i, SQL Server, MS tools
❖ Designing Tools:	ETOM EA tools, Business Process flow MS Visio, Huawei Effort Estimation Tool, Jira, RTM Requirement Traceability Matrix, Azure DevOps TFS, BMC Remedy ITSM
❖ Platforms:	Siebel CRM Development Tools, Huawei Cloud CRM, Huawei OCS/CBS & Provision, Salesforce Lightning - Velocity, Microsoft Dynamics, SAP C4C Hybris eCommerce
❖ Protocols:	SOAP/Restful/P2P/FTP/Proprietary

Career Timeline



Professional Experience

Key Result Areas:

- Leading product strategy, vision, roadmap, and requirement specification and partner very closely with engineering teams on product design, development, and deployment in a fast paced, agile environment
- Consulting, Architecting, Designing & developing enterprise functional & integration solutions while maintaining scalability, performance, availability and quality of all platforms
- Creating architectures and designs for new solutions around existing and new problem spaces; worked as Lead Architect taking solution ownership and stimulate design to completion
- Driving development activities along with team members; creating modules and systems that can be treated as a working reflection of the best practices
- Setting up best practices to help the team and driving the adoption of these best practices around design, quality & performance
- Working on new & relevant technologies and tools, and driving adoption of the same; scoping the technical solutions to meet the immediate needs; meeting technical expectations of deliverables
- Tracking & recording business & technology trends and collect market information on an ongoing basis
- Steering product and release backlogs, interacting with the business key users for requirement gathering and analysis, Business process workshops, functional to technical mappings, Client side negotiation experience and scoping
- Performing product benchmarking and competitor analysis
- Mentoring teams of onsite and offshore developers (R&D); transferring requirements, assign and review allocated development tasks, provide technical leadership, develop and enforce development standards by performing development reviews for implementation to be done
- Applying high technical competence, strong technical background with track record of individual technical accomplishments
- Willing to work in any new technologies, designing & solution area, data science and analytics
- Very strong knowledge in Bid Process like BoQ, SOC, RFX (RFQ/RFT/RFI/RFP), TP, Work load evolution for Technical Proposal as part of Pre sales & initial Scoping/Sizing exercise, SOW (Statement of work) as part of HLS (High Level Scoping) and BP (Business Process), FSD/FRS (Functional Requirement Specification), ISD (Integration Specification Design), CRD (Configuration Requirement Design), SAD (Solution Architectural Design), PCD (Product Configuration Design) and consulting as part of Sales & Delivery (LLS - Low Level Scoping) process and CR (Change Request) process as part of Post-sales delivery as per ITIL (Information Technology and Infrastructure Library) standards & eTOM, TAM, TIP & SID framework for the existing, prospect & new clients
- Customer facing/interactions and ability to drive e2e digital transformation solution, workshop, project road-maps to address the key solution area for the clients and solution presentations with CXO level
- Extensive knowledge in Oracle Siebel CRM, Huawei Cloud CRM, Salesforce CPQ, Microsoft Dynamics, SAP CRM & CPQ, O2C Order to Cash, Q2O Quote to Order, Campaign, Lead, Opportunity, Forecast, Proposal, Interaction & Activity, Quote, Omni Channel, Check Out and Sales (shopping) cart, Order management (Sales order capture, order validation, order

entry, order line items, association of offers, service numbers and price and order submission and until Asset (subscription) creation, Usage To Bill, Order To Activate, Trouble To Resolve, Churn To loyalty in B2C & B2B various end to end Telecom projects

- Extensive knowledge in E2E telecom journey & products such as Oracle Siebel CRM, BSS Cloud CRM, Billing - CBS, OCS (-Online Charging System), Rating & Charging, CDR generation & Mediation, Charge Aggregator, Balance Management, Outstanding Amount Management, Account Receivable functions such as Payment, Adjustment, Void, Write-off, Reverse Payment, Refund, Autopay, Accumulator, Advance Payment, Deposit, Dispute, Bill & Invoice generation, Product Catalog, Pricing & Tariff, NRC/MRC, Usage charges, Business Fee, Logistics Inventory system (SAP), USM (Unified system management), OSM (Service Order Management), Mediation, PRM, Provisioning & Fullfillment, Integration with 3rd party, Enterprice Service Bus, Service Oriented Architecture (SOA), Trouble Ticket system BMC Remedy, Self care, E-Commerce, Mobile App, Payment Core, Dealer portal, IPCC (Contact Center, IVR), Reporting systems, RAFMS (Revenue Assurance & Fraud Management) and basic knowledge in OSS Network Elements such as Comarch (OSS Inventory), PCRF, HSS, HLR/VLR, Core Netwrk, PSTN Switches, IMS, WAP (Wireless Access point), Digital service platforms & VAS Value Added Services like SDP/RBT by driving E2E Full stack projects
- B2B Solution Architect responsible for providing B2B solution architecture and design specifications to support business models and finding data models for B2B corporate & SME customers as per ER (Entity relationship) design
- Engage with business architects, key users & IT stakeholders, ERP Order to Cash Solution Architecture, B2B Program Management, Middleware, Enterprise BSS Architecture, Vendor Management, Workshops with Software vendors
- Have extensively worked on B2C & B2B business and have knowledge on B2T (Business To Technology) for various telecom operators/CSP Communication service providers
- Experience in data analytical driven solution for overseas Telecom CSPs/ Carriers/Operators by building smart business model with business consultation/workshops/ conferences/pre sales assignments
- Rich onsite experience in business conferences and pre sales & Sales technical/functional workshops with international clients across the globe (Latin America/Canada/Middle east/Europe/Australia/Africa & Asia pacific region)
- Addressing the clients by understanding the industry, market, competitors, suppliers, partners and capabilities to enhance the business revenue & reducing the maintenance/operational cost

Since Oct' 20 – till date with HCL Technologies India Pvt. Ltd., Bangalore

Growth Path:

Lead Solution Architect Oct'20 – Till Date

Projects Executed:

- Ericsson Engagement - White Smoke Program – **India - Offshore**

Sep'13 – Sep'20 with Huawei Technologies (R&D) India Pvt. Ltd., Bangalore

Growth Path: (In Descending Chronological Order)

Senior Technical Lead Mar'18 – Till Date

Technical Lead Mar'15 – Feb'18

Senior Software Engineer Sep'13 – Feb'15

Projects Executed:

- Du Telecom - Wise Marketing Data Analytics CRM Fullstack Project – **Dubai - Onsite**
- Telefonica Movistar – Digital E-Commerce (Eshop & Ecare) Project - **Colombia – Onsite**
- Telefonica Movistar – Digital CRM Fullstack Project BSS- **Colombia – Onsite**
- Claro - American Movil Group –Fullstack Project BSS - **Ecuador – Onsite**
- Polkomtel Plus CPG Group –Fullstack Project BSS - **Poland – Onsite**
- CelCom Axiata Group – Siebel CRM Integration Project - **Malaysia - Onsite**
- China Mobiles CMHK Group – BSS Provisioning Project - **Hong Kong – Onsite**
- VIVA Telecom STC Group – Siebel CRM Upgrade Project - **Bahrain – Onsite**

Dec'10 – Aug'13 with Accenture India Service Pvt. Ltd., Bangalore

Growth Path: (In Descending Chronological Order)

Software Engineer Nov'11 - Aug'13

Associate Software Engineer Dec'10 – Oct'11

Projects Executed:

- Telstra – Siebel CRM Transformation Project - **Australia – Offshore**
- Bell - Siebel CRM Enhancement Project- **Canada – Offshore**
- France Telecom –Siebel CRM Greenfield Project - **France – Offshore**

Personal Details

Date of Birth: 25th July 1988
Languages Known: English, Kannada, Hindi
Address: BhartiyaCity, Bangalore - 560064

*Please refer to the **Annexure** attached for the **Project Details**.

Annexure

Projects Executed:

Organization: HCL Technologies India Pvt Ltd

- Project:** Ericsson Engagement - White Smoke Program
Client: Ericsson NEP – Network/Telecom Equipment & Software Provider
Duration: October 2020 – till now
Modules: CPQ & CRM – B2B Sell & Market Portfolio
Role: Solution Architect - SME/ Business consulting
Project Description: Ericsson is a NEP network equipment provider for the TSPs Telecom Service Providers across the globe, as part of white smoke program implementation scope finding the end to end solution for BSS Business supporting systems including Salesforce CRM for Campaign, Lead & Opportunities, Premium Proposal dot net based application for CPQ (Configuration Price & Quotation), ECP Ericsson configuration Portfolio for the Product catalogs, SAP Sales CLM for Contracts B2B business, SAP-ONE for Order management & Invocing/billing, SAP HANA for analytics, SAP MDM for Central data management systems for Ericsson's B2B business in Sell & Market portfolio.

Key Result Areas:

 - SME Role mainly on CPQ Premium proposal for B2B business
 - Q2C Quote To cash flow
 - Implementation of Proposal (Quote) which will be submitted from Ericsson business key users (Commercial managers, price managaers, account managers so on) to TSPs Telecom Service Providers like Airtel, Vodafone, at&t, Verizon so on Clients of Ericsson
 - Proposal (Quotation) which contains BOQ (Bill of Quantity) of the Products can be sold from Ericsson in terms of Proposal Parts, Proposal Items for the RFP (Requests for proposal) placed by CSPs(TSPs) Communication Service Providers
 - Integration with ECP Product catalog & Price factors CPL (Customer Price List)
 - Integration with Salesforce CRM for the Lead & Opportunities
 - Proposal analysis methods in CPQ as part of Risk analysis, Cashflow Analysis, Income Statement Analysis
 - Integration with Salesforce CRM for the Proposal (Quotations) approval decision points to win the Contracts
 - Integration with SAP Sales CLM for Contract Life Cycle management
 - Integration with SAP/ONE system for order management for the orders to be raised from Premium proposal system for the agreed Quotation
 - Mapping of Quote items with Order Plan items
 - Integration with SAP HANA for the sales analytics

Organization: Huawei Technologies (R&D).

- Project:** Wise Marketing Data Analytics CRM Fullstack Project
Client: Du Telecom – Dubai
Business Group: Carrier Business Line Group
Duration: November 2019 - Till Date
Platform: Microsoft Dynamics CPQ/Huawei Cloud CRM cross vendor multiple products
Technology: CRM, Cloud Data Analytics / Big data (Hive, Scala & Hadoop/HBase)
Role: Lead Solution Architect & Design/ Business consulting
Project Description: Addressing the CRM & CPQ products roadmap to the client, end to end solution design approach for CRM, Order management, CPQ, Pricing, Product catalog, Inventory, Rating and Billing, identifying key marketing elements by using Data analytics approach to enhance business marketing, revenue and reduce operational cost for the BSS products as part of building analytical driven solution for the the carrier/telecom operator Du Dubai.

Key Result Areas:

- **Churn2Loyalty:** Customer/Subscriber Base Analytics: Gross Adds, Churn Rate, Active/Inactive based on better insights into customer behavior, Churn management, Retension approach
Survival analysis model has been built to predict the time when a particular customer may churn or port out. Based on customers' usage patterns, billing records, etc., the model identify the probability of churn and port out at the subscriber level and to reduce the customer churn, appropriate retention incentives offered to the

customers to retain them and business processes that are identified as the reason for customers opting out of the services

- Traffic Analytics: Voice, Data, Messaging Usage & Content Purchase based
- Revenue Analytics: Usage, MRC's, OTC's (Order 2 cash) Bundle Purchases, Recharge
- Interconnect Market Share: Competitors/Operator's Market Share
- Location Analytics: Gross Adds, Revenue by Community, Corporate group
- Network Resource Analytics: Increased service reliability and prediction on component failure, reducing unscheduled maintenance
- Offering Analytics: Cross-selling and up-selling of products and services
- Improved sales analytics: Visual dashboards for marketing campaigns, Lead & prediction for new opportunities
- Social Analytics: Based on social activities and end user's behavioral trend analysis new product launch for loyal customers and identification based on unusual behaviours (fraud detection)
- **Descriptive/Diagnostic/Predictive & Prescriptive** data analytics technique: Identifying the business design gaps, implementation gaps, impact in requirements cause revenue leakage, based on diagnostic approach finding the route cause and based on predictive trend analytical approaches, data mining & AI techniques suggesting operators to build innovative smart business model by using network event data (mediation), billing data(billing system), customer data (CRM), eCommerce data(end user's navigation and loading products to the eCommerce cart and finding the interests towards buying offers/products/goods) and payments data (account receivable) to predict the likelihood of potential fraud in the future
- Data-driven pricing suggestions that promote sales and incremental contribution margin
- Campaign Analytics: Targeted campaigns lead to more effective response and reduced cost customised promotion offers for different clusters of customers to increase their satisfaction
- **Cyclic business model**: Identify the business gaps, validate, apply business insights, refining the model, explore new enhancements, develop smart business model and repeat the approach again to have continues evolution

3. **Project:** Digital E-Commerce Project
Client: Telefonica Movistar – Colombia
Duration: January 2019 – October 2019
Platform: Huawei E-Commerce – B2C Business
Role: Solution Architect - Design/ Business consulting
Project Description: Telefonica Movistar is a major telecom in South America and offers Mobile Pre paid, Postpaid, fixed-line telephony (Landline/IPTV/DTH/Broadband), Digital and FMC services to the end customers with the subscriber base of 350+ Million. Huawei ECommerce solution ease the BSS scope with the help of ECommerce project for Telefonica business.
Key Result Areas:
- **Order 2 Cash/Payment (E-TOM Reference):** Online shopping business solution (Ecommerce) for telecom services and logistic resources. Recharge for Prepaid and payment functionality for postpaid
- Ecommerce solution** covers User Sign In/Out, Offering Sales (Offering list & detail), Check out functionality, Shopping Cart, Buying goods & offers, Wish list, Wait List, Payment, Order Submission, New sales User Registration, Offering Comparison, Subscriber creation & Prospect customer creation, Post sales business like E-caring functions Recharge, Payment towards outstanding amount, 360 degree view, Unbilled Query (Real time consumption), External Chat function with Genesis, Balance query, Auto Pay, Resource Usage Query, Download Bills, Create & Query SRs (Service Requests), Integration with CRM, CBS (Convergent billing system), Ericson OCS (Online Charging system) & Legacy 3rd parties like Appointment System, OSS Inventory Comarch System, Digital platform Systems, Fraud & Credit check system.

4. **Project:** Full Stack BSS Project
Client: Telefonica Movistar – Colombia
Duration: January 2018 – December 2018
Platform: Huawei BES Cloud CRM, OCS/CBS Rating/Billing & Salesforce Velocity CPQ-Multi Vendors
Role: Solution Architect & Design/ Business consulting
Project Description: Telefonica Movistar is a major telecom in South America and offers Mobile Pre paid, Postpaid, fixed-line telephony (Landline/IPTV/DTH/Broadband), Digital and FMC services to the end customers with the subscriber base of 350+ Million. Huawei BES provides the BSS Solution with the help of Full stack project for Telefonica business.
Key Result Areas:
- Taken ownership for end to end integration lead and responsible for Integration solution from requirement gathering, scoping, IOT & UAT testing support until software launch & commercial cut over for fixed line & FMC business in sales & post sales
 - Responsible for FSD/FRS (Functional Requirement Specification) & ISD (Interface Specification Design) for New sales, Post sales, Order management business, Ecommerce business online shopping & caring (Eshop & Ecare)
 - Responsible for SAD (Solution Architecture Design) end to end preparation and delivery for more than 100+ Telco legacy systems involved in the project scope
 - Solution Analyst role in designing and effort estimation for the Client's demands in the Delivery team
 - Solution delivery responsibility and transferring the requirements & design to development team for the requirements gathered in scoping and external BRs in normal releases of IRs (Iteration Requirements)
 - Solely owner of Co-living scenarios during migration strategy for the Full-stack and legacy BSS systems

- Impact analysis for the AS-IS solutions during legacy systems deployment readiness intact with Full-stack software launch
- Major functionalities implemented:
- **Integration:** Sales & post sales Interface design for B2C, flow design, parameters optimization, Interface reusability
- **Quote 2 Order (E-TOM Reference):** Offer selection, Scheduling appointment for fixed line solution, Offer availability & feasibility solution for fixed line services, Digital services integrations, Payment core integration, pre-order validation with several 3rd parties like Fraud check/Address verification for fixed line, Credit score check
- **Order 2 Asset (E-TOM Reference):** Handled sales business like New user registration/Acquisition process, FMC registration
- **Request 2 Change (E-TOM Reference):** CRM post sales Suspension/Barring & Resumption, Deactivation, Change offer, Transfer of ownership, Change Number, Port In & out MNP, FMC change offer, FMC unbound, 360 degree FRs, Voucher management solution, Provisioning solution for OSS network elements (work order commands logic) for offer & product instance, file interface for reporting and so on which have been significantly controlled in scoping
- **Order 2 Cash (E-TOM Reference):** Order submission solution from CRM (COM) to OSS Network elements for provisioning the services and revenue management by receiving payment
- **Churn 2 Loyalty (E-TOM Reference):** Retention approach, Reactivation, preventing churn rate by promotions/offers/discounts, new sales models such as FMC
- Orchestration solution for the fixed line & FMC business from CRM (COM) to SOM service order management through middle-wares OSB (Oracle Service Bus)

5. **Project:** Full Stack Project BSS
Client: Claro – American Movil Group Ecuador
Duration: May 2017 to December 2017
Platform: Huawei BES Cloud CRM, Rating/Billing/Provisioning & SAP CPQ - Multi Vendors
Role: Solution Architect & Design/ Business consulting
Description: Claro is the rank numbered one telecom service provider in Latin America and the primary objective of the project is to deliver the priority scoped requirements. These requirements include to provide the solution for Customer, Account, Subscriber, OM (Orders & line items), contact and products as prioritized by the business users.

Key Result Areas:

- Participated in HLS & LLS scoping, Solution Analyst Role
- OOTB solution mapping for Client's requirements, customizable solution delivery responsibility and transfer to development team
- Effort Allocation for the external CRs (Change Requests)
- Knowledge sharing with peers and local employees
- Business solution contribution towards:
 - Integration with legacy systems (Sales & Post sales)
 - Optimization on Reporting requirements
- Major functional that were implemented:
 - Resource Sales, Swap & Return resources Inventory management Solution
 - CRM reporting solution on MNP, New sales, Pre-deactivation
- Negotiation and brought several external BRs to improve the Client's business

6. **Project:** Full Stack Project BSS
Client: Polkomtel Plus CPG Group – Poland
Duration: November 2016 to April 2017
Platform: Huawei BES Cloud CRM, CBS /SAP Hybris Commerce & SAP CPQ - Multi Vendors
Role: Solution Analyst & Design/ Business consulting
Description: Polkomtel Plus CPG Group has 9.6+ Million subscriber based and mobile, fixed line telephony, IPTV, Broadband service and this project is to replace legacy CRM & Billing systems with Huawei BES Full stack project which would help to increase the Client's business and bringing all the sales operation into one system.

Key Result Areas:

- Individual Solution analyst Role
- Single point of contact for De-activation and Re-activation business. BP (Business Process) development, BP to FRS mapping
- Identify and provide remedies and root cause fixes for the errors in the existing solution
- Provide design suggestions to the concerned teams in minimizing errors especially on Integration
- Acquisition process / New user registration sales process in SAP Hybris Commerce
- SAP CPQ – Configure Price & Quote solution from Campaigning to Quote
- Huawei BES Cloud CRM – Quote to Order to Cash flow until Asset (Subscription)

7. **Project:** Siebel CRM Integration Project
Client: Celcom Axiata Group – Malaysia
Duration: May 2016 to October 2016

Technology: Oracle Siebel CRM 7.8 (Integration) with Huawei CBS cross vendor billing system
Role: Solution Analyst / Business consulting
Description: Cellcom is the 2nd largest telecom service provider in Malaysia and project is to integrate Siebel CRM (front end) handled by TCS with Huawei billing system CBS

Key Result Areas:

- Involved in Analysis, Estimation, Documentation, requirements analysis for integration releases
- The main functionalities that were Data model mapping with Huawei billing system (CBS). Workshops with multi vendors like IBM reporting, TCS, Oracle Siebel
- Interface design between Oracle Siebel CRM & Huawei Convergent billing system CBS (Pre paid & Post paid)
- Data model design for B2C/B2B (Corporate & SME)

8. **Project:** Provisioning Project
Client: CMHK China Mobiles –Hong Kong
Duration: February 2016 to April 2016
Platform: Huawei provisioning system
Role: Solution Analyst / Business consulting
Description: China Mobile CMHK is the 2nd largest telecom service provider in Hong Kong and rank number 1 in mainland china and this was the small scale project to provide provisioning solution.

Key Result Areas:

- Involved in analysis of Provisioning commands to NE Network Elements from Legacy CRM
- Work Order command design for the HW Provisioning system
- FRS & Interface flow design between BSS & OSS (NE)

9. **Project:** Siebel CRM Upgrade Project
Client: VIVA STC Group – Bahrain
Duration: September 2013 to January 2016
Technology: Oracle Siebel CRM 7.8.2 (Configuration/Scripting/Workflows/Business service & web service)
Platform: Oracle Siebel / Huawei Rating & Billing CBS system
Role: Senior Software Engineer / SME - Technology Consultant
Description: VIVA Bahrain is subsidiary of STC group Soudi Telecom and offers solution for Mobile services.

Key Result Areas:

- Extensive technical expertise in
- Siebel Configuration
- Siebel eScripts/ Java script
- Workflows & Integrations (EAI)
- Business services development and web service Integration
- DVM - Data validation Manager
- Front end GUI development Applets/ Screens, Views
- Server Administration and Configuration CRON jobs
- Business layer (middle layer) customization and development BC, BO, Links, Joins, MVL, User properties

Organization: Accenture India Service Pvt. Ltd.

10. **Project:** Siebel CRM Greenfield Project
Client: Orange Telecom – France
Duration: February 2013 – August 2013
Technology: Siebel 7.8(Configuration/Scripting)
Role: Software Developer
Description: Greenfield Project to support Orange France telecom business in-terms of Siebel CRM solution, which involved Customer creation, Account and assetization (subscription), recharge functionality, 360 degree Siebel CRM view and trouble tickets.

Key Result Areas:

- Started my career in Accenture with Siebel CRM development as associate software developer
- Siebel CRM configuration, Escript, Java scripts
- CRD preparation and developing according to technical design
- Basics of workflows, Virtual business components
- Presentation layer GUI development in-terms of dropdown, views, screens, applets

11. **Project:** Siebel CRM Enhancement Project
Client: Bell Canada
Duration: September 2012 – January 2013
Technology: Siebel 7.8 & 8.1 (Configuration/Scripting/Workflows), SQL
Role: Software Developer
Description: This Project based on Siebel e-Communications 7.8 and 8.1 providing an end to end business process for BELL Canada. Offers the services of Mobile, Fixed lines, Broadband, Pay TV connections across the Canada and France in English and French applications by means of Siebel terms Account creation, Quote, Order, Asset and Agreement, Service request, Interaction, Activity.

Key Result Areas:

- Analyzing the project requirements review calls
- Discussing the requirement feasibility in AD (Application development) Review calls and finding the POC (Proof of Concept) for the same
- Prepared Unit Test Case Document based on the Requirement pack
- Prepared Assemble Test Case Document based on the Requirements
- Worked on Proposal templates for Service Agreements, Generation of Agreements as per the requirements

12. **Project:** Business AS Usual Transformation Project

Client: Telstra – Australia

Duration: December 2010 – August 2012

Technology: Siebel 7.8.2(Configuration/Scripting/Workflows), SQL

Role: Software Developer

Description: The primary objective of the May usability release is to deliver the priority scoped requirements as decided by PremiSys stakeholders. These requirements include enhancements to quotes, activities, approvals, products, pricing administration by the business users.

Key Result Areas:

- Have worked extensively on Siebel Configuration which includes
 - Customized Applets, Business Components, Views and Business Objects
 - Pick Lists, Links and Joins
 - Workflow policy Groups & Workflows and Business Services
 - Siebel e-Scripts (java and VB Scripts)
 - Implemented the Business Validations through Configuration & Scripting
 - Configured UI level customization
 - UMF - Unified Message Framework
- Involved in SIT and UAT of this release