Vaibhaw Kumar Gupta

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#  Career Synopsis

Having 7.9 years of experience in Development, Admin,Support & Maintenance of Siebel applications with fair knowledge of Insurance, Manufacturing and Telecom domain. Having good experience of handling Development, change requests & customer requests independently with valuable experience on.

1.Siebel EAI

2. Siebel Workflow

3. Siebel Configuration

4. Siebel EIM

5. Siebel Server Management

6. Unix Scripting

7. Oracle PL/SQL

8. Salesforce.com

# Professional Summary

* Experience in end to end Development project for Siebel Configuration and Siebel EAI.
* Work experience with client as onsite application coordinator.
* Incident management and resolution.
* Work experience as a designer for Application integration.
* Work experience on Scripting.
* Work experience on different methodology like Agile & Waterfall.
* Experience on Reporting and activity Communication.
* Experience on Workflow & EAI Development for Siebel CRM.
* Siebel Order Management experience.
* Experience in production support & troubleshooting.
* Experience on File Transport, MSMQ Transport and Web Services.
* Experience on Integration Object.
* Siebel Admin for Siebel Administrator with experience in Siebel 7.0, 7.8, 8.1 and OPEN UI with applications like Siebel Call Center, Siebel eCommunication, HTIM& Siebel sales.
* Experience in UNIX Scripting on UNIX box Siebel servers.
* Application tuning for performance and Scalability.
* Experience on Remedy and Service Now Incident Management tool.
* Experience on Test cases matrix analysis.
* Design document, HLD & LLD preparation for new requirements.
* Work experience in Siebel development and Support project.
* Work experience on HP-QC and ALM tool.
* Work experience on JIRA efforts tracking tool.
* Administration of Siebel server and Maintenance of SIT, UAT and Production environment used by the clients.
* Siebel Administrator with experience in Siebel 7.0, 8.1 and applications like Siebel Call Center& sales.
* Wide experience in working on Windows platform based Siebel servers as well as on UNIX platform.
* Experience in IBM DB2 Database and Certified Oracle Database 11g.
* Enthusiastic, eager to meet challenges and quick to learn and assimilate new concepts and ideas.
* Ability to work on multiple projects/tasks simultaneously to meet deadlines.
* Managing code for the entire environments for all t­­he Major releases and defects going in any environment.
* Fixing the Siebel Product issues for EIM.
* Deploying new Builds and making sure to complete the deployment before SLA time.
* Team player with good communication skills and also a self-motivated individual with exemplary problem-solving skills.

# Profissional Exprience

**Virtusa Consultanting Pvt. Ltd.**

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| **Client Name** | Colt Technology |
| **Project Title** | Colt QTO |
| **Period**  | Aug 2108 -Till Date |
| **Position**  | Lead Consultant |
| **Responsibilities** | * Worked on Siebel EAI, EIM & Configuration, Workflow.
* Working with Agile methodology.

Worked with Siebel Call center IP15 application.* Siebel Order Management experience.
* Siebel Notification Engine to improve preformation and provide run time implementation.
* Worked on Business Service solution to meet the client expectation.
* Worked for Web Service Integration as a designer.
* Experience on Wes Services.
* Experience on Integration Objects.
* Working on Windows platform based Siebel servers as well as on UNIX platform and RDBMS like Oracle 10,11g
* Experience on Siebel Product Catalogue automation to reduce build and deployment time.
* Giving support to all non-prod environments like UAT, PRE-PROD & PROD during different face of the cycle.
* Experience in production support & troubleshooting.
* Experience on functional flow.
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| **Project Location** | Bangalore, India |

**Accenture India Pvt. Ltd – Senior Analyst (May 2017 – July 2018)**

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| **Client Name** | Vodafone NewCo |
| **Project Title** | Vodafone Factory |
| **Period**  | April 2017 – Till Date |
| **Position**  | Senior Analyst |
| **Responsibilities** | * Worked on Siebel EAI,EIM& Configuration, Workflow.
* Working with Agile methodology with US client.

Worked with Siebel Call center 8.1 application.* Siebel Order Management experience.
* Siebel Digital Signature Implementation.
* Jira integration with Siebel.
* Custom escalation matrix implementation
* Siebel Notification Engine to improve preformation and provide run time implementation.
* Worked on Business Service solution to meet the client expectation.
* Worked for Web Service Integration as a designer.
* Experience on Wes Services.
* Experience on Integration Objects.
* Working on Windows platform based Siebel servers as well as on UNIX platform and RDBMS like Oracle 10,11g
* Experience on Siebel Product Catalogue automation to reduce build and deployment time.
* Giving support to all non-prod environments like UAT, PRE-PROD & PROD during different face of the cycle.
* Experience in production support & troubleshooting.
* Experience on functional flow.
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| **Project Location** | Pune, India |

**Vodafone Shared Services India – System Analyst (Jan 2015 – Oct 2016)**

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| **Client Name** | Vodafone Italy  |
| **Project Title** | VF-ITALY |
| **Period**  | Dec 2014 – Till Date |
| **Position**  | System Analyst  |
| **Responsibilities** | * Resolved key issues in setting up Siebel Environment.
* Health Check of all the Dev and Test environment making sure the environments are working fine before developer’s proceeds with their work.
* Gain knowledge about AppCom file systems architecture.
* Administration of Siebel server and Maintenance of SIT, UAT, PERF and Production environment used by the clients.
* Hot fixing the modifications done by developer in the working hours.
* Deploying new Builds and making sure to complete the deployment before SLA time.
* Creating Siebel users in Siebel and assigning then the required Position and Responsibilities.
* Setting up developer’s machines which includes Generating db­xtract, dbtemplate and machine configuration.
* Raising and following up SR with Siebel support web in fixing the Siebel Product issues.
* SVN Integration with Siebel Tools.
* Managing code for the entire environments for all the Major releases and defects going in any environment.
* Involved in automating the repetitive work we do every day by writing a script and running it through cron job every day.
* Knowledge sharing and Mentoring Juniors in the team and helping them with any critical issues
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| **Project Location** | Pune, India |

**TATA Consultancy Services – System Engineer (July 2012 – Dec 2014)**

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| **Client Name** | RAC (UK Client) |
| **Project Title** | RAC Motoring Services  |
| **Period**  | July 2012 – Dec 2014 |
| **Position**  | Developer  |
| **Responsibilities** | * Working for Siebel Configuration and EIM development.
* Experience on Siebel EAI & Workflow.
* Experience on File transport, MSMQ and Wes Services.
* Experience on Integration Objects, EBC & VBC.
* Siebel Administrator with experience in Siebel 7.0 for Call centre application.
* Giving support to all non-prod environments.
* Worked on UNIX shell scripting, Admin and Siebel EIM related issues.
* Interact with the client and prepare the design document of the requirement.
* Responsible for identifying and solving the integrated related issues.
* Conducted Application level training for the new team members in the project.
* Prepared Troubleshooting guide for easy identification and resolution of issues.
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| **Project Location** | Mumbai, India |

# Technical Skills

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| **Databases** | Oracle SQL, DB2 |
| **Operating System** | Windows, UNIX AIX |
| **Tools / Products** |
| **IDE** | Siebel Tool, Vi editor |
| **Frameworks** |
| **Web Application**  | Siebel Application |
| **Technology** | Siebel Configuration, Siebel Workflow& EAI(Web Services, HTTP Transport & JMS & MQMB), Siebel Administration, UNIX Shell Scripting, Siebel EIM and Salesforce.Com |

# Academic Details

* **B.E** inInformation Technology from Lakshmi Narain College of Technology, Bhopal (MP).
* **Higher Secondary Course Certificate** from Higher Secondary School, Harpalpur (M.P).
* **Secondary School Leaving Certificate** from Saraswati Shishu Mandir, Harpalpur (M.P).

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| **Degree(Discipline)** | **Year** | **Institution/School** | **University/Board** | **Percentage** |
| B.E.(Information Technology) | 2012 | LNCT,Bhopal | RGTU | 77%(Degree) |
| XII(Science) | 2008 | Government Boys Higher Secondary SchoolHarpalpur | M.P. | 89.1 % |
| X | 2006 | Saraswati Shishu MandirHarpalpur | M.P. | 82.4% |

# Education

# Achievments

* Awarded a Scholarship by Central Sector Scholarship Scheme in 2008.
* Certified Oracle Database 11g.

# Personal Details

Name : Vaibhaw Kumar Gupta

Gender : Male

Languages Spoken : English, Hindi

DOB : 11th Jan 1991

The above statements are true to the best of my knowledge and belief.

Date:
Place: Bangalore (Vaibhaw Kumar Gupta)