BACKGROUND

EXPERIENCE

SNAPSHOT

INDUSTRY EXPERTISE

* Manufacturing and Retail
* Telecommunications

TECHNICAL SPECIALIZATIONS

* Siebel Configuration
* Siebel Integration
* Siebel OPEN UI
* Siebel Administration
* JMS Queues
* Webservices
* Assignment Manager
* Workflows
* Workflow Policies
* RCR
* Siebel eScript
* Siebel CTI
* Siebel Email integration
* Siebel Performance Tuning
* Siebel Personalization
* Siebel VBC & EBC
* PL/SQL
* Javascript
* Visual Basic
* Shell Script
* HTML
* CSS
* XSLT
* Salesforce Administration
* Salesforce Developer

With around **8.10 years** of design and development experience in IT industry, I have excellent skills in developing, documenting, coding, modifying, unit testing and implementing business technology solutions, especially in Siebel.

I have excellent knowledge in Siebel configuration, development and integration with external systems, Siebel Open UI.

I also have good amount of experience in client facing roles.

Experience Summary

* Strong knowledge in Siebel Configuration, Workflows, Siebel scripting, Siebel Integration using Web services, MQ and File transport.
* Worked with various Siebel applications like Siebel communications, Siebel Field service and Siebel eService.
* Worked on Siebel versions 8.0, 8.1.10 & Ip15.18.
* Strong experience in Siebel Web Services.
* Strong knowledge in Assignment Manager Module.
* Strong knowledge in Siebel workflow policies and RCR.
* Strong knowledge in SQL scripting and writing database procedures.
* Strong knowledge in js and html coding.
* Good knowledge in Siebel OPEN UI.
* Fair knowledge in IP19 version.
* Fair knowledge in Shell scripting.
* Experience in creating task scheduler jobs.
* Experience in Siebel email integration.
* Experience in Siebel CTI (Computer Telephone Integration).
* Expertise in optimizing the code and automating deployments.
* Experience on SVN for maintaining repository and code migration.
* Experience in working & coordinating with onsite for critical project deployments.
* Experience in release planning for go-live to production and pre prod environments.
* Experience in working on client facing locations.
* Good exposure to Germain monitoring tools like APM (Application Performance monitoring), CRT (Code Review tool).
* Good experience in Oracle monitoring tools like Oracle Enterprise Manager.
* Strong verbal and written Communication, Analytical, Problem-solving & Multi-tasking ability, with experience directly working with business and technical stakeholders.
* Deep understanding of the development life cycle.
* Adhered to best practices within Siebel.
* Won multiple performance related awards and got multiple client appreciations.
* Fair amount of experience in Salesforce Administration and Salesforce Developer.

CGI EXPERIENCE

**Volvo (June-2016 to till date)**

Volvo Group is one of the world’s leading manufacturers of heavy commercial vehicles and diesel engines. Volvo also offers a comprehensive range of customised solutions in financing.

Leasing, insurance and service, as well as complete transport systems for urban traffic.

It enjoys an invaluable reputation for corporate trustworthiness around the world, based on consistently conducting business with integrity and in compliance with the laws and regulations governing its activities.

Volvo has tools - Argus for case management & Mercurius for breakdown support.

Worked extensively in configuration, integration and Open UI.

**Roles and Responsibilities:**

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As a **Senior Software Engineer/Lead Analyst**, was involved in analysing requirement, estimations, implementation approach and development while using tools like Jira to maintain an agile way of working.

* Understand the functionality of aftermarket sales within Volvo group.
* Understanding technical requirements and finding estimates and best approaches to do development.
* Development of requirements in both HI – Siebel Field Service and SI – Siebel eService & OUI – Open UI.
* Work on Siebel Configuration and Siebel Integration and contribute individually.
* Implement UI changes in eService, SI & HI.
* Implement business layer logics using workflows, business services.
* Work on Javascript and create custom Siebel Web Templates.
* Work on Siebel Open UI. Migrate HI to Open UI.
* Create DB procedures which are called from an EBC in Siebel.
* Building prototype on the requirement and presenting before the Technical lead and System Analyst.
* Implementation of JMS queues.
* Implementation of Web services.
* Implementing CRs and Bug fixing of the application.
* Work on creating RCR’s for invoking Siebel Workflows.
* Create task scheduler jobs for monitoring daily activities in production and prepare the report.
* Finish the tasks within deadlines and minimize the defects on the developments.
* Implementing CRs and Bug fixing of the application.
* On call support - Support critical production issues and resolved production alerts within the stipulated time.
* Peer review and performance improvements.
* Involved in release planning and automation of deployment.
* KT and support to the junior developers.
* Managing a team of 5+ members for critical deliveries.
* Create improvement opportunities for better way of working.

OTHER EXPERIENCE

**Accenture (Dec-2011 to June-2016)**

**Project#1: France Telekom**

Orange (Formerly France Telekom) is a leading telecommunication corporation based out in France specializing in Mobiles, land line, internet and IPTV. The client was based out on France. The project was to move their legacy system to Siebel CRM including additional customizations so that users can have all the latest working ways available to them.

The whole project was on Order Management module in Siebel.

Worked extensively in configuration and Integration.

**Roles and Responsibilities:**

As a **Developer**, was involved in analysing requirements, design and development.

* Understand the Order Management flow.
* Understanding business requirements and implementing them.
* Work on Siebel Configuration and Siebel Integration module within a team.
* Work on Run time events and workflow policies.
* Work on UI changes and business logic using business services and workflows
* Document technical changes, peer reviews and unit test scenarios.
* Owning modules – POC of Assignment Manager module.
* Providing timely reports on the process and schedule of the phases in project.
* Preparing the knowledge sharing documents, release related documents for every project.
* Interacting with the designers and timely check of the project progress to fit into the timelines.
* Showing highest degree of possibility towards assignments to meet the deadlines by taking complete ownership of assigned tasks
* Conduct KT sessions and meetings to technical leads and junior developers.
* Communicating with the external systems teams to deliver the code hand in hand.
* Support daily sanity testing involving multiple teams.
* Support the code retrofit between various releases in every year.
* Create Siebel packages using ADM’s for migrating the data from one environment to another. Create custom ADM’s for custom views.
* Help the other teams in need and to help overall progress of the organization.
* Personalization of Applets and Views and Tuning the application for better performance

**Project#2: Telefonica Germany**

Telefonica is Broadband Company based out in Spain having operations in Europe, Asia, North America and South America. The client was based out on Germany.

The project was for an application for case management for resolving customer tickets and another application implementing new products for customer using Siebel product configurator.

Worked extensively in Siebel configuration.

**Roles and Responsibilities:**

As a **Developer/Junior Developer**, was involved in coding, unit testing, peer reviewing and code migration.

* Implementing requirements as per the design document.
* Work on configuration and scripting.
* UI Configuration – Applets, Views, MVGs, Picklist, Pick applets, Drilldowns, VBC
* Business Level – Business Components, Business Objects, Links, Joins, Integration Object and Data Validation Manager.
* Personalization of Applets and Views
* Workflow policies.
* Preparation of unit test cases and documenting.
* Preparation of Requirement Traceability Matrix.
* Implementing CRs.
* Bug fixing of the application.
* Work on release support.
* Supporting the application at L2 for technical defect fixes forwarded from the front desk.

EDUCATION

B-Tech in Electrical and Electronics, College of Engineering, Thalassery affiliated to Cochin University of Science and Technology (CUSAT)