KIRAN KUMAR

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**India:+** 91-8438004442

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| OBJECTIVE |

* Experience in design, develop &implementation, testing multiple architecture frameworks, models, integrated strategies to enterprise requirements especially in SIEBEL,SALESFORCE CRM & OIC (Oracle incentive compensation)

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| EXPERIENCE SUMMARY |

* Overall summary of 8 years of experience in IT field (Salesforce,Siebel crm, OIC )
* Design & Implement (Functional & Technical specifications) to development team & Business user team
* Involved in Production support & Implementation project in SDLC(Software development life cycle)
* Ensuring deliverables to carry out Unit Testing, SIT, UAT and pre-prod environments & production support
* Worked on salesforce end to end life cycle development to deployment (Organizational to development)

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| ACADEMICS |

* M.C.A from Anna University (Chennai)-2009 Passed Out
* B.com from Madras University (Chennai)- 2006 Passed Out

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| TECHNICAL SKILLS |

* Core Skill : Salesforce, Siebel
* Scripting Languages : JavaScript, eScript,HTML,XML,jquery
* Database : SQL Server ,Oracle database

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| Thirdware solutions pvt ltd |

Thirdware is a IT consulting firm committed to helping client’s utilize best of breed technologies to achieve sustainable competitive advantage. With over two decades of demonstrated experience in consulting, design, implementing and support of enterprise applications for Fortune 500 firms, we have significant competencies in Transaction systems, Analytics and Cloud applications

**Platform:**

 Salesforce CRM

**Duration:**

March (2018) to now

Designation:

Technical analyst

## Roles and Responsibilities

* Manage users, roles, profiles,permission sets (custom & standard)
* Worked on data visibility and security (Object level, field level,Profile level, permission level)
* Created Workflows and Approval Processes to meet the Business requirements of the client
* Worked on OWD concepts(Internal, external,Manaul sharing and owner basis sharing, criteria based)
* Relationships(master,many to many,Junction object,external, hierarchial)
* Created and worked on custom and standard objects
* Creation of custom fields and datatypes, picklists,dependency picklist
* Extensive experience in customizations, configurations in Sales Cloud, Service Cloud
* Worked on validation rules,Formulas and rollup summary fields
* Worked on Workflows, Business process, Lightning flows, Reports.

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| Nissan (DMS –Dealer Management system)NMIPL(Nissan motor india private Limited) |

Nissan Motor Company Ltd usually shortened to Nissan is a Japanese [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) [automobile manufacturer](https://en.wikipedia.org/wiki/Automotive_industry) headquartered in [Nishi-ku, Yokohama](https://en.wikipedia.org/wiki/Nishi-ku%2C_Yokohama). The company sells its cars under the Nissan, [Infiniti](https://en.wikipedia.org/wiki/Infiniti), and [Datsun](https://en.wikipedia.org/wiki/Datsun) brands with in-house performance tuning products labelled [Nismo](https://en.wikipedia.org/wiki/Nismo%22%20%5Co%20%22Nismo).Since 1999, Nissan has been part of the [Renault–Nissan Alliance](https://en.wikipedia.org/wiki/Renault%E2%80%93Nissan_Alliance), a partnership between Nissan and French automaker [Renault](https://en.wikipedia.org/wiki/Renault). As of 2013, Renault holds a 43.4% voting stake in Nissan, while Nissan holds a 15% non-voting stake in Renault.

**Platform:**

 Siebel Automotive (CRM) – DMS (Dealer Management systems)

**Duration:**

December (2016) to 2018

Designation:

Siebel developer

## Roles and Responsibilities

* Currently working in Nissan for DMS rollouts & projects
* Hands on MQ series for inbound and outbound worked in Siebel EAI
* Worked on Inbound & Outbound webservices,Datamaps, EIO & IIO creation
* Hands on experience in User properties, Joins, Links,Views,Applet,Picklists,Toggles
* Configured CR as per requirements on drilldowns,MVGs,screens, Business objects
* Expertise configuring open ui using Jquery, CSS,HTML for Siebel applications
* Hands on configuration,scripting,workflows, Assignment manager & statemodels
* Implementation & production support performance tuning for application support.
* Worked on RCR,Policies,User properties,

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| Transsys Solutions (Offshore –Chennai)(BRITAM Project , Kenya ) |

TransSys Solutions is an Oracle Platinum Partner with a vision and deep understanding of the industry, technology and market that have a real-world impact on business operations. At TransSys, we believe that innovation and transformation is critical to the success of any business. As a renowned Oracle Solution and Service Provider we combine the power of Oracle's best-of-breed products along with our proven experience and deep expertise to design solutions aimed at transforming and delivering measurable business value to our clients.

**Platform:**

 Oracle Incentive Compensation (OIC)

Designation:

Siebel developer and OIC senior consultant

**Duration:**

February (2016) to September (2016)

## Roles and Responsibilities

* Understand the business requirement from client and transform and manage their requirements into input paramaters to their application to process the incentives
* Created new rate dimensions,planelements,compensation plans,
* Self starter, agile in work assignment and strong problem solving skill
* Newly created formulas,expressions,paygroups,payment batches, rate tiers
* Imported suppliers from AP (Accounts payable) and maintained the expense code and liability code
* Imported resource from HRMS module.
* Calculated incentives for the sales people and their managers done rollup concept

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| OCBC (BAU support)<http://ocbc.com.my> ( via) E2 power (Subsidary of OCBC bank) |

OCBC Banks largest shareholder by a big margin is the Lee Group of Companies. Founded by Lee Kong Chian, the Lee family continues to exert a large influence on OCBC Bank, with two board seats occupied by Lee Seng Tee and Lee Tih Shih. OCBC Bank has assets of more than 224 billion SGD. Based on Bloomberg, in 2011 OCBC is the number one of World's 10 strongest $100 billion assets banks

**Platform:**

 Siebel CRM

Designation:

Siebel developer

**Duration:**

February (2015) to December (2015)

##  Roles and Responsibilities

* Understands the business vision, works with the business to build on it with suggested improvements and delivers a result that meets or exceeds expectations.
* Functional Responsibilities: requirements gathering, application design, configuration, module setup, writing training guides, training end users, and production support.
* Technical Activities: interfacing with users, identifying functional and technical gaps, estimating work, designing custom solutions, programming, scheduling, producing documentation, and providing production support.
* Raised Minor,,Standard,Significant,Emergency SAR for day to day daily BAU activities.
* Handled support team with support phone 24 /7 to troubleshoot issues at any time
* Resolved day to day BAU investigations,enquires,issues reported by users
* Worked for ITSR testing involvement and development changes migration rollout for release activity.
* Closed ITSC service cases within a stipulated period of time.
* Worked on RCA (Root cause analaysis) of problem situation,comparison of existing behavior and new behavior on various activities.
* Make sure all Siebel users will work without any trouble
* Fixing the issues and enhanced the system improvement
* Worked on Data centre schedule down (DCSS) and DR activities Malaysia whole bank wide.
* Responsible for collecting, understanding, and transmitting the business requirements for the project, and translating these into functional specifications
* Worked on Integration testing from Siebel to SIBS (AS400) end to end.
* Checking and verifiying the SOA logs
* Sort it out system slowness based on checking long performance query

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| CELCOM (BSS IT TRANSFORMATION)<http://www.celcom.com.my/> (Via) Encora Technologies Malaysia  |

**CelcomAxiata [Berhad](http://en.wikipedia.org/wiki/Berhad%22%20%5Co%20%22Berhad)**,  **Celcom**, is the oldest mobile telecommunications company in [Malaysia](http://en.wikipedia.org/wiki/Malaysia). Celcom is one of a member of the [Axiata](http://en.wikipedia.org/wiki/Axiata_Group_Berhad%22%20%5Co%20%22Axiata%20Group%20Berhad)group of companies. Being one of the very few companies in Malaysia to originally obtain a cellular phone license, it successfully introduced mobile telephony in Malaysia through its ART-900 (Automatic Radio Telephone) service, using first generation (analogue) [ETACS](http://en.wikipedia.org/wiki/Total_Access_Communication_System) (Extended Total Access Communication System) specifications of the United Kingdom, a derivative of the US-AMPS (Advanced Mobile Phone System) technology

**Platform:**

 Oracle Incentive Compensation (OIC)

**Duration:**

January (2013) to November 2014

Designation:

Siebel developer and Oracle OIC consultant

##  Roles and Responsibilities

* Read the High Level documents, understood the requirements and designing the low level documents.
* Experienced in  Siebel  e-communications
* Expertise in Siebel– Config, eScripting, EAI, Siebel’s Rule based Engines (Workflow, Assignment Manager, etc)
* Modification of **Business Components fields**.
* Practice of Siebel SDLC (Siebel development Life cycle)
* Expertise in Product configuration & unit tests components well.
* Modification of various **Applet, Controls, Screens and Views**,toggles.
* Modifying Scripts **(e-Script)** for customized functionality.
* Adding **View**s to Responsibility and assigning responsibility to users.
* Modification of **Links/Multi value links** to implement various functionalities required by the user.

Developed **Inbound and Outbound EAI** WFs and BS to handle the requirements.

* Created and Modified **Integration Objects** to support Integration
* Used **Siebel EAI Adapter** for various operations on Siebel Database
* Used the **Transport BS** which transports the XML message to Destination Application
* Created Custom **Business Services** and used in **EAI Workflows**
* Worked on **Data maps** to map the External and Siebel Messages
* Used the Transport BS which transports the XML message to Destination Application
* Worked on **Web services (Inbound/Outbound)**
* Prepared test cases to meet the requirements.

OIC:

* Created Roles & Resources
* Handled Support issues in Oracle incentives for dealer short paid issues
* Calculated monthly and Mid month incentives for Dealers
* Adjusted commission for shortpaid process for celcom dealers
* Configured Pay Groups,Payment Batch, Approvals
* Configured more on groups,Roles and responsiblites for requirements of dealer specification.
* Run transactions manually and tested in SIT,UAT for production ensurance.
* Resolved the incentive short paid tickets based on celcom compensation plan.
* Mostly worked on Implementation project based on requirement.
* Excluded some of the resources (dealers) for incentives rejected by Celcom
* Created Rate Dimensions & Rate Tables as per CR Requirements.
* Worked on Territory management in Oracle incentives.
* Regularly attend team meeting get requirement analaysis from Celcom DRM team.
* Configured Plan Elements,CompensationPlans,Formulas& Expressions,
* Worked on Troubleshooting of shortpaid issues for unpaid Dealers
* Import / Export in OIC
* Unit Testing In OIC

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| DNAdnasad DNA (Via) Diksha Technologies – Bangalore for TCS <http://www.dna.fi/yksityisille/Sivut/Default.aspx> |

**Platform:**

Siebel 8.0 Call Centre Application and Tools

**Duration:**

April 2012to December 2012

## Roles and Responsibilities

* Involved in support ,production & UAT environments
* Worked on development build activities & assisted juniors in TCS
* Worked on links, joins, user properties and MVL links
* Worked on Toggels, Views, drilldowns,applets& search specs
* Worked on scripting, Customize buttons. Business services.
* Data validation of data import in Siebel and export for various requirements

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| **PERSONAL PROFILE** |

Name : Kiran Kumar

Sex : Male

Marital Status : Married

Nationality : Indian

Languages Known : English , Hindi, Kannada,Tamil& Telugu

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| Statement of Purpose |

 I have been consistent in my career objectives. My experience has given me the confidence to adopt myself to the rapidly changing technology and to complete the assignments on time.

Place:Bangalore

Date: