

# Praveen Pinnamaneni



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## Professional Summary:

- 10+years of experience in analysing, developing, implementing CRM applications.
- Improved interaction with customers for GE HealthCare by building a new platform based on components of Siebel CRM integrated with Oracle eBusiness Suite which enabled the launch of Americas Customer Relationship management which spanned Service Sales and Service Delivery.
- Experienced in Agile methodologies and various phases of SDLC including requirements gathering, analysis, technical design, development, testing and delivery
- Integral part of Gathering Business requirements, creating BRDs, design and implementation.
- Worked on developing technical requirements, designing solutions and code reviews.
- Experience in CRM business processes, Forecasting, Campaign Management, Lead management and Knowledge Management.
- Working in generating Reports, Dashboards, customized reports and analysing data in **Salesforce**.
- Expertise in customizing **service board (Servicemax)** as per business needs
- Expertise in SFDC Configurations/Customizations – User Interface, Page Layouts, Tabs, Custom fields, Custom Objects, Reports, Dashboards.
- Extensive expertise in creating Users, Roles, Profiles, Permission sets, Hierarchies,
- Workflows, Approval Process, Validation rules, and Sharing & Security rules, Email templates
- Been excellent in the project delivery and Strong domain knowledge in Service Applications
- Possess solid analytical, functional skills and Proficient in mapping the business requirements into a solution design
- Extensive experience in **Siebel** Configuration, eScript and Workflows.
- Extensive experience in **Siebel Integration, EAI** with other Applications.
- Extensive experience in Web services, SOAP, WSDL, XML parsing.
- Resolve critical user functional and technical issues using the ServiceNow ticketing tool and develop reports and dashboards for business users

## Skills Snapshot:

Technical Skills	<ul style="list-style-type: none"><li>• Salesforce CRM</li><li>• ServiceMax, Service board</li><li>• Siebel 8.0/8.1(Tools, Client)</li><li>• Siebel Open UI, Siebel IP 2017 and above</li><li>• Oracle 11g Database, Teradata</li><li>• HP Quality Center, SOAP UI, POSTMAN</li><li>• APIs (Application Programming Interfaces)</li><li>• Agile Methodology</li></ul>
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## Experience Summary:

Projects	Technology	Duration	Company	Customer
GE HealthCare – International	Salesforce CRM	Jan 2021 – Till date	Genpact	GEHC
GEHC USCAN – Mobile Applications	Siebel 8.1	Sep 2017 – Till Date	Genpact	GEHC
GEHC USCAN – LCS Business	Siebel 8.1	Nov 2014 – Aug 2017	Birlasoft	GEHC
GEHC USCAN – Imaging & DI	Siebel 8.1	Dec 2010 – Oct 2014	Birlasoft	GEHC
TCS Agilent	Siebel 8.0	May 2010 – Nov 2010	TCS	Agilent

**Roles and Responsibilities: Fulfilled various roles successfully and excelled in the project delivery. Very well connected with business team and ensured seamless delivery**

## Techno-Functional Consultant:

- Enhancing Service board application functionalities to fulfil the business needs
- Implementation of Depot Repair, Field services, Service Agreements, Order Management, Inventory, and Install Base functionalities in Siebel.
- Improved decision-making by designing and developing End to End solutions and Integrations with multiple systems
- Proposed the technical accelerator solutions to improve the business (LCS – GE Healthcare)
- Studying/understanding business requirements
- Involved in Requirement analysis

## Technical Architect:

- Participate in business calls to understand the technical requirements, feasibility, and impact on existing functionalities
- Led a wide range of optimization activities include FE Inventory interfaces and VBCs, Inbound and Outbound Integrations, Business Services for a solution that supported End users
- Identify gaps in the business flow by participating in Fit-Gap Analysis discussions.
- Perform the As-Is analysis of the existing Interfaces and To-Be analysis of the new Interfaces between Siebel and the external ERP and CRM systems.
- Preparing the Business Process Documents (BPDs) with technical solutions
- Attending the Grooming calls and doing the Sizing of the User story
- Improved decision-making by designing and developing End to End solutions and Integrations with multiple systems

## Senior Developer:

- Develop Web Services, REST API's using Siebel Enterprise Application Integration with external systems (FX, CDx and Hybris) to send and receive the data.
- Develop Siebel 8.x applications with Siebel Tools including the Physical user interface (UI) layer, Logical user interface objects layer, Business objects layer, and the data objects layer
- Automate the assignment of Activities and Service Requests using Siebel Assignment Manager. (Batch Assignment, Dynamic assignment\Interactive\Skill based Assignment).
- Real time integration with external applications using Siebel Integration Objects, EAI Adapter, XML converters, Data Maps, EAI Transport adapters.
- Worked on FE Inventory Interfaces and VBC's.
- Worked on Inbound and Outbound Integrations.

## Education/Certifications:

- Bachelor of Technology, Electrical & Electronics, Jawaharlal Nehru Technological University, Hyderabad