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|  Pavan Kumar Nelabhotla

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| Senior Siebel Consultant |

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| **Contact** |

 Address Brickfields, Kaula Lumpur Malaysia.+60 – 0174591132 (Primary)+91 - 6281888625 (WhatsApp Only)E-mail Pavansiebel1@gmail.com

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| **Skills** |

 Siebel DevelopmentExcellentEAIExcellentTelecommunication Very GoodTelecom CRM | OMVery GoodConfiguration | Workflows |eScriptExcellentSiebel Logs Analysis –GoodLinux| Shell Scripting GoodSQL | PL-SQL Good |  A Dynamic IT Professional with 15 Years of IT Experience in Telecom, IT & Banking and Telecom Domains – Siebel CRM. I have 8 years of **Siebel Development** and 7 years in Siebel CRM support.* Worked on telecommunications and mobile sales Applications.
* Good Understanding of Siebel Call center, Sales Applications.
* Good experience in Siebel Configuration, Workflows, e-Scripting, integration.
* Worked on Siebel Product Configurations and Prices.
* Worked on the LLD/TTD documents based on requirement.
* Working on solution Design document based on the function requirements
* Knowledge on eligibility & compatibility rules.
* I have Siebel L3/L2 Support Experience.
* Worked on mobile sales application (Siebel Sales Enterprise Mobile).
* Worked on Siebel IP 20.6, Workspace, Siebel Migration tools.
* Good experience on EAI, Webservices.
* Worked on Siebel Open UI requirement
* Worked on the performance and server crashes.
* Configuring Data Object, Business Object and User Interface layer objects as per Customer requirements.
* Ability to configure the requirements in Siebel Tools to customize the Application, Lower level designing, Coding the requirements using Siebel eScript, testing and preparation of Technical Design Document
* Highly self-motivated and able to set effective priorities to achieve immediate & long-term goals and meet project & operational deadlines.
* Good team player and ability to learn new things quickly.
* Excellent communication and interpersonal skills.
* Experience in configuring Integration Objects, IO User properties, EAI Data Maps, EAI Value Maps.
* Having experience in handling the Siebel performance issues related to integration and configuration.
* Good experience on Order Management, Account Management and Service Management Modules.

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| **Acheivements** |

 * The Best performer (Cookie) award from Tech Mahindra– 2007, 2008, 2009.
* The Best Team award from Tech Mahindra Ltd-- 2010-11 Q4.

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| **Work History** |

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|   | 2024-03 – 2023-10 |   | **Siebel Consultant** *Lavu Tech Solution, Kuala Lumpur, Malaysia.** Development and bug fixes on the functional flow.
* Creating Data validation rules using workflows in Siebel on different entities.
* Transform the data using EAI from Siebel to External System and vice versa.
* Invoking workflows using eScript
* Support application and performance tuning with the application servers.
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|   | 2022-03 – 2022-08 |   | **Siebel Consultant** *IBM India private ltd worked India, Gurgaon,Delhi, Delhi** Development and bug fixes on the functional flow.
* Creating Data validation rules using workflows in Siebel on different entities.
* Transform the data using EAI from Siebel to External System and vice versa.
* Invoking workflows using eScript
* Support application and performance tuning with the application servers.
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|   | 2021-12 - 2022-03 |   | **Siebel Consultant***Larson & Turbo Mindtree India Ltd, India** Creating the Integration Objects.
* Creating Data validation rules using workflows in Siebel on different entities.
* Transform the data using EAI from Siebel to External System and vice versa.
* Invoking workflows using eScript
* Transport XML streams to and from the Siebel application and external applications,
* Reading the XML data and insert into the Seibel application.
* Writing XML files using EAI XML Write from File.
* Map the data using Data mapping Engine to transform the external integration Object to an internal Integration Object.
* Support application and performance tuning with the application servers.
* Regular communication with Client and onsite.
* Supporting the Application and Leading the team
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|   | 2018-01 - 2021-12 |   | **Siebel Consultant***Syntel India Private Ltd— Pune, India** Regular communication with Client and onsite.
* Support application and performance tuning with the application servers.
* Creating the Integration Objects.
* Creating Customizing the BIP reports in Siebel on different entities.
* Transform the data using EAI from Siebel to External System and vice versa.
* Invoking workflows using eScript
* Transport XML streams to and from the Siebel application and external applications.
* Reading the XML data and insert into the Seibel application.
* Writing XML files using EAI XML Write from File.
* Map the data using Data mapping Engine to transform the external integration Object to an internal Integration Object.
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|   | 2015-12 - 2016-06 |   | **Siebel Consultant***Gulf Testing Factory Services,Dubai** Working as Onsite Integration lead.
* Worked on BIP reports using RTF and pdfs.
* Involved in analyzing and designing the business requirements.
* Worked on Technical Design Document for eService Portal Application, Service Request, Account and Contact, Inspection System
* Implemented various system integrations with ADTA, HAAD, QCC, ADFCA Portal and Mobility Application.
* Extensively worked Siebel Vanilla Siebel Business Services like (EAI Siebel Adapter, EAI Data Transformation Engine, Inbound E-mail Database Operations, PRM ANI Utility Service , Workflow Utilities, Outbound Communications Manager, CUT Account Administration Toolkit Service, EAI Value Map)
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|   | 2012-09 - 2015-10 |   | **Siebel Administrator***,**Accenture India Ltd, India** Installing Siebel servers and configuring components on latest linux and Windows Systems,
* Supporting the application with e2e implementations.
* Installation of BIP with Weblogic 12c and creating the customizing reports using BI Publisher.
* Worked on web Services integration with Siebel.
* Workflow Issues: Runtime Events, Validations, Workflow Policies Activation, and Worked on creating, testing, deploying, invoking and Debugging Workflow processes,
* Scripting: Worked on Applet level, BC level and Business Service level Server Scripting.
* Configuration: DVM’s,StateModels,Drilldowns, Views, Screens, picklist.
* Co-ordinate offshore team and business user for regression testing to ensure.
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|   | 2005-02 - 2011-11 |   | **Sr Technical Associate***TechmahindraPvt Ltd,Pune, INDIA** L3 Support Lead for the functional and Technical.
* Configured the below Provided fixes to exhaustive list of post upgrade issues.
* Worked on EAI Outbound Web Service.
* Worked on EAI Web Service for Order Submit Button.
* Worked on Integration Object, EBC, VBC and EAI Siebel Adapter BS.
* EAI Data Mapping.
* Worked on Order Management Workflows and SignalAlarm Monitoring, Ticketing the faults, 1st level troubleshooting and resolving issues, escalating the critical issues to support team for faster resolution.
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| **Education** |

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|   | 1991-04 - 1992-04 |   | **10th Standard***GVS High School - Ongole*, AndhraPradesh |

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|   | 1992-07 - 1994-04 |   | **Intermediate Board of Education (MPC)**C S R Sarma College, Ongole, Andhra Pradesh |

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|   | 1994-07 - 1997-11 |   | **Bachelor of Science (Bsc MPC)**C S R Sarma College, Ongole, Andhra Pradesh |
|  | 1998-08 – 2001-04 |  | **Master of Computer Applications (MCA)**Veltech Engineering College, Avadi, Chennai, TamilNadu |

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| **Additional Information** |

 * PAN: , ADVPN5223G
* Passport No : W6127969.
* D.O.B: 09-08-1976.
* Marital Status : Married

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