

# Pankaj S. Patil

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## Motivational Objective

- Learning IT Professional with a passion to build CRM, interactive, tailored, frontend solutions in and for a thriving, exciting, and growing companies.

## Professional Summary

- **10+ years of experience with Siebel and Salesforce CRM** application with extensive knowledge in data modeling, architecture, customization and development involving **lightning, scripting, workflows, integrations, triggers** majorly into Telecom, Manufacturing and Financial Services domain.
- Hands on experience in designing and development of **rulebases in Oracle Policy Automation and reports in Oracle BI Publisher**.
- Hands on designing **ETL processes in Informatica** and schedule the stage migrations loads from Siebel to Salesforce.
- **Exposure to solutioning** in CRM space (**Onsite Client facing Experience – UK and UAE**) with highly organized thought process and well-structured problem dealing attitude with an edge of innovativeness.
- **Quick learner and willingness to learn new technologies** and work on them independently, as well as collaboratively in teams.
- Excellent knowledge of **ITIL Processes** and **trained Scrum Master**, able to handle huge teams and deliveries on varied technologies.
- Working & exploring new areas of **web development** and **cloud computing** with multiple technologies such as **HTML5, CSS3, bootstrap, DOM, JavaScript, Typescript, MEAN stack**.

## Technical Skills

- **Awareness:** Kubernetes, NodeJS, ExpressJS, ReactJS, Salesforce CRM Platform, Google Cloud Platform, Amazon Web Services, JWT, Angular, RxJS
- **Hands on Experience in:**
  - **Siebel CRM:** Configuration, Scripting, Workflows, EAI, EIM, Open UI, etc.
  - **Salesforce CRM:** Lightning, Configuration, Scripting, Integrations, Triggers, LWC, SLDS, LDS, etc.
  - **Web Technologies:** HTML5, CSS3, Twitter Bootstrap, XSLT, JavaScript, TypeScript, Angular 2/4/5/7
  - **Database:** Informatica ETL, SQL, PLSQL, Oracle 11g, MySQL, MSSQL, MongoDB
  - **Methodologies:** Agile, Waterfall, MVC, OOPS
  - **IDE & Tools:** Siebel Tools, Visual Studio Code, Notepad++, SQL Developer, Eclipse, etc.
  - **Version Control:** GitHub, SVN, Subversion
  - **Operating System:** Windows 98/XP/2000/7/10, Unix.

## Professional Experience

- Working as **Senior Developer** at **Persistent Systems Ltd.**, Aryabhata, Nal Stop, Pune from **22<sup>nd</sup> July 2019 till now** for **Intuit Inc.** (US based Financial Services).

- Designing ETL processes in Informatica and schedule the stage and mart loads for the data migration from Siebel to Salesforce.
  - Designed and implemented MDM data governance policies and processes by considering of data sources, spoke systems, data security, user responsibilities and roles, and line of business.
  - Designed and implemented EAI framework for integration using workflow policies and workflow processes and business services.
  - Revamped with enhancements and fixed process flows in existing Siebel Order Management modules.
  - Devised process flows in Salesforce for better management of billing information of customer.
  - B2B Desktop application revamp in Salesforce Lightning using lightning web component, lightning data service, SLDS, etc.
- Worked as **CRM Analyst** at **EATON India** Pvt. Ltd., EITC, EON IT Park, Kharadi, Pune from **6<sup>th</sup> March 2017 till 19<sup>th</sup> July 2019** for **EATON Global**.
    - Perform proof of concept (POC) for new implementation and requirements into Salesforce.
    - Writing rules in Microsoft Word and Excel for designing rulebases in current OPA implementation.
    - Integration of Siebel Application data with Legacy systems using JMS Queues and webservices.
    - To drive the design or review of test cases, process change requests, and manage a project's scope, acceptance, installation and deployment.
    - Translating and simplifying high level business requirements into low technical objects level configuration for development in Siebel CRM.
    - Understand business process and define the business requirements in the form of use cases / user stories.
- Worked as **Associate Consultant** at **ATOS India** Pvt. Ltd., Hinjawadi Phase II, Pune from **June 2015 till February 2017** for client **du Telecom** (Major Telecom Company in UAE)
    - Heavily involved in designing the Task Based UI (TBUI) flows for making the customer registration and management, order placing, offers management related to the Mobile telephony.
    - Configured and customized the Applets, Views, Screens, Business Components and Business Objects through Joins, Links, MVGs and MVLs.
    - Implemented the Declarative Configuration Alternatives using Data Validations, User Properties, Workflows and Runtime Events.
    - Customized the application creating workflows, business services, custom buttons using Siebel eScript and implemented multiple VBCs with custom code for getting the billing system data on runtime in Siebel.
- Worked as **Senior Software Engineer** at **TechMahindra India** Pvt. Ltd., Sharada Center, Pune from **March 2011 till April 2015** for client **British Telecom** (Major Telecom Company in UK)
    - Deployment Activities - Pre-deployment checks, data base script execution, shutting down and bringing up complete enterprise including Web, Application, Cluster and DB servers, procedures and packages execution, Post Deployment sanity checks, Release Management.
    - Incident management - Quick action on incident raised by clients and proper updates to clients. In case of cross component incident coordination across E2E stack components.
    - Problem management - Effective understanding of problems associated with incident and working closely with development team towards fix.

- Change management - Very good knowledge of Change Management process defined by BT and adhere SLAs, so that all changes in live are recorded and tracked.
- Service Improvement activities - Working towards root cause of incident, application performance measurement, automation of regular reports and manual processes to reduce efforts.

## Achievements, Trainings and Education

- Received **Bravo Award** in **Persistent** for excellent performance in FASH Automation with major deliveries to avoid manual overheads for financial product company **Intuit**.
- Successfully completed Persistent' s online and classroom trainings on **Salesforce CRM Essentials, Lightning** at Pune.
- Successfully completed OnDemand advanced training on **Oracle Policy Automation** at EATON, Pune.
- Successfully completed **24 working days** extensive **hands on training** on **HTML5, CSS3, DOM Manipulation, JavaScript, TypeScript, Bootstrap, Angular, MEAN Stack** from Topper Skills Institute, Pune.
- Successfully completed 18 working days extensive hands on **Siebel CRM, Workflows, Configuration, Scripting, EAI, EIM** from Oracle Study Centre at TechMahindra, Pune.
- **M. B. A. in Marketing (2009-2011)** from Sinhgad Institute of Management & Computer Application, affiliated to Savitribai Phule Pune University (earlier Pune University), Pune.
- **B. E. in Computer Science and Engineering (2005-2009)** from P. E. S. College of Engineering, affiliated to, Dr. Babasaheb Ambedkar Marathwada University (Dr. B. A. M. U.), Aurangabad.
- **Higher Secondary Certificate (12th Std.) in Science** faculty **(2004-2005)** from Maharashtra State Board.
- **Secondary School Certificate (10th Std.) (2002-2003)** from Maharashtra State Board.

## Personal Details

- Permanent Address: B3-602, Grandeur Topaz, Bhumkar Nagar, Off Mumbai - Bangalore Highway, Ambegaon, Pune, Maharashtra State, India – 411046.
- Date of Birth: 20<sup>th</sup> May 1988
- Gender: Male
- Marital Status: Married
- Languages Known: English, Marathi and Hindi