**EXPERIENCE SUMMARY**

* 7.2 years of experience in IT relevant in Siebel Configuration, e-Scripting, Workflows, TBUI, EAI, UCM-MDM, EIM.
* Domain experience in Telecom, Energy & Utilities, Banking and Financial Services.
* Familiar with Order Management functionality.
* Good understanding of Software Development Life Cycle (SDLC) Methodology.
* Well versed in Siebel 8.x.
* Experience in analysing production defects and resolving them, unit testing of the requirements.
* Good working experience on Rational ClearCase, ClearQuest, Toad, SQLDeveloper.
* 6 months of experience in Regression Testing, executed weekly and daily test cases and prepared TC documents.

**EDUCATIONAL QUALIFICATIONS**

Completed Master of Computer Application (MCA) with GPA 8.15 from Bengal Institute of Technology, Kolkata in the year 2010 and Bachelor of Science (Maths Hons) with 53.5% marks from Lady Brabourne College, Kolkata in 2007.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| Operating Systems | Windows 7/ XP |
| Databases | Oracle |
| CRM Tools | Siebel 8.x |
| Languages | e-Scripting |
| Tools | ClearCase, ClearQuest, Toad, SQLPlus, SQLDeveloper |

**PROFESSIONAL EXPERIENCE**

**WORK EXPERIENCE – 4**

Joined Tech Mahindra on 15th February 2017.

|  |  |
| --- | --- |
| **Company** | **Tech Mahindra Limited** |
| **Project Name** | **CBE CRM Implementation** |
| **Client Name** | **Commercial Bank of Ethiopia, Ethiopia** |
| **Project Duration** | **Feb 2017 – Present** |
| **Team Size** | 15 |
| **Role** | Tech Lead |
| **Environment/Skills** | Windows XP, Siebel IP16, SQLDeveloper, Siebel Financial Services |
| **Project Description**  **Responsibilities** | Commercial Bank of Ethiopia (CBE) is the largest commercial bank in Ethiopia.     * Working as a lead developer and also as an individual contributor. * Getting requirements from client, creating design documents, working on build. * Preparing the column mapping for EIM to Siebel base table data flow. * Converting Functional requirements into technical solutions. * Fixing bugs identified during System Integration Test (SIT). * Mentoring juniors. |

**WORK EXPERIENCE – 3**

Joined Xerox on 13th June 2016 as Systems Development Senior Specialist.

|  |  |
| --- | --- |
| **Company** | **Xerox Business Services India Private Limited** |
| **Project Name** | **US Tolling** |
| **Client Name** | **Govt. of Florida, US** |
| **Project Duration** | **June 2016 – October 2016** |
| **Team Size** | 20 |
| **Role** | Systems Development Senior Specialist |
| **Environment/Skills** | Windows XP, Siebel 8.x, SQLDeveloper, Siebel Call Center |
| **Project Description**  **Responsibilities** | Florida Govt. project, dealing with Tolling system.   * Working as a lead developer and also as an individual contributor. * Getting requirements from client, creating design documents, working on build. * Fixing bugs identified during System Integration Test (SIT). * Mentoring juniors. |

**WORK EXPERIENCE – 2**

Joined Cognizant on 12th January 2015.

|  |  |
| --- | --- |
| **Company** | **Cognizant Technology Solutions** |
| **Project Name** | **Credit Suisse MDM** |
| **Client Name** | **Credit Suisse, Switzerland** |
| **Project Duration** | **June 2015 – June 2016** |
| **Team Size** | 12 |
| **Role** | Consultant – CRM |
| **Environment/Skills** | Windows XP, Siebel 8.x, SQLDeveloper, Siebel Universal Customer Master |
| **Project Description**  **Responsibilities** | Credit Suisse is a global financial services company.     * Working on CRM/ UCM/ EIM Build for new release or enhancement. * Resolving production defects. * Performance tuning. * Mentoring juniors. |

|  |  |
| --- | --- |
| **Company** | **Cognizant Technology Solutions** |
| **Project Name** | **FGB MDM** |
| **Client Name** | **First Gulf Bank, UAE** |
| **Project Duration** | **January 2015 – May 2015** |
| **Team Size** | 15 |
| **Role** | Consultant – CRM |
| **Environment/Skills** | Windows XP, Siebel 8.x, SQLDeveloper, Siebel Universal Customer Master |
| **Project Description**  **Responsibilities** | FGB is the largest bank (in terms of profit) in UAE and caters to Consumer and Organizational clients.     * Getting requirement specifications from onshore team. * Preparing Technical Design Document based on the inputs received. * Working on CRM/ UCM/ EIM Build. |

**WORK EXPERIENCE – 1**

I joined Accenture on 20th April 2011 and had been in 2 projects.

|  |  |
| --- | --- |
| **Company** | **Accenture Services Private Limited** |
| **Project Name** | **Endesa Everest** |
| **Client Name** | **Endesa, Spain** |
| **Project Duration** | **March 2013 – January 2015** |
| **Team Size** | 38 |
| **Role** | Senior Programmer(March'13-Aug'13), Software Engineering Analyst(Sept'13-Jan’15) |
| **Environment/Skills** | Windows XP, Siebel 8.x, SQLDeveloper, Siebel e-Energy |
| **Project Description**  **Responsibilities** | Endesa is a Spanish company providing Gas and Electricity services to its Clients.   * Here my role was of a Senior Developer, working independently on Configuration, TBUI, scripting, Workflow related requirements and unit testing of the requirements to ensure bug-free deliverables. * This role involved taking requirement specifications from onshore team and working on the build, preparing TD, UTC documents based on the nature of the requirement. * Worked on bug fixing that came up during UAT. * Executed daily and weekly TCs as a Regression Tester. * Prepared TC documents that were later used to automate different TCs. * Worked on RCA, resolution of Production defects. * Along with resolving Production defects, worked on new builds for the different releases and Oracle reviews. * Provided support to juniors in the team in completing their requirements. |

|  |  |
| --- | --- |
| **Company** | **Accenture Services Private Limited** |
| **Project Name** | **WIND Flamingo** |
| **Client Name** | **WIND Telecom, Italy** |
| **Project Duration** | **July 2011-March 2013** |
| **Team Size** | 30 |
| **Role** | Programmer(July'11 – Aug'12), Senior Programmer(Sept'12 - March'13) |
| **Environment/Skills** | Windows XP, Siebel 8.1, ClearCase, ClearQuest, Toad, SQLDeveloper, Siebel Call Centre |
| **Project Description**  **Responsibilities** | WIND is a Telecom giant in Italy providing Mobile, Landline and Broadband connections to Consumer and Corporate clients.   * Getting requirement specifications from onshore and working on TD document, build and unit testing. * Providing fix for the Production defects. * Worked on deliverables involving e-Scripting, Configuration, Workflows. * Responsible for organizing KT sessions for the new joiners. * Helping juniors with their requirements. * Preparing documents for different functionalities and have been POC for some of them. * Ownership of a couple of daily activities and providing report to onshore. |

**ACHEIVEMENTS**

* Received Star of the month award for the month of June 2013 during my tenure in WIND Flamingo, for contribution in release 3.18 and drop 2.
* Received appreciation mails from onshore and offshore managers for quick and bug free delivery of requirements.
* Received Performance Points from Managers and Leads.
* Entry into Hall of fame as part of Credit Suisse CRM/UCM team.

**EXECUTIVE TRAINING**

Underwent below training programs as and when required during my IT carrier.

|  |  |  |
| --- | --- | --- |
| Technical Training | Behavioural Training | Domain Based Trainings |
| Siebel | Campus To Corporate | Order Management |
|  | Values and Ethics | Communications Industry Generalist Certification |
|  | Offering of Team Working | Telecommunications Customer Care |
|  | Respecting the Confidential Information and Intellectual Property of Others | Telecommunications Industry Overview: Version 3 |
|  | Information Security | Telecommunications Industry Overview: Version 2 |
|  | Preventing Misconduct at Our Workplace | Utilities Industry Training – L1 |
|  | Client Data Protection: Your Responsibility |  |
|  | Making Your Time Count: Managing Your Time |  |
|  | Effective Cross Cultural Communication |  |
|  | Business Etiquette: Standard Business Etiquette |  |

**PERSONAL DETAILS**

|  |  |
| --- | --- |
| Father’s Name | Mr. Sukhendu Sarkar |
| Mother’s Name | Mrs.Munmun Sarkar |
| Gender | Female |
| Languages Known | English, Bengali & Hindi |
| General Skills : | Fast Learning, Effective communication, Positive and friendly attitude, Quick RCA of issues, Leadership. |