**Goutam Kumar Experience: 10 years**

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**Career summary:**

* Around 10 years of total experience in CRM Software Development and Customization
* Relevant working experience in Siebel Configuration, Scripting, Workflows, Siebel EAI and Queue based integration
* Hands on experience in Salesforce configuration and customization.
* Well Versed with agile practice and SDLC using tools like JIRA and MURAL etc.
* Good interpersonal skills, commitment, result oriented, smart working, zeal to learn and adapt new technologies and undertaker challenging tasks

**Core Qualifications & Responsibility**

* Competent in Siebel Integration like EAI Webservice (Inbound and Outbound), Queue Based integration (JMS and MSMQ), VBC, Symbolic URL, Attachment integration with base 64 Format.
* Have good work experience in Siebel Configuration and Scripting.
* Designing and building the complete solution (UI, Business and data layer, and integration layer) using different features of Siebel.
* Experienced in Salesforce.com like Object Design, Workflow, Process Builder, Case Assignment Rule, Approval Process, Reports, Apex, Trigger, SOQL, Data Loader, User and Profile management etc.
* Good debugging skills and worked like a reverse engineering when there is no support document available.
* Supporting Testing team in different phases of SDLC.
* Worked on implementing two-way sync between Salesforce and Siebel using Kafka as middleware.
* Addressing queries of the clients and providing technical solutions.
* Providing training and support to other team members, knowledge sharing among team members to build a competent team.
* Worked on automation task and documented many functionalities to ease out the work.
* Representing team status to higher authority.

**Work Experience:**

|  |  |  |
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| **Organization** | **Designation** | **Duration** |
| Infosys | Technology Lead | May 2018 to till date |
| Birlasoft India | Sr Software Engineer | Dec 2015 to Apr 2018 |
| TCS | IT Analyst | JAN 2015 to Dec 2015 |
| Wipro Ltd | Sr. Software engineer | Oct 2010 To DEC 2014 |

**Professional Experience:**

**Project #1**

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| FCCS SIEBEL to Salesforce Migration | | | |
| Client | Fidelity Investment | Industry | Finance |
| Environment | Salesforce.com | Duration | June 2018 to till date |

**Description:**

Fidelity Investments Inc. is an American multinational financial services corporation based in Boston, Massachusetts

This project is mainly focused to onboard the existing Cleaning (CRM On Demand), Custody (Siebel CRM) client databases to Salesforce CRM.

It involved merging the existing CRM system functionality and data to Salesforce, Building/modifying the legacy functionality, rebuilding the Jobs, syncing data from SF to on-premise Data Warehouse etc

**Responsibilities**

* Built Siebel Inbound webservices mainly on Account Contact, Opportunities and few Custom Objects to support sync between Siebel and Salesforce
* Migrated Siebel Attachments to Salesforce as Files (Content Document).
* Maintenance and Support of existing Siebel system.
* Co-ordinating with Kafka Team to Build, test and resolve API Issues.
* Actively involved in Data Migration using data loader.
* Creating Salesforce Mirror object to sync data from Salesforce to MDM.
* Worked on Salesforce out of BOX functionalities.
* Worked on Salesforce CICD using Eclipse, Stash and Jenkins.

**Project #2**

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| Siebel ROW Migration (IP2016) | | | |
| Client | Wells Fargo India | Industry | Finance |
| Environment | Siebel 8.1.1.16 | Duration | Oct 2016 to Apr 2018 |

**Description:**

Wells Fargo & Company is an American international banking and financial services holding company headquartered in San Francisco, California.

This project was mainly focused on Lift and Shift of existing Siebel (IP2014) application from other environment to Wells Fargo premise and integrate with other system. After successful completion of this project the Siebel application was migrated to IP2016 and then to IP2017.

**Responsibilities**

* Involved in migration of Siebel 8.1.1.14 to IP2016(8.1.1.16)
* Involved in designing the Functional and Technical Documents
* Created/Modified Integration touchpoints( Web services and MSMQ )
* Worked on Mutual Authentication for Web services.
* Worked on Siebel Crash Analysis
* Involved in IRM Merge process
* Worked on BRP (Business Rule Process)
* Analyzing the defects which may arise due to upgrade
* Involved in Performance Tuning

**Project #3**

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| GECF Capital Solutions HQ US | | | |
| Client | GE Capital | Industry | Finance |
| Environment | Siebel 8.1.1.14 | Duration | Jan 2016 to Sep 2016 |

**Description:**

GE Capital Americas is the top leasing company in North America and a leader in U.S. corporate finance.

**Responsibilities**

* Finding Bugs at code level and providing solution for the same
* Providing solution for the work automation
* Suggesting client for future enhancement
* Level 3 support for the application
* Planning/Deployment during release phase

**Project #4**

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| Core Migration for Toyota Financial Services | | | |
| Client | Toyota Financial Services | Industry | Auto Finance |
| Environment | Siebel UCM 8.1.1.4 | Duration | Jan 2015 to Nov 2015 |

**Description:**

Toyota Financial Services is a leading provider of automotive financial services, offering an extensive line of financing plans and vehicle and payment protection products to Toyota customers and dealers in the U.S.

The scope of this project is to provide complete solution to maintain cleansed data in UCM application for TFS and enhancing this system to meet new business challenges. This requires sound business as well as technical knowledge of all interfacing systems. The Project scope includes migrating CRMML based integration to SOAP based integration.

**Responsibilities**

* Conducting POCs to check the feasibility.
* Planning and Analysis for new enhancements.
* Preparing functional and technical design document.
* Migrate CRMML to SOAP Based Integration in Siebel UCM.
* Development and implementation.
* Interacting with Client during UAT and development phase.

**Project #5**

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| --- | --- | --- | --- |
| Project Optimus | | | |
| Client | DIALOG Axiata | Industry | Telecom |
| Environment | Siebel 8.1.1.8 | Duration | Jan 2013 to Dec 2014 |

**Description:**

DIALOG Axiata PLC is Sri Lanka’s flagship telecommunications services provider with a subscriber base of 6.7+ Million. This project was mainly focused on migrating Dialog legacy system to Siebel CRM.

**Job and Responsibilities**

* Worked on Siebel Campaign management which was integrated with OBIEE.
* Worked on many inbound and outbound Integration like OSM, USSD, Self-Care etc.
* Worked on Siebel
* Worked on Account and Contact modelling to fit the Dialog business.
* Development and implementation (Siebel configuration).
* Conducting POCs to check the feasibility.
* Visiting and Interacting Client during UAT and development phase.

**Project #6**

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| GP LTA | | | |
| Client | Grameenphone Ltd | Industry | Telecom |
| Environment | Siebel 8.1 | Duration | Mar 2011 to Dec 2012 |

**Description:**

Grameenphone (GP) is the pioneer of GSM operators in Bangladesh.

Grameenphone has a Long-Term Architecture (LTA) initiative which includes a robust CRM platform that spans sales, marketing, and service processes. This application enables more consistent interaction with customers; deliver new sales, service, and marketing capabilities; provide better visibility into commercial and service data.

**Responsibilities**

* Built Standard Interactivity (SI) Siebel eSales Application to Support rural agents.
* Worked on Siebel Applets, BC’s, Join, Link, User Properties and Workflow to achieve the functionality.
* EAI Integration with third party system like MCA, Billing System,
* Worked in different CR’s, implementing EAI knowledge.
* Worked on Siebel Attachment integration with service request.
* Conducting POCs to check the feasibility.

## Achievements

* Got awarded Feather in my cap in the year 2011-12 for best performance in CRM team from Wipro.
* Got several appreciation mails from client and manager.

**Educational Details:**

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| --- | --- | --- | --- | --- |
| **Degree** | **Institution** | **Board** | **YOP** | **Percentage** |
| Bachelor in Technology (Mechanical Engineering) | ITER, Bhubaneswar | BPUT, Orissa | 2010 | 74 |
| Higher Secondary (Science) | B.N College, Patna | BIEC, Bihar | 2005 | 57.6 |
| Secondary | Sainik School BBSR | CBSE | 2003 | 84.6 |

**Personal Details**

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**Declaration:**

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

[**Goutam Kumar**]