



DETAILED PROFESSIONAL SUMMARY

- 15 years of experience in Managing, Analyzing, Designing, Testing and Consulting on CRM Modules using Agile and Waterfall methodologies. Currently managing Salesforce engagements ~ USD 40M in size and scale. A good part of the experience (5.3yrs) was spent at various client locations across the US.
- 6 years of the overall experience have been as an Engagement/Delivery Manager, actively participating in people and project management, requirements gathering, overall system understanding in terms of functional and technical scope and aspects.
- 9 years of experience in working on Salesforce solutions, out of which 3 years have been spent in leading implementations on Vlocity Industry cloud.
- Possess deep exposure to Agile – SCRUM and SAFe methodologies and associated project management tools
- Part of my portfolio in addition to Client service, I'm serving as the *offshore Capability Lead of the Vlocity Practice (> 70 resources)*, instrumental in building the capability ground-up from the grass-root level, creating a pool of resources trained and certified in the product towards making them project-ready, managing hiring and demand and serving as a single point of contact for several sales pursuits in the area of Industry apps.
- Largely regarded and recognized as a Salesforce Operate (Managed Services) champion in the firm
- Possess equal exposure to green-field advice / implementation projects and managed services.
- Hands-on expertise in CRM Sales, Marketing and Service concerning business processes and administration spread across Healthcare, HR, Service, Manufacturing, TMT and Energy & Utilities domains.
- Involved in all the phases of a project life cycle starting with responding to RFP's, writing and finalizing SOW's directly with the clients, pre-sales activities such as calculating and presenting cost/effort estimates, analyzing, designing, delivering, validating, performance tuning, deploying and supporting Salesforce.com and Siebel CRM solutions.
- Involved in Pre-Sales (RFP), cost-cum-effort estimates for CRM implementations at client locations. Experience in writing Statement of Work (SOWs) directly with clients and assisting with resource allocation based on experience and comfort level
- *Experience in working on several US and global projects on Salesforce.com*
- Involved in Business Administration, Campaign Management, Marketing Administration, High Level Designing, Requirement gathering, Functional Specification, Development, Coding, Technical Design, Unit/System Integration Testing, Siebel System Administration, Application and System Support (Tier2/Tier 3) and One-to-One customer interaction.
- **Salesforce certified Platform App Builder**
- **Vlocity certified Digital Platform Developer**
- **Oracle certified Siebel CRM 8 Business Analyst**
- **Oracle certified Oracle On-Demand Pre- Sales Specialist**
- *Pursuing Level 2 Product Certification on Vlocity Health*
- *Possess valid H1 B, B1 and open to medium term assignments in the US*

- **Harvard Business Publishing Certified Professional** in 'Leadership Essentials' and 'Stepping Up to Management'
- **DOEACC O Level** certified
- **ITIL V3** certified, internally
- Undergone training on Salesforce.com, Vlocity Industry Apps, Talend, Adobe Experience Manager (AEM), Siebel 6.x/7.x/8.x Tools and Call Center Application (eBusiness/Sales), Siebel Administration, Siebel EIM, Product Configuration, Universal Customer Master/Oracle Customer Hub (UCM/OCH), Product Administration and Order Management, Oracle Fusion CRM Fundamentals, Siebel Actuate Reports, PL/SQL, MS SQL Server, Oracle 8i/9i/11g, Contact Center, Computer Telephone Integration, Open UI
- Excellent communication, analytical, interpersonal, and client interfacing skills.

WORK EXPERIENCE

- Currently working as a **Manager** at Deloitte Consulting India Pvt. Ltd., Hyderabad since April 2011.
- Worked as a Developer Analyst at Hewitt Associates, Mumbai where I was leading two vast IT platforms supporting multiple Salesforce.com and Siebel applications. Moved out in a month due to family commitments and location constraints.
- Worked as a Project Lead with Wipro Technologies, from Nov 2005 to Mar 2011. At the time of separation, my role was of a Business Systems Analyst as well as of a Technical and Operations Support Lead at my client location, Xerox Corporation, Rochester, NY.

EDUCATION

- Post Graduate Diploma in Business Management with specialization in Customer Relationship Management from Symbiosis Center of Distance Learning, Pune
- Bachelor of Engineering in Information Technology from Biju Patnaik University of Technology, Odisha

TECHNICAL EXPERTISE

Primary Skill (Delivery Management, Salesforce.com, Vlocity, Siebel)

Applications	Salesforce.com, Vlocity Industry Apps (Health), Siebel 6.x/7.x/8.x, Oracle Customer Hub, TOAD, VSS, CVS, Remedy, BMC TM ART, Clear Quest, Precise, RTC, HP Quality Center 9.0, TALEND, Computer Telephony Integration, ServiceNow, JIRA
Databases	Microsoft SQL Server 2005, ORACLE 8.X/9.X/11g
E-Com Frameworks/Web Technologies	JavaScript/VBScript
Functional Areas	Customer Relationship Management, CRM Business Administration (Service, Sales and Marketing through Campaigns)

Secondary Skill (Open Systems)

Operating Systems: DOS, WINDOWS, UNIX.
 Languages: C, C++, Data Structures, COBOL, HTML, JAVA, J2EE
 DBMS: FOXPRO, ORACLE 8i/9i/10g, MS SQL Server 2005
 Office Tools: Word, Excel, Front Page, Power Point, Visio

PROJECTS

1. Digital Transformation Project in Salesforce

Organization	Deloitte Consulting India Pvt. Ltd.
Client	One of the largest health benefit plan company in Tennessee, US
Description	<p>Client is embarking on an initiative to replace its current group sales and quoting solution with a Salesforce/Vlocity sales and quoting solution. The current system supports various business segments including small group/EHB, intermediate group, large group and self-funded group business. The primary goal is to provide a new solution where Client's personnel can quote new business or renew existing business. This will also involve integrating with existing backend processes/solutions to make data accessible to facilitate the completion of downstream processes including group enrollment and contract generation. There is also an external broker self-service web portal quoting solution that will be replaced as part of the new solution.</p> <p>Deloitte has been engaged to perform the following services:</p> <ul style="list-style-type: none"> • Project Phase 1 – Discovery (Completed) • Project Phase 2 – Pre-implementation Planning which involved setting up an ODC at offshore (Completed) • Project Phase 3/4 – Implementation, over the course of a 36-month period for Small Group & Intermediate group businesses (On-going) • Project Phase 5 – Large Group implementation (In future) <p>Technology – Salesforce Sales & Communities, Vlocity Health, other managed packages, UX, ETL</p>
Location	Hyderabad, India
Role	Engagement Delivery Manager
Overall Team Size	28
Skills	Salesforce Sales, Communities, Vlocity Health, Einstein Analytics, JIRA, Share-point
Contribution	<ul style="list-style-type: none"> • End to end ownership including Client Relationship management and Delivery Management for a large portfolio • Participating in Discovery planning, pre-implementation, future roadmap and program increment planning • Responsible for setting up Offshore Development Center for the Client • Leading overall project governance including dashboard & report creation, managing risk and issues, scope and change management • Solutioning, recruiting, directing, leading and motivating workforce; imparting continuous on job training for accomplishing greater operational effectiveness/ efficiency • Working on succession planning of the workforce, rendering technical guidance to the staff, shift management activities, appraising the

	member's performance & providing feedback
Period	March 2019 – Till Date

2. Major Salesforce Implementations

Organization	Deloitte Consulting India Pvt. Ltd.
Client	US Healthcare Giant
Description	<p>Client is a health benefits company - the largest member of Blue Cross Blue Shield Association. The Company provides health benefits, dental and vision benefits, pharmacy benefits, life insurance, and life and disability insurance benefits.</p> <p>Deloitte has been engaged to perform the following services:</p> <ul style="list-style-type: none"> Implementation: Deloitte will assist Client with the implementation of Salesforce Sales, Service Cloud, Vlocity and Informatica Cloud applications and solutions for large commercial Business groups such as National Accounts, Large Group and Modernized Migrations (~ 8M). The scope of all 3 projects taken together ranges around 1600 – 2000 story points, to be delivered in a truly Agile fashion <p>(National Accounts, Modernized Migrations – Completed, Large Group - Ongoing)</p> <ul style="list-style-type: none"> Provide product recommendation, design, solution and estimation support for new Salesforce initiatives (On-going) Salesforce CoE support services to establish the standards, processes and governance structure as it relates to planning, architecture, user engagement, CI, testing, release management, and on-going support for In-scope Applications (Completed) Lights On production support and Small Enhancement services that will be undertaken by Deloitte for In-scope Applications for the following Client business units: Small Group, Large Group, and National Account. These activities shall be executed by Deloitte in a managed services model. The scope includes support for all In-Scope Applications. (Completed)
Location	Hyderabad, India
Role	Engagement Program Manager
Overall Team Size	48 (At peak)
Skills	Salesforce Sales, Service, Vlocity Health, Informatica Cloud, JIRA, Share-point
Contribution	<ul style="list-style-type: none"> End to end ownership including Client Relationship management and Delivery Management for a large portfolio. Leading overall project governance including dashboard & report creation, managing risk and issues, scope and change management

	<ul style="list-style-type: none"> • Solutioning, recruiting, directing, leading and motivating workforce; imparting continuous on job training for accomplishing greater operational effectiveness/ efficiency • Working on succession planning of the workforce, rendering technical guidance to the staff, shift management activities, appraising the member's performance & providing feedback • Report and maintain SLA metrics defined for individual projects within the engagement. • Generate leads/new opportunities with existing clients on the Business side by engaging deeply to fix their business problems and meet their objectives. • Lead due diligence by creating proposals in response to RFPs/RFIs.
Period	September 2017 – Till Date

3. Salesforce CRM Managed Services

Organization	Deloitte Consulting India Pvt. Ltd.
Client	UK Children's Charity Organization
Description	<p>Client is the charity organization supporting one of the world's leading children's hospitals.</p> <p>Client's core system has been built on the Salesforce "Non-Profit Success Pack" and customized to meet the specific requirements of the Client with configuration, apex development, batch processes, integrations with third party systems including Direct Debit and Gift Aid processing. In addition, Marketing Cloud and Wave Analytics Cloud form part of the overall solution.</p> <p>Deloitte has been chosen to perform the following services -</p> <ul style="list-style-type: none"> • Break fix support • A limited but scalable ongoing development capacity to provide minor enhancements to the core Salesforce Solution • Ad Hoc support and development to Marketing Cloud and Wave Analytics
Location	Hyderabad, India
Role	Service Delivery Lead
Overall Team Size	4
Skills	Salesforce Sales, Service, Marketing, Community, Heroku and Not for Profit Success Pack (NPSP), JIRA, Share-point
Contribution	<p>Primary point of day to day contact between Client and Deloitte. Responsible for:</p> <ul style="list-style-type: none"> • Managing the support team to the stated SLO's • Leading Effort estimation for new User Stories • Leading Technical Impact Analysis • Working with Client to perform sprint planning • Management of offshore development team • Triage of tickets as "Third Level" where prior analyses by the Client

	<p>has suggested a fault with the system</p> <ul style="list-style-type: none"> • Liaising with other suppliers and vendors of support services
Period	July 2017 – Till Date

4. Salesforce CRM & Oracle Order to Cash Implementation

Organization	Deloitte Consulting India Pvt. Ltd.
Client	Leading US consumer credit rating agency
Description	<p>Client is one of the leading consumer credit reporting agencies in the US with over 800 million individual consumers worldwide.</p> <p>Deloitte has been engaged to perform the following services:</p> <ul style="list-style-type: none"> • Implement a systemic governance model to manage Contract to Order process by creating a technology solution that systematically enforces Entitlement Management process, while enabling lookups within Customer Hub, Product Hub, and Product Pricing Catalog <p>Technology – Custom solution built on Oracle (Java and ADF Framework)</p> <ul style="list-style-type: none"> • Assess current process, capability and technical landscape for Sales and Service (B2B Customer care) and develop future state process, capability and technology roadmap in Salesforce.com. Migrate onboarding process from Siebel to SFDC ezBoard application for Canada <p>Technology – Salesforce, Siebel</p>
Location	Hyderabad, India
Role	Engagement Manager
Overall Team Size	18
Skills	Salesforce Sales, Service, Oracle ADF, PL/SQL, Siebel
Contribution	<ul style="list-style-type: none"> • End to end ownership including Client Relationship management and Delivery Management for a large portfolio. • Leading overall project governance including dashboard & report creation, managing risk and issues, scope and change management • Solutioning, recruiting, directing, leading and motivating workforce; imparting continuous on job training for accomplishing greater operational effectiveness/ efficiency • Working on succession planning of the workforce, rendering technical guidance to the staff, shift management activities, appraising the member's performance & providing feedback • Report and maintain SLA metrics defined for individual projects within the engagement.
Period	May 2018 – May 2019

5. Salesforce DevOps/COE

Organization	Deloitte Consulting India Pvt. Ltd.
Client	Germany Based Client
Description	<p>World's largest industrial gas company by market share as well as revenue. Headquarters in Munich, Germany with 600 affiliated companies in more than 100 countries. They deal with Industrial and Medical gas products.</p> <p>Deloitte is providing application management services (L2 & L3) for around 4 applications and is in charge of Release Management Services for the entire Clients' SFDC landscape.</p>
Location	Hyderabad, India
Role	Delivery Manager
Overall Team Size	13
Skills	SFDC Sales Cloud, Service Cloud, Copado, JIRA, Share-point
Contribution	<ul style="list-style-type: none"> • Responsible for all aspects of transition program from program initiation through closure • Own AMS Transition solutions and perform transition portfolio assessment. Conduct transition induction boot camps and train the team on transition methodology, framework and tools • Work closely with resource management and staffing team to ensure all resource positions are fulfilled • Coordinate offshore activities and deliverables. Provide continued insight on SFDC related support activities, process and procedures etc. • Participate in monthly/quarterly reviews. Hosting standup calls and delivering the weekly/monthly service reports to the leadership.
Period	June 2017 – June 2018

6. Delivery Cloud Phase II – Managed Services

Organization	Deloitte Consulting India Pvt. Ltd.
Client	US Based Client
Description	<p>Client is a marketing technology and services company with offices in the United States, Europe, Asia, and South America. Client offers marketing and information management services, including multichannel marketing, addressable advertising, and database management.</p> <p>Deloitte is providing application management services for the Client which currently has a wide range of applications including Sales and Service Cloud. The team is completely managed from offshore with no onshore practitioners. Hence, this involves direct client interaction from offshore.</p>
Location	Hyderabad, India

Role	Service Delivery Lead
Overall Team Size	4
Skills	SFDC Sales Cloud, Service Cloud, Communities, DocuSign, Marketo, JIRA, Share-point
Contribution	<ul style="list-style-type: none"> • Provide continued insight on SFDC related support activities, process and procedures etc. • Participate in monthly/quarterly reviews • Provide weekly status and monthly/quarterly performance reports • Work with Clients' lead and team to review issues – conduct proper hand-off of issues to the offshore team • Coordinate with Client to help develop requirements for required changes (for AMS in-scope items) • Assist Client team where required - examples include: • Change Control Board meeting follow-ups • Release planning activities • Scope changes and reviews
Period	July 2017 – April 2018

7. US Healthcare Claims - Application Support

Organization	Deloitte Consulting India Pvt. Ltd.
Client	US Healthcare Giant
Description	Client is a health benefits company - the largest member of Blue cross Blue Shield Association. The Company provides health benefits, dental and vision benefits, pharmacy benefits, life insurance, and life and disability insurance benefits.
Location	Hyderabad, India
Role	Transition Manager
Overall Team Size	6
Skills	Transition Planning, Client engagement, Mainframe, Tablebase, SQL Server, MS Access, Informatica 10.1, JIRA, Share-point
Contribution	<ul style="list-style-type: none"> • Responsible for all aspects of transition program from program initiation through closure irrespective of the technology stack • Own AMS Transition solutions and perform transition portfolio assessment. Conduct transition induction boot camps and train the team on transition methodology, framework and tools • Manage all phases of transition - Planning, KT, Shadow, Reverse Shadow and Steady state phases. • Work closely with resource management and staffing team to ensure all resource positions are fulfilled • Manage transition risks and issues and ensure completion of transition deliverables like Playback, SMTD and SUD document • Work with QRM for completion of Transition Audits, Incumbent Project Managers to ensure connectivity and smooth execution of transition activities

	<ul style="list-style-type: none"> • Conduct weekly operational transition governance meetings. Collate and report agreed transition metrics. • Participate in customer meetings during customer assessments of Deloitte's Transition Capabilities and readiness • Knowledge harvesting of best practices, metrics, re-usable content after completion of transition and upload the content to Confluence or clients' share-point location
Period	Jan 2017 – May 2017

8. One Point CRM – Managed Services

Organization	Deloitte Consulting India Pvt. Ltd.
Client	US Healthcare Giant
Description	Client is a health benefits company - the largest member of Blue cross Blue Shield Association. The Company provides health benefits, dental and vision benefits, pharmacy benefits, life insurance, and life and disability insurance benefits.
Location	Hyderabad, India Woodland Hills, CA, US
Role	Offshore Project Manager (India), Onsite Project Manager/Business Analyst (US) Performance Architect
Overall Team Size	30 (22 as Direct Reportee's)
Skills	Salesforce.com Sales, Siebel Financials 8.1.1.15, Siebel Marketing 8.1.1.15, iOS
Contribution	<ul style="list-style-type: none"> • Understanding business requirements of the client on all aspects of the project. • Responsible for design, development & demonstration of the Salesforce.com application meant for Individual (Under 65) business and Siebel Financial Services application for Senior (Over 65) customers and have it delivered with Quality, on time and within budget. Participate in design and development sessions with the technical team and facilitate clarification sessions with the functional teams. • Provide functional expertise on Salesforce.com and drive SCRUM meetings. Additionally, provide the technical expertise on Siebel application and data streams to the functional team. Conduct and help team execute POCs on technology support. • Serve as first point of contact for escalation and issue management for the entire project. Worked with the other delivery leads offshore and onsite to drive design discussions and defect resolution calls. • Work allocation, monitoring and support of activities related to production support. Ensure that diligent efforts were put in the development window for unit testing and peer testing. Involved in the quality efforts at the CMMi levels helped build the culture within the team. • Responsible for project management, client management activities such as preparing weekly and monthly status reports, effort estimation, SLA performance reporting, capacity planning for project resources and time-sheet maintenance

	<ul style="list-style-type: none"> • Participating in pre-sales activities on new business opportunities as when they come in. Contributing handsomely in coming up with the SOW for each year for the clients. • Ensured that the Requirements traceability was maintained and every document delivered could trace back to each and every associated requirement. • Encourage knowledge sharing sessions within the teams and promoted mentorship culture to ensure that the knowledge flows through the teams and is not restricted to certain individuals. • Worked with the Staffing Managers, Project controllers and other support services to ensure efficient and effective supply of resources and assistance needed.
Period	May 2012 – Dec 2016

9. SFDC-RMA Application

Organization	Deloitte Consulting India Pvt. Ltd.
Client	US Based Client
Description	The project is to get Accounts, Contacts, Address, Assets and Products into a centralized application where Clients' Tech Support Teams can raise, track and close out Cases, Standard and Advanced RMA's (Return Merchandize Authorization) for all the products manufactured by Client. It's a global application.
Location	Hyderabad, India
Role	Lead Business Analyst
Overall Team Size	16 (4 as Direct Reportee's)
Skills	Salesforce.com Sales, Service/Case Management
Contribution	<p>My core responsibilities include taking care of all functional activities from offshore, be it gathering requirements, virtual-meeting with various stakeholders, taking part in functional analysis, gap analysis, feasibility study and both – Unit and System Integration Testing</p> <p>Understanding business requirements of the client on all aspects of the project. Ensured that the Requirements traceability was maintained and every document delivered could trace back to each and every associated requirement.</p> <p>Provide functional expertise on Salesforce.com and drive SCRUM meetings.</p>
Period	Jan 2012 – April 2012

10. Center of Excellence (Internal)

Organization	Deloitte Consulting India Pvt. Ltd.
Client	Internal
Description	Developing a CRM Center of Excellence for 'Application Management Services' service line

Location	Hyderabad, India
Role	Module Leader
Overall Team Size	5 (2 as Direct Reportee's)
Operating System(s)	Windows, Unix
Skills	Oracle 10,11g, Salesforce.com, Siebel Configuration/Scripting, Server Administration, EIM, Re-usable tools etc.
Environment	Salesforce.com, Siebel 8.1 and Oracle 11g
Contribution	<p>I'm responsible for leading multiple initiatives in developing a Center of Excellence in Siebel within AMS service line.</p> <p>My core responsibilities include identifying scope, initiatives, ideas and teams in formulating a center of excellence for the newest service line in the organization.</p>
Period	April 2011 – Dec 2011

11. HR BPO IT Operations: Windows & Point Solutions

Organization	Hewitt Associates
Client	Multiple (PepsiCo, BoA, Hewitt, Alcoa, Coca Cola, Prudential, Marriot, Bank of Montreal etc)
Description	Operations support for Hewitt's internal applications and client applications
Location	Mumbai, Maharashtra, India
Role	Operations Lead (Offshore)
Overall Team Size	6 (4 as Direct Reportee's)
Operating System(s)	Windows
Skills	Oracle 10,11g, Salesforce.com, Siebel Configuration/Scripting, Siebel Server Administration, Siebel eService, Siebel Multi-client
Environment	Siebel 7.7, Siebel 8.0 (CRM and eService) and Oracle 11g
Contribution	<p>I'm responsible for leading and managing operations from offshore, supporting 14 applications on the Windows platform and 9 applications on Point Solutions, both includes a variety of Salesforce.com and Siebel applications being used by hundreds of clients so also used by Hewitt internal employees</p> <p>Core responsibilities include Incident and Problem Management, Service Request Management, SME expertise, assisting Infrastructure & Application support, Change Management and Business Continuity</p>
Period	March 2011 – April 2011

12. XNAIS Data Visibility Rules

Organization	Wipro Technologies
Client	Xerox Corporation

Description	<p>The project is set to bring XNAIS (US Operations) into compliance with new data visibility requirements, which limit information visible to users based on new model of classifying the data, and the user's rights to view this data, based on the sales channel of ownership.</p> <p>Consistency between Siebel for XNAIS and the key systems of XNA with which it has systems integration. (Same sales channel classifications, same data visibility rules)</p> <p>Design in order to provide the ability to expand the sales channel classifications in the future, should new sales channels be added. (Future flexibility)</p>
Location	Rochester, NY, USA
Role	Senior Functional Analyst
Overall Team Size	3 (2 as Direct Reportee's)
Operating System(s)	Sun Solaris ,Windows XP, Windows Vista
Skills	UNIX, Oracle 11, Siebel Configuration/Scripting, Siebel EIM, EAI, Web-Services, Assignment Manager, Workflows, Customer Relationship Management, Requirement Gathering, High Level Designing, Integration Architecturing
Environment	Siebel 8.1 and Oracle 11g
Contribution	<p>I'm being involved from the inception of the project, playing a role of a System Business Analyst, framing out both functional and technical requirements in accordance with business rules and in tandem with representatives of XNAIS user community</p> <p>Responsible for defining changes in existing Sales and Marketing processes and requirements with respect to Data Visibility rules.</p> <p>I'm involved in designing solutions for the project from a functional side so also from an Integration point of view. The scope of this project covers around 20+ integration touch points, both existing and new ones to be introduced to achieve the objectives of this venture</p>
Period	Dec 2010 – March 2011

13. XNAIS Orion Production Support

Organization	Wipro Technologies
Client	Xerox Corporation
Description	<p>Xerox NA Insides Sales (XNAIS), a Siebel Sales Call Center Application used by 400+ Virtual Sales Executives (VSE's) and their Managers (VSM's) of Xerox Corp for managing their targeted Accounts, Contacts, Opportunities, Activities, Literature Requests and Campaigns. It has 30+ integration touch-points with internal and external systems.</p> <p>XNAIS Orion Production support project is the replacement project for the XNAIS Production Support project to be built upon Siebel 8.1</p>
Location	Rochester, NY, USA
Role	Senior Functional Analyst, Operations Support Lead
Overall Team Size	8 (5 as Direct Reportee's)

Operating System(s)	Sun Solaris ,Windows XP, Windows Vista
Skills	UNIX, Oracle 11, Siebel, Siebel EIM, Assignment Manager, Workflows, Customer Relationship Management, Assisting High Level Designing, Integration Architecturing
Environment	Siebel 8.1 and Oracle 11g
Contribution	<p>I am leading the Tier 2 and Tier 3 support for the application which comprises Business Administration and the System Maintenance/Support team. I am looking after escalations from Tier 1 Helpdesk. I report directly to the clients.</p> <p>I take care of all Marketing Admin activities such as Campaign planning, launching, execution, contact/prospect loads, waves, output list generation, overall Campaign Management and issues related with creation of opportunities as an output of campaigns and visibility.</p> <p>I am leading the team which takes care of minor so also major enhancements to the application as per business requirements/requests.</p>
Period	July 2010 – March 2011

14. XNAIS Orion Development

Organization	Wipro Technologies
Client	Xerox Corporation
Description	<p>Xerox NA Insides Sales (XNAIS), a Siebel Sales Call Center Application used by 400+ Virtual Sales Executives (VSE's) and their Managers (VSM's) of Xerox Corp for managing their targeted Accounts, Contacts, Opportunities, Activities, Literature Requests and Campaigns. It has 30+ integration touch-points with internal and external systems.</p> <p>XNAIS Orion Development project is the replacement project for the XNAIS Production Support project to be built upon Siebel 8.1</p>
Location	Rochester, NY, USA
Role	Systems Business Analyst, Siebel Technical/Integration Architect cum Deployment Manager
Overall Team Size	14 (2 as Direct Reportee's)
Operating System(s)	Sun Solaris ,Windows XP, Windows Vista
Skills	UNIX, Oracle 11, Siebel, Customer Relationship Management, Assisting High Level Designing, Integration Architect
Environment	Siebel 8.1 and Oracle 11
Contribution	<p>I was acting as Functional Consultant cum Deployment Manager for this project which was a replacement project of my earlier project</p> <p>I was responsible for defining changes in existing Sales and Marketing processes and requirements with respect to the re-implementation of the system from 6.2 to 8.1</p> <p>I was involved for the entire life cycle of this project</p>
Period	July 2009 – July 2010

15. XNAIS 6.2 Production Support

Organization	Wipro Technologies
Client	Xerox Corporation
Description	<p>Xerox NA Insides Sales (XNAIS), a Siebel Sales Call Center Application used by 400+ Virtual Sales Executives (VSE's) and their Managers (VSM's) of Xerox Corp for managing their targeted Accounts, Contacts, Opportunities, Activities, Literature Requests and Campaigns.</p> <p>This project has 30+ integration touch-points with internal and external systems.</p>
Location	Rochester, NY, USA
Role	Systems Business Analyst, Operations Support Lead
Overall Team Size	12 (9 as Direct Reportee's)
Operating System(s)	Sun Solaris ,Windows XP
Skills	UNIX, Oracle 8i, Siebel, Customer Relationship Management, Technical documentation, Consultancy, VB Script, Siebel Administration, EIM, Workflows, Others
Environment	Siebel 6.2 and Oracle 8i
Contribution	<p>I am leading the Tier 2 and Tier 3 Application so also System Maintenance/Support team where I am looking after escalations from Tier 1 Helpdesk. I report directly to the clients.</p> <p>I took care of all Marketing Admin activities such as Campaign planning, launching, execution, contact/prospect loads, waves, output list generation, overall Campaign Management and issues related with creation of opportunities as an output of campaigns and visibility.</p> <p>I am leading the team which takes care of minor so also major enhancements to the application as per business requirements/requests.</p>
Period	May 2008 – July 2010

16. Siebel Support and Maintenance

Organization	Wipro Technologies
Client	Reliant Energy
Description	The Siebel Application was being used as Call Center Application for the call center executives to manage customer information.
Location	Houston, TX, USA
Role	Systems Business Analyst
Overall Team Size	6
Operating System(s)	Windows 2003 Server ,Windows XP
Skills	Oracle 9i, Siebel, Customer Relationship Management, Technical documentation, Java Script, E Script, VB Script, EIM, Siebel Administration, Others
Environment	Siebel 7.7 and Oracle 9i

Contribution	<p>I was leading the Tier 3 Maintenance/Support team where I was looking after escalations from Tier 2 Support. I used to report directly to the clients.</p> <p>I was leading the team which took care of minor so also major enhancements to the application as per business requirements/requests. Our team was assisting the Siebel Business Administrator too.</p>
Period	Dec 2007 – May 2008

17. MMS-KB Sustenance Engineering

Organization	Wipro Technologies
Client	Microsoft Corporation
Description	Microsoft Managed Services Call Center Release 1.5 came up with the requirements to associate Products with Accounts (M:M) and automatic escalation of Service Request to reduce the manual process time.
Location	Hyderabad, India
Role	Siebel Administrator and Secondary Siebel Developer
Overall Team Size	6
Operating System(s)	Windows 2003 Server ,Windows XP, Windows Vista
Skills	SQL Server 2000,Siebel,Customer Relationship Management, Technical Documentation, Consultancy, Java Script, VB Script, EIM, Workflows, Others
Environment	Siebel 7.7 and MS SQL Server 2005
Contribution	<p>I was working as a Siebel Administrator and was looking after the administration of the Application in Dev, Test and UAT environments.</p> <p>I was also acting as a support/secondary developer for the project and have been involved in following 1. Technical Design Document. 2. Development. 3. Unit Testing. In addition to that I have been involved in functional/feasibility analysis and have undertaken complex tasks as per project deliverables</p>
Period	2006- 2007

18. MSE-CRS Sustenance Engineering

Organization	Wipro Technologies
Client	Microsoft Corporation
Description	This project was conceived with an objective to streamline the disparate business processes that exist today across Microsoft IT to manage Change. This project assisted Microsoft Enterprises' strategic goals of Consolidation and Operational Excellence. The single business process, which will serve as the foundation for this software tool, is based on the Microsoft Operations Framework (MOF)
Location	Hyderabad, India
Role	Siebel Developer/Consultant
Overall Team Size	18
Operating System(s)	Windows 2003 Server ,Windows XP, Windows Vista

Skills	SQL Server 2005,Siebel Product Development, Technical Documentation, Technical Consultation, Java Script, VB Script, Workflows, EIM, Mercury Testing tool and Others
Environment	Siebel 7.7 and MS SQL Server 2005
Contribution	Involvement in understanding Microsoft Infrastructure request, Service request, Change Request, Incident Tracking functionality, Configuring Siebel application to enhance CRM functionality for Change Request Management, Incident Tracker Management and Service Requests, documenting and escalating issues. I have been actively doing the following activities- 1. Functional Requirement Document 2. Technical Design Document. 3. Unit Test Case preparation. 4. Development. 5. Unit Testing. In addition to that I have been involved in the Onsite-Offshore communication for gathering requirements, providing updates or clarifying user queries.
Period	2005 – 2007

PERSONAL STRENGTHS & ACHIEVEMENTS

- Excellent communication skills and rich onsite experience
- Ability to work in groups as a Manager and Lead as well as individually.
- A fast learner and quick in adapting to newer technologies.
- High patience level, self-confidence and hard-working nature.
- Ability to work hard and to take challenging projects.
- 'O' Level certified by DOEACC Society, Govt. of India
- Twice awarded exceptional staff award on Large Healthcare accounts in Deloitte Consulting
- Awarded five times for delivering exceptional performance in two of my most prolific projects.
- Numerous client appreciations and commendations at onsite.
- Received Counselor Excellence Award from Deloitte Consulting India
- Received Long-Term Service Award from Deloitte Consulting India
- Received Outstanding Performer award thrice from Deloitte Consulting India
- Received Applause award from Deloitte Consulting India towards recruitment activities
- Received Applause award for excellence in client contribution (SFDC) from Deloitte Consulting India
- Received Applause award for excellence in client contribution (Siebel) from Deloitte Consulting India
- Received Spot award for excellence in client contribution from Deloitte Consulting India
- Recognition from Life Sciences & Healthcare Leadership in Deloitte Consulting India for demonstrating exceptional performance
- Received Long-Term Service Award from Wipro Technologies
- Received Feather in my cap award from Wipro Technologies
- 'Leadership Essentials' and 'Stepping Up to Management' certified by Harvard Business Publishing's
- Oracle Certified Siebel CRM 8 Business Analyst and Oracle On-Demand Pre- Sales Specialist. SFDC Platform App Builder certified.

LANGUAGES KNOWN

- Speak - English, Hindi
- Read - English, Hindi
- Write - English, Hindi

DATE OF BIRTH/GENDER

18th November 1982

Male

MARITAL STATUS

Married

WORK PERMIT STATUS

H1 B & B1 (Deloitte)

CURRENT LOCATION

Hyderabad, India