**Naveen Kumar LR E-mail:naveenjob2020@gmail.com**

**Software Engineer**

**Cell: 9094655770**

**OBJECTIVE:** A competent Software Engineer with 2.5 years of experience in the information technology and services industry. Skilled in Siebel CRM 19.x & IP13, Siebel Tools, Sibel Open UI, Siebel Admin, Oracle Database, Splunk, Data Visualization and Data Analysis.  Would like to associate with a technical and progressive organization that will allow me to utilize my abilities and strengths in the field to add value to the organization while providing me opportunities for growth.

**Professional Summary**

* 2.5 years of experience with **2degrees, New Zealand telecommunication provider** and **TPG Telecom Limited, formerly Vodafone Hutchison Australia Pty Limited**
* Hands on experience in **Splunk** and **Siebel CRM IP 13 & IP 9.x, Siebel Open UI** for data Investigation, routed and resolved issues reported via customers tickets and Improvements
* Experience working with **Oracle SQL** for database related issues
* Possess skills in **Siebel** **admin**, **Handset and Pricing releases, Siebel EIM**
* Good understanding on **Siebel Data Model** and Architecture
* Possess Knowledge on **Siebel Tools** and utilized in creating queries and debugging codes.
* Proficient in **Data Analysis** using Splunk
* Proven ability in conducting research, diagnostic and extracting information with data gathering, interpretation and comprehensive results analysis; ability to verify and ensure accuracy as well as generate solutions
* Efficient at troubleshooting production issue and developed technical solutions and investigated data requested by internal teams
* Possess Knowledge on programming languages in **Python, SQL**
* Streamlined issues to developers and **collaborated** with Clients for clarity
* Guided and trained other team members by transferring domain knowledge for reported issues
* Exercised strong analytical and critical thinking skills to debug issues; ability to prioritize work
* Client focused; dealt with credible information from customers
* Ability to learn and adapt new technologies quickly
* Administers attention to detail; quality oriented, innovative professional with active listening, solid organization skills and time management skills; Ability to think out of box
* Possess multitasking skills working on multiple projects at one given time and implement sound judgement on planning and organizing work; worked with uphold integrity and respectful environment
* Ability to thrive in a fast-paced, high volume environment; computer-keyboarding skills
* Proved trustworthy, honest, reliable, understanding diversity and able to work with discretion in an interdisciplinary team environment; dependability; adaptability

**PROFESSIONAL EXPERIENCE:**

* **Software Engineer 2018 - Present**

 **Tech Mahindra, Pune, India**

 **Project: 2degrees, New Zealand telecommunication provider**

 **Tools and Software Used:** Siebel CRM IP13, Siebel Open UI, Siebel Tool, Oracle SQL, Splunk and Oracle

 Enterprise Manager.

* Efficient at troubleshooting issues pertaining to Production environments and analyze the root cause
* Delivered Handset releases, Pricing releases on a regular basis
* Hands on experience in Siebel GUI and debugging skills like capturing logs, raising workflow log level and Analyze
* Familiar with Business components, Business Objects, joins, link, workflows, Applets, Views and Screens.
* Analysis and understanding of Business requirements and Functional specifications
* Communicate with care to resolve complex issues and perform day-to-day operational support function within Siebel
* Communicate, escalate, and resolved problem ticket issues as appropriate
* Possess skills in Telecom Functional flows, Order Management, and service request management in Siebel
* Proficient with Database Queries (Oracle SQL), Monitored SQL and database performance in AWR report using Oracle Enterprise Manager

**Project:** Vodafone Hutchison Australia

**Tools and Software Used:** Siebel CRM 19.x, Siebel Tool, Oracle SQL, Splunk and Oracle Enterprise Manager.

* Proficient in writing complex SQL queries
* Accelerated performance improvements by using SQL queries
* Demonstrated usage of complex joins, subqueries, and optimized for the requirements
* Monitored SQL and database performance in AWR report using Oracle Enterprise Manager
* Efficient at troubleshooting Siebel Issues and identified the root cause of problems
* Investigated data, requested by internal teams
* Possess skills in key areas like Billing, Tallyman, Middleware, Provisioning
* Possess skills in Siebel admin, Handset and Pricing releases, Siebel EIM
* Efficient at identifying and analyzing issues, making recommendation, and implementing solutions
* Utilized knowledge of business processes, system processes to solve complex issues
* Captured and analyzed logs for reported issues
* Educated Care team by providing work arounds for a reported issue.
* Raised PKE for reported issues and sent to development team for permanent fix
* Possess skills of Splunk search processing language (SPL)
* Monitored system health check using Splunk tool
* Analyzed data mining and provided log analysis to client for the reported issue
* Analyzed data for anomalies and trends and building dashboards highlighting the key trends of the data
* Delivered training and work arounds for L1 teams to resolve the issue
* Deducted human intervention by automating several processes
* Prepared reports based on analysis and presented to client
* Mentored care team present in Mumbai during Siebel upgrade and releases
* Refined shell scripts according to client request
* Delivered consistent results around productivity and quality following client specific guidelines
* Prepared reports based on analysis and presented to management
* Efficient in creating graphs in excel to present data to clients
* **Process Associate – Trainee Sep-2017 – Dec-2017**

 **Mr. Cooper, Chennai, India**

* Delivered consistent results around productivity and quality following client specific guidelines
* Improved processes by analyzing current processes and measuring their effectiveness.
* Validated data into an Excel sheet for further analysis.
* Delivered presentations to management regarding suggested improvements

**Certification**

* Completed Splunk 7.x Fundamentals
* Completed ‘The Complete Python Course’ from Code with Mosh

**Achievements – Tech Mahindra**

* Awarded Best Team and Bravo for receiving customer appreciation for delivering the dynamic requirement on time

**Technical Skills:**

* Programming Languages: Oracle SQL, Python
* Application: Siebel CRM IP 19.x, Siebel Open UI, Siebel IP13, Siebel Tool, Oracle Enterprise Manager
* Data visualization: Splunk
* Database: Oracle SQL, MySQL

**Education:**

**Degree**: BE in Electronics and Communication Engineering 2017

Saveetha Engineering College, Anna University, India

**Higher Secondary**: Doveton Corrie Boys Higher Secondary School 2013

**Personal Information:**

* Date of Birth: 23/11/1995
* Languages Known: English, Tamil
* Permanent Address: No.917 S.A.Colony 11th Street Vyasarpadi, Chennai - 39