***SUMMARY:***

* Expertise in Oracle CPQ Product configuration ,commerce and integrating cpq with various crm and ERP systems using BML. Expertise in oracle CPQ approvals and configuring quote life cycle.Managing user and groups.
* Expertise in integrating CPQ with salesforce and D365. Expertise in integrating CPQ with SAP
* Implemented Asset based ordering and BOM implementation.
* **Oracle CPQ Cloud implementation Specialist 2020** from **Oracle University.**
* **Siebel 8.0** from **Oracle University.**
* **seven Years** of Siebel CRM experience in **SIEBEL** **8.2/8.1.X/7.8/7.X**
* **Nine** years of overall software experience in analysis, design, development, maintenance and production Support of various CRM applications.
* Previous **employee** of: **CSC, Deloitte, Accenture, Wipro.**
* Extensive experience in CRM implementations of **Siebel Public Sector, Siebel Sales and Marketing, Insurance, Manufacturing, Order Management, Automotive, Call Center**, **Financials, Event Management.**
* Key areas of skills consist of requirements gathering, functional/technical analysis, providing technical solutions, Development, application administration.
* I have extensive Siebel background including performing Gap Analysis, **Documentation, Design/Process mapping, Workflows, Runtime Events, Tools configuration, Business services, e-Scripts, VB-scripts, Open-UI, Assignment Manager, EIM, EAI, Web Services, Application Administration, BI Reports, OBIEE, ADM, DVM, Product Configurator.**
* Extensive Experience in **open ui upgrade** projects worked in all **innovation packs from 2012 to 2016**.
* Excellent Analytical and programming skills.

***Educational Qualification:***  **Bachelor of Engineering(Computer Science),JNTU University.**

***Technical Skills:***

 **CRM Technologies Siebel CRM, Sales force,Oracle CPQ Data Warehousing/BI Siebel Analytics, OBIEE.**

 **Operating System Windows XP/7/NT/2000, UNIX.**

**Languages BML,BMQL,E-SCRIPT, VB Script, JavaScript, JAVA, SQL, PLSQL,**

**Jquery,C, C++, HTML,css,Apex programming and visual force pages8.**

**Database Oracle 10i,oracle r12, SQL, PLSQL, DB2.**

***Professional Trainings undergone at Oracle University:***

|  |  |
| --- | --- |
|  | **Siebel Essentials (Certification for Siebel Version 8.0).**  |
|  | **Siebel Application Administration.**  |
|  | **Siebel Openui Fundamentals.**  |
|  | **Siebel Advanced Java API for open ui.**  |
|  | **ITIL foundation.**  |
|  | **Oracle CPQ Implementation Specialist 2020** |

***Project Profile:***

**Xerox Jul 2019-Present.**

**Oracle CPQ Technical Lead**

* Successfully designed and implemented JPMC Contract Management and Asset based ordering.
* Implemented Deal Management Features and FTP Automation.
* Implemented system configuration which helps to cross sell and upsell.
* Implemented frame works to support Xerox Global Catalog Pricing
* Designed and implemented frameworks for Recommendation,Constraint and pricing .
* Designed and Implemented Europe catalog.
* Designed and implemented frame work to create bulk transactions in CPQ.
* Performed code reviews and worked on defect fixes in Europe catalog.
* Designed And implemented Deal Management features in Analytics.
* Suggested ways to improve performance of model configuration.
* Worked closely with ui team in bringing Europe catalog to Xerox standards.
* Designed and implemented Approach to have quantity rules in CPQ.
* Implemented Service plan for Europe catalog. Built reusable utilities.
* Designed way to export CPQ Meta data to Dealer template format.
* Designed and implemented Smart center POC images with ease of maintenance
* Implemented CPQ Cart rules in Europe catalog .
* Data cube and Data table upload set Automation in CPQ Analytics.
* Supported TCS COE for various proposals and worked on estimations as well.
* Implemented System configuration and ABO in Tcs COE Environment.

**Lexmark Oct 2017-Jul 2019.**

**Oracle CPQ Technical Lead**

* Designed and developed CPQ Integration with Salesforce and D365.
* Performed quote document changes using document engine.
* Implemented Workflows and approvals in CPQ.
* Implemented quote approvals using Oracle CPQ Cloud (BigMachines) in-built approval functionality.  Performed code reviews.
* Wrote Oracle CPQ Cloud (BigMachines) standards and coding convention document.
* Devised and developed new requirements without disturbing existing implementation.
* Interacted with Salesforce data using Import/Export XSLs and SOQL.
* Interacted with pricing, deal management, account systems and middleware using advanced BML.
* Performed various modification and validation using BML code.
* Added advanced constraint and validation rules using BML.
* Generated Word, PDF and Excel outputs using Document Engine
* Designed process flows for each functional area during the implementation.
* Transferred CPQ Data to java applications for Proposal and contract generation.
* Performed advanced modification and advanced validation using BML code.
* Provided production support.Analyzed and estimated requirements, wrote design documents.
* Exported quote pricing data to excel for pricing teams using xsls.
* Performed advanced modification and advanced validation using BML code.
* Integrated CPQ with SAP,SAP ECC using bml.
* Integrated CPQ with data cube.
* Integrated CPQ with web methods.
* Fetched data from data tables using BMQL Oracle CPQ Cloud (BigMachines) Query Language).
* Developed auto forwarding rules to grant access to users.
* Used Oracle CPQ Cloud (BigMachines) approval functionality for approving quotes.
* Integrated CPQ with modus one for proposal generation.

**Environment:** Oracle CPQ Cloud,Salesforce,d365,modusone.

**Supreme Committee: DOHA(FIFA 2022) Nov 2016 – Sep 2017. Siebel Technical Lead / Onsite coordinator.**

* Responsibilities include preparation of technical documentation; build proof-of-concepts (POC) to confirm technical solutions; and configure / implement build requirements. Ownership for go live of
* Event management portal
* Enabled eEvents Application in IP2016.Converted eEvents Application to openui .IP 2016 Events application is not enabled, Enabled Responsive web design for eevnets portal application to open in all browsers and devices
* Enabled workflow policies and templates to send mails. Worked closely with oracle in fixing Registration and Invitation flow in eEvents
* Written custom css and js files to make portal application Responsive Web design
* Implemented SMTP Configuration for Creating Event and enabling Event in eEvent  Checking Registration and Invitation flow in eEvents  LDAP and user Registration.
* Worked with oracle and internal client team for LDAP Configuration
* Smart Scripts Developed custom theme for FIFA 2022 Branding.
* Written custom pm and PR files to hide controls in user registration forms. Smart Scripts POC is completed and designed approach for feedback for observation management, volunteer management and attendee management.

**Environment:** Siebel public sector / eEvents portal (IP2016), Workflows, EAI, WF Policies, Business Services, RCR, e-Scripts and Siebel Tools configuration,LDAP Configuration,Open ui PM and PR modification,css,html and jquery.

**Daimler: Chennai Aug 2016 – Nov 2016.**

**Siebel Technical Lead.**

* Responsibilities include making sure application work as is after upgrade.
* Worked on IP2015 open ui upgrade. Daimler analyzed there repository before upgrade and helped in preparing upgrade plan.
* Provided training to entire team on open ui fundamentals and Advanced java api for open ui.
* Understood there pain area of FRM load and also tried various approaches to load frm like import optin,macro and eim.
* Fixed application crash for vehicle and claims in dev environment.
* Fixed major performance issues
* Fixed integration issues written custom css files to enhance look and feel.

**Environment:** Siebel dealer and eautomotive application (IP2016) –Open UI upgrade,browser scripts Workflows, Business Services, VB scripts, e-Scripts, EAI and Siebel Tools configuration.

**Ooredoo:Kuwait Mar 2016 – Aug 2016.**

**Onsite Tech Lead.**

# Responsibilities:

* Responsible for moving Oracle crm functionality to Siebel crm and implementing campaign management.
* Worked as technical lead for moving functionality from oracle crm to Siebel crm. Ooredoo phase 1 worked on major order management related issues during Performance testing like customer search drilldown issue and duplicate asset creation issue.
* Prepared RCA Documents for same Involved in business process discussions and Preparing High Level Design. Helped CR and Support to understand Order management Related functionality.
* Helped in setting up proper access like positions and responsibilities During Phase1 of implementation go live.
* Successfully implemented Retail Access System which is used by call center agents.
* Involved in Knowledge sharing sessions to offshore team on Open UI and Siebel Order Management Workflows.
* Worked Closely with CR team on Signals and Product Eligibility and shared Knowledge with them
* Involved in Preparing High Level Design for Campaign management.
* Worked with Oracle team to improve performance of Siebel Application.
* Worked from onsite and gained customer confidence Single point of contact for performance team during Performance testing.
* Identified issue related to sms,debugged java code and provided fix for sms noojoom issue. **Environment:** Siebel Financials (8.1.1.14) – Order management Open UI, Workflows, Runtime Events, Business Services, EAI, Tools, e-Scripts, Web Services, load runner.

**IFFOCO Tokio October 2015 – Feb 2016. Technical Analyst / Tech Lead.**

This mini projects aims at Upgrading iffco tokio applications to ip 2016 **Responsibilities:**

* Responsibilities included upgrading their applications.
* Involved in integration testing after upgrade. Involved in fixing issues while creating policies after upgrade.
* Involved in Performance testing. Within Short time understood Insurance domain and gained customer confidence.
* Worked on Entities like Auto policy, Claims, Health Policies, Marine policies.
* Resolved major bip issue after upgrade. Involved in steering committee meeting with CTO and Directors.
* Solved major show stoppers for ITGI project like BIP Report Generation issue.
* Developed new open ui Theme for ITGI.
* Successfully completed integration testing and resolved all major issues after upgrade.
* Helped Testing team in understanding open ui application and gained customer confidence.
* Gave training to Customer on open ui.
* Helped pre sales team in understanding application and analyzed ITGI Repository and database to identify complexity of application.

**Environment:** Siebel Financials(IP2015), Siebel Tools,claims ,policy,eim,eai and open ui

**Telstra Jul 2014 – Oct 2015.**

 **Senior Business Analyst.**

Telstra is Australian Telecom Provider which offers wide range of Services like mobile internet and It also has t Stores.

# Responsibilities:

* Responsibilities include preparation of functional and technical documentation; perform GAP / fitment analysis, build proof-of-concepts (POC) to confirm technical solutions and present the solutions/ideas in customer-facing meetings and workshops.
* Worked on POC to implement Product Filtering and Compatibility.
* Worked on Log Analysis To Improve performance
* Involved in planning of Iterations. Was part of Agile Retro fits and Impact Assessment.
* Successfully implemented Product Filtering.
* Lead group of 7 people and provided Trainings. Attended Trainings from oracle on open ui and advanced open ui API

**Environment:** Siebel Financials (8.1.3), Pricing,Order management Open UI, Workflows, Runtime Events, DVM, Tools, e-Scripts, Business services, EAI, Web Services, Products.

**Deloitte ITS CANADA Oct 2013 – Mar 2014.**

**Analyst.**

This Project target is to move to Siebel ip2013 open ui environment and use new features.

It is sales application .It covers entities like contact, Accounts, Opportunities, Engagements and Projects **Projects Responsibilities:**

* Implemented approach to delete customer data before giving database to vendor as part of deloitte security and Privacy policy.
* Used Siebel Best Practices to delete party data leaving behind Siebel vanilla data.
* worked extensively on data setup for Performance environment and made sure the right data is in place for performing the performance checks
* As part of Performance Testing Developed macro tools to automate process of closing optys and creating users
* worked as lead on multiple modules in Siebel Upgrade projects especially in Accounts, Contacts, Engagements and Projects.
* Worked in fixing some of task based ui issues.
* fixed some of the challenging issues like MVG hyperlink, file drag and drop at attachments
* Developed EIM approach to move Service Request, contacts, notes, audit trail and activities from Scratch for DCS Team.
* Extended working hours to make sure requirements are completed within timelines.
* Fixed the QA defects ASAP and fixed column displayed defects over entire application.
* Had discussion on technical challenges faced during the project with team members and implemented the same to resolve issues.
* Good Communication with off-shore and on-shore team.
* Provided support to team member during the project. Created tools to automate manual process of

1)Assigning responsibilities to user 2) Creating Positions and assigning to user. 3) Changing LPPs for Optys.

**Environment:** **Siebel sales** (Ip2013), Siebel Tools, Workflows, Task-based UI, e-Scripts, Business services, Web Templates, VBC, EAI, Web Services, EIM, SQL, PLSQL.

**Hewitt Upgrade June2012 – Sep 2013. Consultant ERP.**

This Project target to provide high-quality assistance to call center agents(Employees) and end users. This project is aimed to implement the existing Siebel 7.7 application functionalities to Siebel 8.1 application.

# Responsibilities:

* Involved in Implementing EIM Process from scratch to move data from Siebel 7.7 to Siebel 8.1.
* Involved in developing EIM Process to move contacts and users
* Involved in Automating EIM Process to reduce Time and also involved in Performance Enhancement.
* Involved in moving Customer Transactional data(Service Requests, Activities and Audit trail items)  Designed Approach to move Administrative Data using ADM Utility.
* Created Custom Integration Objects and Content Objects to support Hewitt Specific Tasks(Activity Templates, Email Templates)
* Designed Macro Utility to Import Data(Views ,Responsibilities ,LOVS ,Positions)
* Designed SQL Queries and Pl/SQL Procedures Performed EIM Data Load in various environments.
* Involved in Designing Approach to move Updated Transactional data.
* Troubleshooting issues while upgrading Siebel Ver7.7 to Ver8.1

**Environment:** Siebel call center (V8.1.4), Siebel Tools, EIM,IO, ICs, ADM, Business Services, SQL and macros.

**CIBC Jan 2012 to May 2012.**

**Siebel Consultant.**

As the part of the project team, my role include Development and application admin.

# Responsibilities:

* Responsibilities include providing technical solutions / designing, Configuration, Workflows, Business services, escripts, preparing technical documentation, etc.
* Involved in planning and requirements gathering for new 8.1 call center and CRM implementation. Involved in Configuration Presentation Layer objects(screens,views,applets) which employees and customers see in their User Interface
* Configured views and Visibility in views. Involved in Configuration Drill downs,MVG Applet,Pick Applet.  Configured Business Layer objects like Joins, Pick Lists,MVLs.
* Configured Picklists, Links,Symbolic Strings. Configured Workflows and worked on Business Services Desinged EIM to support Daily feed load coming from External Systems.
* Scheduled the EIM Jobs to avoid Manual Intervention. Supporting the various issues related to Siebel application, Siebel EIM and Data-Stage jobs in day-today business.

**Environment:** Siebel Call Center/Marketing (V 8.0.0), Siebel Tools, configuration and EIM.

**Hewitt –Siebel MCS2 Mar 2011 to dec 2011. Siebel Consultant.**

To develop call center and eService application to support HR related issues of employees.

# Responsibilities:

* Responsibilities Involved in planning and requirements gathering for new 8.1 call center and CRM implementation
* Worked in Configuration Commands,Menu,Tool bar items in Siebel Tools.
* Worked in Configuration Look and Feel of Application.
* Invovled in Configuration Presentation Layer objects(screens,views,applets) which employees and customers see in their User Interface Configured views and Visibilty in views.
* Invovled in Configuration Drill downs,MVG Applet,Pick Applet.Configured Business Layer objects like Joins,Pick Lists,MVLs.
* Configured Picklists,Links,Symbolic Strings.
* Business process automation migration and maintenance Setting up email profile and Communication Templates for clients across various languages.
* Performed the Migration task for the implemented solutions from development environment to Testing Environment to facilitate the functional testing team to test provided solutions.
* Performed EIM Data Load in various environments.
* Supporting the various issues related to Siebel application, Siebel EIM and Data-Stage jobs in daytoday business

 **Environment:** Siebel call center (V 8.1.1), eService portal Application, Siebel Tools, e-Scripts, EIM, Admin, SQL, PL/SQL.

**Hewitt-MCS1. Aug 2010 to Feb 2011.**

**Associate Software Engineer.**

The Client is supporting 27 clients in Siebel MCS hosted at Hewitt data center and 7 clients in Standalone Siebel hosted at Unisys, MN data center. The client (e.g. Marriott) requests/queries are supported by help desk raising the Service Request in Siebel and assigns it to corresponding Hewitt IS group. Each Hewitt IS group alerted by group mailbox once the ticket is assigned.

# Responsibilities:

* Trouble shooting issues with contact loads and provided fix.
* Extensive experience in mail related issues within Siebel.
* Major role in setting up the Siebel environment for new clients.
* Involved in preparing Migration Plan, was also responsible for preparing and maintaining the Migration checklist, reviewing the design and development task.
* Business process automation migration and maintenance.
* Involved in performance improvement by tuning the application through a Server Administration – Creation of Employee, Contacts and users..

**Environment:** Siebel call center (V 8.1.1), eService portal Application, Siebel Tools, e-Scripts, EIM, Admin, SQL, PL/SQL.