Swati Kshirsagar

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**Objective**

* To utilize my interpersonal skills and experience to consult, educate & engage Customers by the optimal usage of technology to enhance their productivity.
* To leverage my hands-on analytical/technical skills and knowledge of advanced technologies to design, develop and manage business systems that will have a positive impact on my Customers' Business Process.

**Skill Summary**

* **11+ years** of Experience as a Techno-Functional consultant in providing CRM solution with excellent business domain experience in Siebel Telecom, Utilities, Siebel Public Sector industry specific applications & Siebel Call Center.
* Strong knowledge in Siebel Architecture and Data Model and proficient with Siebel OpenUI,Siebel Tools and Client in configuration and customization of Siebel Objects at multiple levels like but not limited to Applets, Business Components, Screens, Views, Joins, Links, MVGs, Pick Lists, Associate & Shuttle Applets, Toggle Applets and Drilldowns.
* Excellent Siebel development skills in implementing Siebel OpenUI Upgrade, Siebel Declarative Configuration Alternatives, Siebel Scripting (Server & Browser), Workflow Processes, Workflow Policies, Runtime events and Business Services.
* Good knowledge in Siebel EAI – Integration Workflows, Integration Objects, Integration Components, Siebel EAI Adapters,MQ,JMS, Webservices.
* Strong knowledge and experience in Siebel EIM developing Configuration (ifb) files and EIM job switch working knowledge in SQL, PL/SQL and UNIX.
* Good Knowledge of C, C++, Core JAVA & XML Overview
* Possesses strong analytical, design and problem-solving skills with experience in successfully handling client facing roles, training junior members on Siebel and ability to work passionately on self-initiative and as a team member.
* Self-motivated and able to set effective priorities to achieve immediate & long-term goals
* Vibrant team player with belief in taking positive approach towards issue resolution considering the deadlines in project.
* Having extensive exposure of working in Onsite Offshore Model, worked on multilingual Siebel Implementation
* Ability to drive technical conversations with multiple stake holders
* Ability to coordinate work items between onsite – offshore and gain the trust/respect from the team

**Technical Skills**

* CRM Applications : Siebel Open UI, 8.x- IP22.x – Telecom, eCommunications, Public Sector, Call Center,Insurance,Finance.
* Tools : Siebel Tools 8.x- IP22.x – Siebel Configuration, Siebel Scripting, Siebel Workflow
* Operating System : Windows 98/2000/XP/7/10
* Programming Language : C, Siebel eScript , JavaScript, HTML, SQL,Shell scripting
* Databases: Oracle 9i, Oracle 10g, Microsoft Access, Microsoft SQL Server
* Others: Clear Quest, TOAD, SQL Plus, XML, C, C++,Core JAVA & XML Overview
* Methodologies: Agile, Waterfall, Incremental

**Professional Experience**

**Company: Citi Bank**

Eon Cluster B, Kharadi SEZ Pune – 411014

(Aug 2022- Till Date)

**Oracle Siebel Developer – Officer**

**Project 1: Deal Express**

* Duration: Aug 2022 – Till Date
* Vertical: Siebel Finance
* Role :  Apps Dev Sr. Programmer Analyst
* Team Size : 10
* Responsibilities :
* Working on application with multi-technologies, APIs.
* Designing solutions using design best practices in Siebel Core, EAI technologies for integrations.
* Manage, maintain and support applications and their operating environments, focusing on stability, quality and functionality against service level expectations.
* Involved in application releases, from development, testing and deployment into production. Perform post release checkouts after application releases and infrastructure updates. Develop and maintain technical documentation.
* In depth experience in Rest API, Workspaces based delivery model.
* Providing technical and business support for users of Citi Applications. This includes providing quick resolutions to app issues, driving stability, efficiency and effectiveness improvements to help the business succeed.

**Professional Experience**

**Company: ADP SERVICES PVT. LTD**

The Square, Nagar Road Pune – 411014

(Jul 2021- Aug 2022)

**Oracle Siebel Developer – Senior Consultant**

**Project 1: ESI Client**

* Duration: Jul 2021 – Aug 2022
* Vertical: Siebel Sales
* Role : Senior Consultant Solution Designing
* Team Size : 20
* Responsibilities :
* Designing and giving best possible solution to any requirement which is in line with existing architecture.
* Manage delivery of CRs and projects impacting Siebel CRM-tracking E2E delivery milestone from Low level Design up till Go-Live.
* Coordination with multiple partners to arrive at integrated Project Plan for demand delivery and driving respective partners to deliver as per agreed milestones through pro-active communication, Daily reviews, Risk Management, Issue resolution and Reporting on progress to internal stake-holders.
* Active Participation in Weekly Governance forums for Customer Management Portfolio.
* Proactive Identification, mitigation and closure of risks and issues related to assigned projects, effective project communication/ presentation to senior management team.

**Professional Experience**

**Company: ACCENTURE SERVICES PVT. LTD**

B2- Tower, Magarpatta SEZ Pune – 411043

(Jun 2019- Jul 2021)

**Oracle Siebel Developer – Team Lead**

**Project 1: Vodacom**

* Duration: Jun 2019 – Jul 2021
* Vertical: Siebel Telecom
* Role : Application Development Team lead
* Team Size : 15
* Responsibilities :
* Studying the requirement and high-level design for the Underwriting process and preparing the Technical design document to configure the application.
* Working on building Inbound and Outbound Integration of Siebel Application with external Applications
* Customizing the out-of-the-box functionalities using Siebel Tools to achieve business goals.
* Creating and modifying business objects, business components, views, screens and applets to meet the business requirements.
* Bug, test, and resolve defects to improve performance.
* Using Siebel EAI, Data mapping, Siebel Web Services, VBC, Business Services, Configuration Integration Workflows, Assignment Manager and PL/SQL to meet the business needs.
* Achieving Business Rule automation using Siebel VB scripting and Workflow Manager.
* Creating documents for use cases, data mapping, test cases, environment migration and user training
* Working on Symbolic URLs, Server Configurations, Web Services, EIM and Assignment Manager.

 **Professional Experience**

**Company: Cognizant Technologies**

Hinjewadi Phase III, Pune – 411057

(Mar 2018 – May 2019)1.3 years

**Senior Associate Projects**

**Project 1: TIAA(Client location)**

* Duration Mar 2018 – May 2019
* Vertical: Insurance
* Role: Senior Software Developer
* Team Size: 5
* Responsibilities:
* Working for Siebel OpenUI Upgrade (IP16) at **client location**.
* Impact analysis of changes on the Siebel application after upgrade.
* Handling Issues related to Upgrade
* Prepared fixes and configuration solutions for post upgrade phases of Siebel Upgrade
* Resolving issues related to Inbound and Outbound Integration of Siebel with external applications after upgrade
* Monitoring and investigating application performance issues after upgrade
* Modifying JS files code according to the IP16 standard.
* Worked on issues related to JVM after upgrade,handle JVM subsystem parameter setting for java64
* Resolved issues related to telephony toolbar integration.
* Using Siebel EAI, Data mapping, Siebel Web Services, VBC, Business Services, Configuration Integration Workflows, Assignment Manager and PL/SQL to meet the business needs.

**Professional Experience**

**Company: Wipro SERVICES PVT. LTD**

Hinjewadi Phase II, Pune – 411057

(Sep 2015-Mar 2018)2.5 years

**Senior Software Engineer**

**Project 1: Sydney Water (Sydney)**

* Duration Sep 2015 – Mar 2018
* Vertical: Utilities
* Role: Senior Software Developer/Team Lead
* Team Size: 10
* Responsibilities:
* Worked on as **EAI lead at Sydney** for more than a year.
* Worked on Front End Application for Integrating Sydney Water CMS (Customers Management System) with existing Application.
* Studying the requirement and high-level design for the Underwriting process and preparing the Technical design document to configure the application.
* Working on building Inbound and Outbound Integration of Siebel Application with external Applications
* Customizing the out-of-the-box functionalities using Siebel Tools to achieve business goals.
* Creating and modifying business objects, business components, views, screens and applets to meet the business requirements.
* Bug, test, and resolve defects to improve performance.
* Using Siebel EAI, Data mapping, Siebel Web Services, VBC, Business Services, Configuration Integration Workflows, Assignment Manager and PL/SQL to meet the business needs.
* Achieving Business Rule automation using Siebel VB scripting and Workflow Manager.
* Creating documents for use cases, data mapping, test cases, environment migration and user training
* Working on Symbolic URLs, Server Configurations, Web Services, EIM and Assignment Manager.

**Professional Experience**

**Company: ACCENTURE SERVICES PVT. LTD**

B1- Tower, Magarpatta SEZ Pune – 411043

(Mar 2011-Sep 2015) 4.6 years

**Oracle Siebel Developer – Software Engineer**

**Project 2: ENI Gas and Power**

* Duration: Mar 2011 – Apr 2013
* Vertical: Siebel Public Sector
* Role : Software Developer
* Team Size : 10
* Responsibilities :
* Worked on New Internet and Mobile Packages configuration for ENI Gas and Power.
* Configured and customized the Applets, Views, Screens, Business Components and Business Objects through Joins, Links, MVGs and MVLs.
* Worked on Siebel Product Configurator
* Extended the Siebel tables through Custom tables & columns and created User keys & Indexes.
* Worked on Configuration like Creating Screens, Views, Applets, BO, BCs and Fields.
* Written scripts in Business component level
* Worked on building Inbound and Outbound Integration of Siebel Application with external Applications

**Project 3: ENEL**

* Duration: Apr 2013 – Jan 2014
* Vertical : Siebel Public Sector
* Role : Software Developer
* Team Size : 10
* Responsibilities :
* Worked on Creation of New Gas and Power Supply Packages for ENEL.
* Interacted with the Business Requirements and the design team and prepared the Low Level Design documentation studying the High Level Design documents implementing Account, Contact and Activity management modules.
* Configured and customized the Applets, Views, Screens, Business Components and Business Objects through Joins, Links, MVGs and MVLs.
* Worked on Siebel Integration
* Extended the Siebel tables through Custom tables and columns and created User keys and Indexes.
* Implemented the Declarative Configuration Alternatives using Data Validations, User Properties, Workflows and Run time Events. Customized the application using Siebel Script as alternative to configuration extending the functionality.

**Project 4: Cosmote**

* Duration: Jan 2014 – Sep 2015
* Vertical: Siebel Finance
* Role: Software Engineer Sr. Analyst / Team Leader
* Team Size : 20
* Responsibilities :
* Interacted with the Business Requirements and the design team and prepared the Low Level Design documentation studying the High Level Design documents implementing Account, Contact and Activity management modules.
* Worked on building Inbound and Outbound Integration of Siebel Application with external Applications
* Developed EIM Process to Migrated the data from Siebel Application to Other Siebel Application.
* Loaded Account, Contact, and Opportunity, Order and Quote, Address, Agreements data from Siebel upgrade Applications.
* Loading data from Flat Files to Staging Tables Using SL Loader.
* Load the data from Staging table to EIM tables using SQL procedure
* Configure ifb files.
* Involved in data cleansing for removing invalid data and minimize the errors in EIM process.
* Involved in EIM deletes, and exports
* Configured new columns as per business requirements and created EIM Mappings to load data in custom extension columns.
* Configured Siebel Application as per Requirement, using Siebel Tools
* Troubleshoot Siebel EIM errors by going through log files.
* Scheduled Batch Jobs to synch up the data from external systems.

**Internship Experience: Web-Werks India MIS**

* Duration: Aug 2010 – Jan 2011
* Role: Developer, Designer
* Platform : PHP, MSSQL, HTML, JavaScript, AJAX
* Responsibility : Database designing, Admin site coding, Front-end coding

**Academic Qualifications and Training**

* Siebel Certified Core Consultant 8.0 (Trained)
* Bachelors of Information Technology (BEIT) 2010 – Pune University
* Diploma in Information Technology: 2007 - MSBTE
* Higher Secondary School (HSC): 2004 - Pune Board
* Secondary School Certificate (SSC): 2001 - Pune Board

**Declaration:** I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Date:**

**Place:** Pune (**Swati Kshirsagar)**