

**PIYUSH GUPTA**

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**Siebel-CRM**

**[www.linkedin.com/in/piyush-gupta-9b72759b](http://www.linkedin.com/in/piyush-gupta-9b72759b)**

### Objective

Looking forward for a challenging career that would expand my knowledge and enhance my skills.

### EXPERIENCE SUMMARY

- Over 5.5 years of experience in Siebel CRM development.
- Functional experience include Siebel Order Management
- Ability to map the E2E requirements to CRM system.
- Siebel strong skills include eScripting, Workflows, Siebel Configuration, EAI.
- Basic understanding of MS Dynamic CRM.

### AREAS OF EXPERTISE

**Siebel 8.1 | Siebel Configuration | Siebel EAI | Siebel eScripting | Siebel Product Configuration | Team Building & Leadership | SQL | PL/SQL | Siebel UCM**

### WORK HISTORY

Duration	Organization	Designation	Location
June 2015 - May 2019	Atos	Software Engineer	Pune
May 2019 - Present	Telus International	Senior Software Engineer	Noida

### Work Experience

**Telus International**  
Senior Software Engineer

**May 2019 to Present**

#### **Project: TELUS Health**

TELUS Health provides various health care benefits services and software solutions that cater to the extended healthcare provider community and various insurance providers across Canada. Examples of extended care that TELUS supports include occupations such as naturopathy, acupuncture therapy, physical therapy, optometrists, and dentists.

#### **Roles and Responsibilities-**

- Creating and Modify Stored Procedure to meet client requirements.
- Impact analysis of the new requirement or change request on the existing programs initiated by the client.
- Use Siebel Tools to modify applets, Business Component, Business Services, Views and Screens to meet client requirements.
- Taking ownership of fixing blocked issues and defects during QA, UAT and Production.
- Modify existing web service to meet client requirements.
- Provide production support during implementations and resolve bugs by co-ordinating with various teams.
- Work on low level component designs for the team.

- Worked on Siebel UCM.

**Atos**  
**Software Engineer**

**June 2015 to May 2019**

**Project: DU Telecom (Dubai Telecom)**

DU Telecom is the leading supplier of global telecommunications solutions in the Dubai. DU offers mobile and fixed telephony, broadband connectivity and IPTV services to individuals, homes and businesses. The company also provides carrier services for businesses and satellite up/downlink services for TV broadcasters.

**Roles and Responsibilities-**

- Worked at client location (Dubai) for 3months for configuration changes and production issues.
- Analysing the Functional Requirement Specifications and design specifications for finding any ambiguity, incompleteness or incorrectness, so that requirements are technically feasible.
- Impact analysis of the new requirement or change request on the existing programs initiated by the client.
- Use Siebel Tools to modify applets, Business Component, Business Services, Views and Screens to meet client requirements.
- Taking ownership of fixing blocked issues and defects during CIT, regression and Production.
- Provide production support during implementations and resolve bugs by co-ordinating with various teams.
- Work on low level component designs for the team.
- Understanding new Products and Requirements and then developing accordingly.
- Worked on new product configuration from scratch.
- Worked on design analysis & low level design.

**Technical Experience**

**Configuration/Scripting/Workflows:**

- Worked on designing and configuring Applets, BCs, BOs, Business Services, Links, Joins, Pick Lists, MVGs/MVLs etc.
- Have worked on User Properties at all Objects level.
- Have worked on IOs, ICs.
- Have a sound knowledge of Service Flow Workflow.
- Have written scripts at almost every level of BC, Applet and BS.
- Have done the analysis of Log files related to the Defects and Performance issues and provide the solution for them.

**Product Administration:**

- Involved in creating of Attributes, Classes and Products.
- UI designs for Internal and External Users.
- Creating Relationship and define Linked Items.
- Involved in Low level design like organizing attributes under different level of classes, writing Business rules among different Class & Product level and configuration of new root and child products.

**Certifications**

- Oracle Sql Certification(1Z0-051)
- Oracle Java Certification(1Z0-083)

**ACHIEVEMENTS**

- Received Award for VAT Project delivery.
- Rewarded as Star Performer for 2017.

**ACADEMIC PROFILE:**

Course		Institution/University	% or CGPA
M.C.A.		Oriental Institute of Science & Technology, Bhopal	7.89 CGPA

**Personal Details**

**Name** : Piyush Gupta  
**Date of Birth** : 24/03/1989  
**Passport Number** : P1845926  
**PAN** : BPDPG0966E  
**Sex** : Male  
**Marital Status** : Married  
**Nationality** : Indian  
**Languages** : English, Hindi  
**Permanent Address** : Gopal Sadan, Ganesh Colony, Naya Bazar, Lashkar, Gwalior, (M.P) - 474009

**Declaration**

I hereby declare that all the above information given by me is true and correct to the best of my knowledge and belief.

Place – Noida

Piyush Gupta