**Sourav Seth**

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**Career Objective**

To become an expert in the field of Siebel Development where I can sharpen my skills and obtain challenging and growth-oriented opportunity.

**Professional Summary**

* Total work Experience:
* 3.5 years – **Tech Mahindra Ltd.** as a **Software Engineer** working for British Telecommunications (UK).
* 3.2 year(s) – **Accenture Solutions Pvt. Ltd.** as an **Application Development Team Lead** working for Vodafone (Italy).
* Over 6.5 years of relevant experience in **Siebel CRM**.

**Experience Summary**

* Currently working as **Application Development Team Lead** at **Accenture for Vodafone(Italy)**.
* Previously worked as **Application Development Senior Analyst** at **Accenture for Vodafone(Italy)**.
* Previously worked as a **Software Engineer** at **Tech Mahindra** for **British Telecommunications(UK)**.
* Expertise & core focus on the Development of Applications in Telecom domain.
* Worked extensively in Siebel and has an in-depth knowledge in Siebel 8.1.1.15 and 8.1.1.9.
* Thorough knowledge of Tools configuration / Script / Workflow and EAI.
* Hands on Experience in Siebel Configuration, eScript, VBCs, RCR jobs, Workflow, Workflow Policy, Browser script, Run Time Events and Personalization.
* Got exposure to Siebel EAI –Webservice, Datamaps, Integration Objects, EAI Value maps.

**Workshops/Training Programs Attended**

* Initial Training Program (ITP) (Duration: 3 months)
* Siebel 8.1CCC Internal Training (Duration: 15 days)
* Internal training for E-script, EAI, MQ, Web services, etc. (Duration: 5 days)
* Cleared Siebel e-Script Level - 2 and Siebel CRM Level - 2 at Tech Mahindra.
* Achieved P4-Proficiency level for Siebel-Configuration at Accenture.

**Technical Summary**

|  |  |
| --- | --- |
| CRM Siebel Verticals | Siebel 8.1, Siebel 8.1.1.15 –Call Center (HI), eSales (SI) |
| Skills | Primary – Siebel Configuration, Siebel eScript, Siebel Workflow, Siebel EAI, Oracle SQL  Secondary – Siebel Open UI (basics), PL/SQL, XML, HTML |
| Operating Systems | Win XP, Win 7 |
| Database | Oracle 9i/10g/11g, |
| Tools | Siebel Tools, SOAP UI, Oracle SQL Developer, WinSCP, Putty, SQL Plus, MS Office Suite (Excel Macros) |
| Domain | TELECOM, CRM |

**Project Experience**

* **Vodafone – Italy**

**Duration :   February 2017 – Till Date.**

**Client :   Vodafone (Italy)**

**Implementation :   Waterfall**

**Technology :   Siebel 8.1.1.15 –Call Center , eChannel**

**Project Description:**

SiebelOne SDLC is the CRM application which provides the implementation of a common core system process across all account managed communities. Vodafone Italy has major presence in telecom market in Italy, with three channels supported

a. Internal application for the Vodafone Operations,

b. BSales application for the direct customer, and

c. XML Gateway for the high-volume customers.

It is a Siebel 8.1 application that handles customer experiences of L2C (Order Management) for the customers. Application supports the operations for DSL and Mobile products. It serves both Consumer as well as Business Markets. The Application in all has multiple interfaces supported by Web Services, Database Connections, OSB (Oracle Service Bus) and BPM (Business Process Management).

Key business processes supported by Siebel are:

1. Customer Management (Accounts)
2. Service Fulfilment (Order Management)

Vodafone-Italy has a Siebel 8.1 application that handles customer with latest and existing offers (including tariff plans, special plans, value added services, etc.) The Application in all has 25 interfaces, Oracle Workflow, OSB, TIT, TABLET, PEGASO are a few to be named.

**Roles and responsibilities:**

* Ensured best coding practices are followed.
* Involved in management activities like development and capacity planning, estimations and delivery plans.
* Imparted Siebel training to the new joiners and freshers hired in the team.
* Worked mainly on EAI and enhanced Siebel-Configuration skills.
* Functional knowledge transfer to the Test Team and to the new team members.
* Perform code review for the whole project as per best practice guidelines agreed with Oracle.
* Conducting scrum calls and work as LLD for new team members.
* Delivered requirements that include EAI, Configuration, Scripting and Workflow changes.
* Analyzed the E2E flow and solved E2E defects.
* **CRM One Siebel SDLC**

**Duration :   September 2013 – December 2016.**

**Client :   British Telecom (UK)**

**Implementation :   Agile**

**Technology :   Siebel 8.1, Siebel 8.1.1.9, Siebel 8.1.1.11 –Call Center (HI), eSales (SI)**

**Project Description:**

OneSiebel is the CRM application which provides the implementation of a common core system process across all account managed communities. OneSiebel is considered as the face of the BT UK major customers, with three channels supported as

1. **Internal** application for the BT Operations,
2. **eSales** application for the direct customer, and
3. **XML** Gateway for the high volume customers.

OneSiebel is a Siebel 8.1 application that handles 3 customer experiences of BT: **L2C** (Order Management), **T2R** (Fault Management) and **C2M** (Opportunities, Bids). Application supports the operations for the following product lines: PSTN, ISDN, Feature line, Inbound, 21C Data services, WBC, WBMC, NGNCC, WBBC products and NGNCC products. It is one of the four applications that together form BT’s Customer Management Platform serving two major Lines of business: BT Wholesale and BT Global Services.

The Application in all has 40 interfaces, Oracle Workflow, STAA, COSMOS, CSS, MPA are a few to be named.

Key business processes supported by OneSiebel are:

1. Customer Management (Accounts, Contacts)
2. Sales (Opportunity and Bid Management)
3. Marketing (Campaigns, email Marketing)
4. Service Fulfilment (Order Management)
5. Service Assurance (Fault Management)

**Roles and responsibilities:**

* Ensured best coding practices are followed.
* Learned Siebel and completed all the internal tests successfully.
* Configuring Applets, Pick Applets, Views, Screens, Joins, Links and Pick List.
* Configuring Workflows and writing Business Services using e-Scripts.
* Extending database columns in Data Object Layer.
* Worked on EAI (Data maps, Value maps, Integration Objects, Web services)
* Creating run time events, state models etc.
* Performed code review as per best practice guidelines agreed with Oracle.
* Conducting scrum calls and worked as LLD at later stages for new team members.
* Delivered requirements that include EAI, Configuration, Scripting and Workflow changes.
* Analyzed the E2E flow and solved E2E defects.
* Worked on SRs with oracle and handled complicated Issues.
* Responsible for resolving production issues and doing Code Review, impact analysis and removing deadly sins and multiple queries which helps in increasing the performance.
* Developed functionality to send SMS and Email to customers for different stages of a fault.
* Worked on a lot of POCs to provide the feasibility for requirements.
* Gathering and estimating the Story Points for User Stories for iteration.
* Preparing the iteration plans, clarifying the requirements from BA and Business clients.
* Presenting the Show ‘n Tell for Business Clients.

**Achievements**

* Received “**Bravo**” and “**Pat on the Back**” awards twice from Tech Mahindra Ltd for “Outstanding” contribution towards project between Q2 and Q4 of 2014-15 and Q2 of 2016-2017.
* Received “**Special Client Appreciation**” from BT at Q3 of 2015-16.
* Achieved **ACE** Award at 2016 for achieving top rating for two consecutive years.
* Achieved **ACE** Award at Accenture Q1-19 for developing automation tools.

**Academics & Personal Details**

* Passed Bachelor of Technology (B.Tech) in Information Technology (I.T.) from Academy Of Technology, West Bengal (West Bengal University of Technology) with **76%** in **2012**.
* Passed HSC with **75%** in **2007** and SSC with **81%** in **2005.**

**Name** Sourav Seth

**Gender**  Male

**Date of birth**  22-SEP-1989

**Nationality** Indian

**Language Known**  English, Hindi, Bengali

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**Mobile number** 8983204281

**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.

Date:

Place:

Sourav Seth.