**Sandeep Kolluru Sanyasi**

**Siebel CRM Solution Designer and Developer**

**(AUSTRALIA PR HOLDER, GRANT NO. 004957430316)**

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**CAREER OVERVIEW:**

IT Professional with excellent experience in Siebel CRM design, development, integration and support. Have extensive knowledge on Telecom domain and Order Management.

**CAREER OBJECTIVE:**

To join a company that offers me a stable, positive atmosphere and inspires me to enhance

my working capacities, professional skills, business efficiencies and to improve organizational ability to exceed corporate goals, and help honor all long-term commitments made to customers, business stockholders, employees and the public communities.

**WORK PROFILE:**

**PROJECT 1:**

**Project Name:** Vodafone UK

**Organization :** Infosys Limited **Tenure :** Jan 2020 – Till Date

**Role :** Solution Designer **Client : Vodafone UK**

**Project Description:** Project aims to provide the Ordering portal for the customers to order new mobile, sim and broadband connection in the Vodafone network.

**RESPONSIBILITIES IN PROJECT:**

* Design Siebel CRM functionalities to provide the customer a more user friendly and interactive application.
* Design major Open UI functionalities, workflows, escripting and Interfaces in Siebel domain.
* Liaise with upstream systems and vendor development members to resolve application and product issues.
* Analyze and diagnose problems, manage issue/ handling.
* Prepare and document all operational artifacts.
* Strong Siebel Technical Knowledge and actively involved in providing the Technical solutions to the team which includes best practice, Performance effective and scalable code.
* Involved in implementing and demonstrating the agile ceremonies to the team.
* Responsible for discussing and providing solutions from Siebel Open UI .
* Responsible for liaising with Test teams to support deployment during Project Releases.
* Responsible for communication with Release management and Technical Architecture teams during deployments.
* Responsible for analyzing new client requirements and to implement the change into production as Change Request.
* Worked on designing of Interfaces with external systems using Integration Objects, DataMaps, Workflows, Webservices and SoapUI.

**PROJECT 2:**

**Project Name:** MAXIM NBN

**Organization :** Infosys Limited **Tenure :** July 2015 – Dec 2019

**Role :** Solution Designer and Developer **Client : An Australian Telecom giant**

**Project Description:** Project aims to provide the Ordering portal for the customers to order new broadband connections in the Telstra Network.

**RESPONSIBILITIES IN PROJECT:**

* Design and Code Siebel CRM Tools to provide the customer a more user friendly and interactive application.
* Generating email notifications by integrating xslt and html functionalities in Siebel.
* Design and build major workflows, escripting and Interfaces in Siebel domain.
* Liaise with upstream systems and vendor development members to resolve application and product issues.
* Analyze and diagnose problems, manage issue/ handling.
* Prepare and document all operational artifacts.
* Automation and Performance tuning on demand.
* Responsible for the designing the complex email notifications sent to customers using XHTML, Siebel Workflows and scripts.
* Strong Siebel Technical Knowledge and actively involved in providing the Technical solutions to the team which includes best practice, Performance effective and scalable code.
* Maintained the documents and create reports for the business analysts and end-users.
* Implemented semi-automated Order Process based on customer pre-inputs until Service qualifications which includes auto-site creation, contact creation and association as well, without user intervention.
* Worked on the Siebel Open UI applications.
* Involved in implementing and demonstrating the agile ceremonies to the team.
* Responsible for analyzing design documents client requirements.
* Responsible for coding the functionality of the provided requirements and ensuring the completeness of its functionality.
* Preparation of unit test plans, test strategies, test methods creation of sample data for test, testing, documentation of results to validate that the functionalities and the enhancements implemented are working as per the specifications and software engineering principles.
* As part of Coding, I have worked on below mentioned coding and configuration as part Siebel application and other legacy systems to meet the business requirements which includes:
  + Configuration which includes BC, BO, Joins, MVL, Applet, View, Screen, Symbolic String, LOV’s and DVM translations, Workflows, Scripting, swt files, JavaScript, Creating Index, SQL, XSLT and Performance Improvement etc.
  + Integration: Web service inbound and outbound web services and SOAP UI.
  + Open UI : PM, PR, HTML, CSS.
* Responsible for interaction with PSM, Test teams to support deployment during Project Releases.
* Responsible for communication with Release management and Technical Architecture teams during deployments.
* Responsible for analyzing new client requirements and to implement the change into production as Change Request.
* Responsible for maintaining version control system (SVN) across production releases.
* Worked on the Siebel Open UI applications.
* EAI - Worked on designing and developing Interfaces with external systems using Integration Objects, DataMaps, Workflows, Webservices and SoapUI.
* Worked on testing Automation using Tricentis TOSCA tool and Jenkins.
* Worked for 2 years at onsite closely with client.

**PROJECT 3:**

**Project Name: MAXIM ALCHEMY**

**Organization :** Infosys Limited Tenure **:**  June 2015 – July 2015

**Role :** Developer **Client : An Australian Telecom giant**

**Project Description:** Alchemy is a business operating model and a systematic approach to assist GES Australia to identify and realize new organic growth, by providing a coordinated approach to take product and solutions to market. It is a simple business cadence for optimizing GES Australia’s complex portfolio to deliver sizable growth.

**RESPONSIBILITIES IN PROJECT:**

* Responsible for analyzing design documents client requirements.
* Responsible for coding the functionality of the provided requirements and ensuring the completeness of its functionality.
* Responsible for development of Open UI applications including Desktop and Mobile.
* Preparation of unit test plans, test strategies, test methods creation of sample data for test, testing, documentation of results to validate that the functionalities and the enhancements implemented are working as per the specifications and software engineering principles.
* As part of Coding, I have worked on below mentioned coding and configuration as part Siebel application and other legacy systems to meet the business requirements which includes:
  + Configuration which includes BC, BO, Joins, MVL, Applet, View, Screen, Symbolic String, LOV’s and DVM translations, Workflows, Scripting, swt files, JavaScript, Creating Index, SQL, XSLT and Performance Improvement etc.
  + Integration: Web service inbound and outbound web services and SOAP UI.
* Responsible for interaction with PSM, Test teams to support deployment during Project Releases.
* Responsible for analyzing new client requirements and to implement the change into production as Change Request.
* Worked on the Siebel Open UI application.

**PROJECT 4:**

**Project Name: MAXIM GESCRM**

**Organization :** Infosys Limited **Tenure :**  March 2015 – June 2015

**Role :** Developer **Client : An Australian Telecom giant**

**Project Description:** GESCRM application is used for Opportunity management mainly by Telstra Enterprise and Government Users. An Opportunity proceeds through different Sales stages till closure.

**RESPONSIBILITIES IN PROJECT:**

* Responsible for analyzing design documents client requirements.
* Responsible for coding the functionality of the provided requirements and ensuring the completeness of its functionality.
* Preparation of unit test plans, test strategies, test methods creation of sample data for test, testing, documentation of results to validate that the functionalities and the enhancements implemented are working as per the specifications and software engineering principles.
* As part of Coding, I have worked on below mentioned coding and configuration as part Siebel application and other legacy systems to meet the business requirements which includes:
  + Configuration which includes BC, BO, Joins, MVL, Applet, View, Screen, Symbolic String, LOV’s and DVM translations, Workflows, Scripting, swt files, JavaScript, Creating Index, SQL, XSLT and Performance Improvement etc.
  + Integration: Web service inbound and outbound web services and SOAP UI.
* Responsible for interaction with PSM, Test teams to support deployment during Project Releases.
* Responsible for analyzing new client requirements and to implement the change into production as Change Request.
* Worked on the Siebel Open UI application.

**PROJECT 5:**

**Project Name:** RICOH

**Organization :** Infosys Limited **Tenure :**  Feb 2014 – March 2015.

**Role :** Developer **Client Name : An UK retail giant**

**Project Description:** The Application is used by RICOH, for identifying potential customer opportunities and to proceed through different stages of orders and the service requests raised by the customers.

**ROLES AND RESPONSIBILITIES IN PROJECT:**

* Responsible for analyzing design documents client requirements.
* Responsible for coding the functionality of the provided requirements and ensuring the completeness of its functionality.
* Preparation of unit test plans, test strategies, test methods creation of sample data for test, testing, documentation of results to validate that the functionalities and the enhancements implemented are working as per the specifications and software engineering principles.
* As part of Coding, I have worked on below mentioned coding and configuration as part Siebel application and other legacy systems to meet the business requirements which includes:
  + Configuration which includes BC, BO, Joins, MVL, Applet, View, Screen, Symbolic String, LOV’s and DVM translations, Workflows, Scripting, swt files, JavaScript, Creating Index, SQL, XSLT and Performance Improvement etc.
  + Integration: Web service inbound and outbound web services and SOAP UI.
* Responsible for interaction with PSM, Test teams to support deployment during Project Releases.
* Responsible for analyzing new client requirements and to implement the change into production as Change Request.

**ACHIEVEMENTS:**

* Infosys Insta award in 2016 for the MAXIM Telstra Project.
* Received multiple appreciations from Business on implementing complex email functionalities.

**CERTIFICATIONS:**

* Certified in Oracle Sales Cloud
* Oracle certified Associate in SQL/PLSQL
* Internal Certification on Siebel technical Overview
* Internal Certification on Siebel Open UI

**KEY STRENTHS AND SKIILS:**

* Domain : CRM(Customer Relation Management)
* Database : SQL,PL SQL, Oracle 9i/10g
* Technical : Siebel (Configuration, WF, web services, JMS queues and Siebel Open UI, email functionalities),C, MS SQL, Java Script, XSLT and HTML
* Other Tools : HP Quality Centre/ALM, Oracle SQL Developer, Jira, Tricentis Tosca.

**QUALIFICATIONS:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Institution** | **Qualification** | **Year of passing** | **Percentage/CGPA** |
| Gandhi Institute of Industrial Technology | Electronics and Communication Engineering (B.Tech) | 2012 | 8.14 |

**REFERENCES:**

* Shall be provided on request.