**ALICE**

Siebel Developer with 2Years and 5 months of Experience

[sahalice7@gmail.com](mailto:sahalice7@gmail.com)

9113488175

##### SKILL HIGHLIGHTS

* **Primary Skills:**
* Siebel CRM: Configuration, E-Scripting, Workflow, EAI, Siebel Open UI.
* Database: SQL
* **Secondary Skills:**
* Programming Languages: HTML/CSS, JavaScript ,Core Java.
* **Domains:**
* Call Center

##### SUMMARY

* Presently working for British Telecom, providing Mobility products and services to Retail and Enterprise customers. It has operations in around 180 countries and is the largest provider of fixed-line, broadband and mobile services in the UK, and also provides subscription television and IT services.
* Primarily experienced in configuration and development of Siebel Call Centre Application. Customized modules like Service Request and Order.
* Configured Business Components, Business Service, Fields, Joins, Drill Down Objects. Applied User Properties in Applets and Business Components to achieve specific requirements.
* Worked on eScript coding implementing customized logic in Business Service, Business Components and Applets.
* Basic knowledge of EAI including Data Maps, VBCs, Integration Objects, EAI Dispatch Service, EAI Value Maps and Outbound Web Services. Troubleshoot issues related to EAI Queues.
* Developed Workflow processes. Debugged issues with the help of Siebel eComm logs and Workflow Instance Monitoring.
* Have the basic knowledge of Siebel Open UI.
* Worked on SQL Developer, Winscp and SOAP UI.

##### PROFESSIONAL EXPERIENCE

* **Tech Mahindra Ltd.,Pune April2018- March 2020**

Project: Sumeru

Client: Vodafone India Limited

Role: Software Engineer

Team Size: 20

**Responsibilities:**

* Experienced in Siebel application configuration as per the business requirement with the use of configuration, scripting and workflows.
* Configuration of Queue based integration using EAI JMS Transport.
* **Tech Mahindra Ltd.,Pune April 2020**

Project: CSOneview SDLCFPD

Client: British TelecommunicationsPLC

Role: Oneview Software Developer

Team Size: 25

**Responsibilities:**

* Worked in Siebel Open UI. Have the basic understanding of various files like PM/PR and how to debug issues using console in chrome developer tool.

##### EDUCATIONAL QUALIFICATION

* Bachelor of Technology in Electronics & Communication Engineering from Institute of Engineering and Management Kolkata, West Bengal(2014-2017) with Degree Grade Point Average 8.09.
* Senior Secondary Education(CBSE) : Millia Convent English School Purnea, Bihar(2012)
* Secondary Education (CBSE): S.R.D.A.V Public School Purnea, Bihar (2010).

##### PERSONAL DETAILS

* Name : Alice
* Date of Birth : 25th February 1995
* Father’s Name : Mr. Ajay Kumar
* Permanent Address : Lakhan Chowk Bhatta Bazaar Purnea, Bihar 854301
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