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SFDC , Siebel CRM / Functional / QA & Mgmt srinivasak10@yahoo.com \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Professional summary:

* Having 9 plus years of Experience and 2 years in leadership positions (Onsite and Offshore) , developing strategies, meeting targets for self and the team.
* Experience in SFDC- Business Analysis, Config , Admin, QA (Planning , strategy ,Scenario and use case creation/ Execution / Sign off)
* Siebel CRM - Business Analysis ,Config, QA (Planning , strategy ,Scenario and use case creation/ Execution / Sign off)
* Experience in QA of Analytics/OBIEE / BI Reports/ CFDs
* Extensive experience in Integration, Regression , UAT and Production validation Environments.
* Experience in QA of AI Related modules in web application platform..
* Project implementation experience in Banking and eFinance for Insurance-Open UI , Telecom, discrete manufacturing industries.
* Strong Admin experience in HP-ALM ( Test Planning , Test execution, Defect management and Reports)
* Strong Admin experience in Redmine tool for Test management Cycle.
* Significant project management experience ( planning and execution in an Iterative/sprint Model).
* Excellent Client Interaction .Communication, Documentation , problem solving and Analytical skills
* Experience in Cross-functional projects / Multi Vendor Projects and also worked with Globally scattered Teams.
* Providing Support to all Areas of the Organization including: Sales, QA, Development, Services
* Actively Involved In Recruitments process - Screening Profiles , conducting Interviews and short listing candidates.

Certifications:

* Salesforce Certified Administrator.
* Siebel 8.0 Core consultant from Oracle University.
* Siebel 7.7 Core consultant from Oracle University.

Trainings:

* Salesforce Trailhead –Trainings completed on CPQ, Sales , Admin and App builder.
* Siebel Loyalty Management training from Oracle University.

Achievements:

* Received SPOT awards and appreciation from Benefitalign, Speridian Technologies.
* Received Awards from Knowledge and Learning Departments in many Organizations.
* Won Best Performer award from Agilent Technologies Inc, USA.
* Acted as Lead for onsite and Offshore Siebel CRM Testing Projects and received Best Project recognition.

Knowledge Activities:

* Experience in Conducting webinars , KT Sessions , Functional Trainings and Providing Documents/Content.

Professional Experience:

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| --- | --- | --- |
| Designation/Role | Organization | Tenure |
| Manager- Business analysis and QA | Jotter | Jan 2020 to July 2020 |
| Sr Associate Projects - QA | Cognizant, Bangalore | Nov 2016 to May 2017 |
| Senior QA | Benefitalign, Speridian Technologies, Bangalore | May 2015 to Nov 2016 |
| QA Lead | Oracle (Contract - PG), Hyderbad and Phillipines | Dec 2014 to Feb 2015  Sep 2014 to Nov 2014 |
| QA lead | Value labs , Hyderbad and UAE | Apr 2014 to Sep 2014 |
| Associate consultant and T1 Lead | Mahindra satyam (Tech Mahindra) | Oct 2005 to Feb 2012 |
| Marketing and CRM consultant | Independent ( Across India and Online) | Aug 2000 to Sep 2005 |

Technical Expertise:

* CRM : Siebel 8.1, Siebel 8.0, Siebel 7.8 and Siebel 7.7, SFDC CRM
* Test Tools : HPQC 10 , ALM , Redmine
* Other Apps : Filenet , WITS

Academic Qualifications:

* M.B.A (Marketing and Finance) from M.L.S. University ( Graduated Year 2000)
* B.Sc ( Chemistry , Physics and Mathematics) from Nagarjuna University (Year 1997)

Project Details:

Project : Jolookbook

Solution : Jolookbook

Organization : Jotter.Ai

Duration : Jan 2020 – July 2020 , Environment: AI, Java, React

Team size :4 , Role : Test Manager

Project Description: Its an AI Based product generates automated catalogs by using computer vision GANs 3D image processing for garment images , catering Fashion retail solutions to Online E commerce companies , helping them to lessen use of models , photo shoots etc.

* Requirements management, product backlog , sprint backlog
* knowledge docs, presentations ,suggestions for design presentation
* Functional Testing of AI Related modules.
* Testing of Jo app Model , Shoot , Order , SKU , Allocation management modules and also Naming , Dashboards and Reports.
* Naming , Order creation/ management Process testing, Model and product mapping ,Approvals and support
* Verifying Studio, agency, client and managers log in functionalities.Testing flow process to boundary systems
* Documentation related to web , desktop , cross flow , Ai ,Different categories, Anno basics , model sku,
* QC related test process functionality.
* reports : issues, suggestions, requirements, naming , model pose update, ai qc points , ai qc extraction, ai c hand seg,model sku creation, 3d image testing,
* other tasks : watch app , web-desktop flow , beta , alpha e2e flow etc.

Project : SFDC

Solution : SFDC CPQ

Organization : Free lancing

Duration : Feb 2018 – Dec 2019

* Configuring Product Bundles
* Product setup (standalone/Bundle/Nested Bundle, rules, attributes, Guided selling).
* Having experience in Product pricing setup (Pricing- standard/ Block /Bundled pricing)
* Discount set up - such as Volume-Based Discount Schedules , Override Volume-Based Discounts, Discount Options Within Bundles and manual discounts
* Subscription Pricing in Salesforce CPQ , Order Generation, Contract Amendments ,Subscription Renewals

Project : CRM Migration /Enhancements

Solution :SFDC CRM (38.0 , winter 17 release ), Siebel CRM (Version:8.1)

Client : Ingersoll rand, Organization : Cognizant Technologies

Duration : Nov 2016 – May 2017 , Environment: Siebel CRM (Version: 8.1.)

Team size :3 , Role : Test lead

Project Description: Ingersoll Rand currently uses Salesforce.com (SFDC) in their Sales Processes for the many of their divisions. IWD Opportunities (Legacy Siebel), the quotes orders, and the IWD Accounts are also started maintaining in SFDC.

Role and Responsibilities :

* Creating Test plan , Test RTM and Test approach
* Developing and Reviewing Test scenarios and Test cases
* Execution of Test cases and Defect management
* Participating in Daily meetings/Scrum Calls.
* Sending Daily and weekly Reports to stakeholders involved.
* Module lead and Test lead activities.

Project : Benifitalign

Solution : Siebel Financial Services

Client : AvMed Health Plans, Optima Health , Organization : Speridian Technologies

Duration : May 2015 to Nov 2016 , Environment: Siebel CRM (Version: 8.1.1.7

Team size : 12 , Role : Testing Team-CRM

Description: Benefitalign delivers a seamless and efficient user experience with end-to-end sales and service platform that allows members to register, shop, get -a-quote, select plans, enroll, pay and manage their account. Benefitalign provides a Siebel CRM solution for the carrier to use in support of the portal applications

Responsibilities:

* Leading Group module , BI Reports modules
* Leading Billing and Payments modules and Agency/Producer modules
* Requirement Study
* Developing and Reviewing Test scenarios and Test cases
* Execution of Test cases and Defect management using Jira
* Performing Smoke Test after every Release
* Performing functional testing of Siebel CRM
* Regression Testing
* Production Support - Testing of production issues
* Participating Daily calls/Meeting and Release /QA meetings
* Knowledge management and Sessions

Project : PLDT CRM GWP,

Solution : Siebel eCommunications,

Client : PLDT ; Organization : Oracle

Duration : Sep 2014 to Oct 2014 , Environment : Siebel 8.1 , ALM ; Team size : 3

Role : Test Lead-CRM

Description: Objective of the CRM GWP Project is to enable PLDT to launch products faster by using Siebel eCommunications 8.1 Application

Responsibilities:

* Testing of New Install Orders By Order Capturing and Submission of Orders
* Testing Post sales-Orders like Modify orders, Transfer Orders , Service Transfer Orders
* Testing of Disconnect, Resume , suspend and Rerate , Reinstall Orders
* Logging and updating Defects related to the Project using ALM.
* Validation of data flow from from Interfaced Applications Clarity,KOM and BIS
* Interacting with Project Team about Project Status , Issues
* Taking care of Testing Activities related to the Siebel CRM Test Team.
* Dashboard/status Report and customized status reports.
* Providing updates to QA Team

Project : Wholesale CRM ,

Solution : Siebel Finance,

Client : Emirates NBD Organization : Valuelabs

Duration : July 2014 to Aug 2014 , Environment : Siebel 8.1 , TFS; Team size : 4

Role : Onsite-Team Lead

Description: EmiratesNBD Group Implementing Siebel CRM Application is Interfaced to OBIEE Core Banking – Finacle, Finnone, EDOC,, Bankweb and TIBCO, Visionplus for Various Flows of Siebel CRM Transactions.

Responsibilities:

* Test cases Design for 7 Modules of Siebel CRM
* Test cases Design for 4 Modules of Siebel CRM
* Designed High Level Test scenarios , RTM
* Preparing Test Plan and Test Execution Plan and revised Test Plan and Getting Sign-off for the same.
* Test Scenarios and Test cases Review/Updation.
* Designing and Development of High level Test Scenarios and Test Cases for Test Traceability matrix Management, Defect Management ,Test Metrics and Reports
* Testing of Call Reports, KAP and Customer view modules.
* Validation of data flow from from Interfaced Applications Finacle, Finnone, Visionplus, EDOC and Bankweb.
* OBIEE Reports Generation and Validation
* Interacting with Project Team about Project Status , Issues
* Coordinating with Client and Teams/Stakeholders involved.
* Taking care of Testing Activities related to the Siebel CRM Test Team.
* Dashboard/status Report and customized status reports.
* Providing updates to QA Team
* Hosting Defect Management Meetings and Following up with Tech Team for Fixes

Project : EI CRM ,

Solution : Siebel Finance,

Client : Emirates NBD Organization : Valuelabs

Duration : Apr 2014 to June 2014, Environment : Siebel 8.1 , TFS; Team size : 4

Role : Onsite-Team Lead

Description: Emirates Islamic Bank is Part of EmiratesNBD Group Implemented Siebel CRM 8.1 Financial Application Implementation of Service Management on top of existing Sales and Marketing live application to meet the CRM business needs of EIB.Service Request and complaint management modules and some of the Important STPs and NON-STPs .

Responsibilities:

* Test cases Design for 7 Modules of Siebel CRM
* Designed High Level Test scenarios , RTM
* Preparing Test Plan and Test Execution Plan and revised Test Plan and Getting Sign-off for the same.
* Test Scenarios and Test cases Review/Updation.
* Participating in SIT Readiness Window.
* Testing Service\_STP, Service\_Non STP, Service\_Core\_Functional, CTI\_Functional, Service\_Interface, Complaints and Service\_OBIEE/Reports.
* Dashboard/status Report and customized status reports.
* End to End Testing of Transactions related to SR and complaints from Siebel to External Applications
* Interacting with POCs of External Applications, Middleware Teams for Test data and Transaction Tracking from Siebel to Boundary systems.
* Defect Management Tool for Test case execution and Defect Tracking.
* Conducting Defect Meeting on daily basis along with Required stakeholders.
* coordinating with Project /Business Team for Understanding/Clarifications related to Requirements/Changes
* Coordinating with Testing COE for Planning and execution of the Project throughout all the phases .
* Touch base with Development Team for Defect fixes /Technical Issues.
* Project status /closure Meetings with QA Team
* Planning work allocation ,
* Providing inputs for Scope Freeze for SIT /Items to be Deferred to UAT/Out of Scope Items

Project : OPIB-OneCRM ,

Solution : Siebel eCommunications,

Client : KPN Telecom, Organization : Mahindra Satyam

Duration : Jan 2011 to Dec 2011 , Environment : Siebel 8.0 , HPQC and QTP ; Team size : 5

Role : SPOC -Offshore

Description:  KPN Telecom, Netherlands :OPIB :This project is basically related to the order management process of the KPN customers. A CSR creates the order whenever a customer places a call. Orders are based on the various configuration of the product and Siebel OM Process provides a lot of options to choose from a set of orders for the customers..

Responsibilities:

* Creation of Accounts, Creation and validation of Initial and secondary orders in Siebel eCommunications.
* Using Siebel configurator and Partner Portal as part of creating Orders.
* Validating downstream and back stream of orders created in Siebel to FMW, Cordys, SNI and BRM.
* Processing of Orders for flow in Accounts from CKR—UCM—Siebel from Siebel End.
* Mapped use cases with Test scripts .
* Actively involved in validating the requirements and applying the framework throughout the SDLC.
* Identifying the changes that impact Regression Packet and updating scenarios
* Defined and performed the Test Strategies and associated scripts for the verification and validation of all defined business requirements and associated functionality.
* Participating in KPN UP sessions/ Coordinating with Design office for the reviews and signoff
* High level Test scenarios and Test cases Development Building test data ,Test Execution and maintaining test logs
* Test Traceability matrix Management ,Defect Management ,Test Metrics and Reports
* SPOC Activities/Tasks and Knowledge management
* Taking care of Testing Activities related to Offshore OPIB Team.
* Used Test Plan , Test Lab , Defect Management Modules of HPQC
* Used Requirements, Reporting Modules of HPQC.

Project Name: Siebel 8.x Projects

Solution: Siebel Field service, Marketing, CC, Sales, Remote and Analytics.

Client: Agilent Technologies, US , Organization: Mahindra Satyam

Duration: Sep 2008-July 2010 , Environment : Siebel 8.0 , HPQC and QTP ; Team size : 6

Role : Senior Tester

Description :   Agilent Technologies based at Santa Clara, US and its operations span across the Globe.CSS System to capture and automate the after sales activities of 4 Business Channels across the Globe .Initially it was Siebel 7.7 and later it was upgraded to Siebel 8.0. During Project Siebel Marketing, Siebel Sales advance features are introduced.

Responsibilities:

* Led Projects - Fusion, Israel VAT, Filenet Upgrade and other Ad-hoc Projects (Siebel Portion).
* Creation and validation of Transactions for Siebel service, Marketing, Analytics and sales applications.
* Testing Campaign management , Response management, SR, Opportunity management.
* Had meetings with Business and Functional Folks to understand CR Changes and Taking inputs from the Technical Team and Developing High Level Scenarios
* Test plan , Test Script preparation and Executing the Testing Scripts
* Recording Test Results and Defects using HPQC , Test Metrics and Reports
* Defect Management Calls and actively providing updates and discussing Issues /Resolution plans in the Daily-call.
* Coordinating with Interface Teams, Development, Support, End Users , Boundary system Teams and other stakeholders involved for issue Resolution and Smooth flow of the Project Activities
* Identifying the changes that impact Regression Packet and updating scenarios from all the Modules. Prepared Regression Packet updates Template.

Project : Siebel CFD Re-Architecture Project

Client : Agilent Technologies,US , Organization : Mahindra Satyam

Duration : Feb 2008 - Aug 2008, Environment : Siebel 7.7 , HPQC and Filenet , Team size : 4

Role : Siebel Test Lead

Description :   The objective of the Project was to reduce CFD complexity, simplifying the CFD designs and processes to improve the E2E customer experience, Implementing new CFD Standards and Guidelines (improve customer experience).

Responsibilities:

* Involved in Project Estimation by coordinating with Agilent IT, Buss and ETC.
* Trained Resources with Project Process &Functionalities customized to the Project.
* Conducted meetings with CFD Project Management & Tech Team to understand the Changes and came out with set of questions which led to Change in Designing of the Templates for certain CFDs and got appreciation from Agilent for the same.
* Prepared CFD Validation Document comprising Testing Criteria for all 11 Siebel categories for all the Countries.
* Executed Huge Number of Complex scenarios besides leading the Team.
* Setting up Issue Resolution calls with Siebel Support,/Tech,Oracle,SAP, Dazel, Project Management , ETC and other stakeholders depending on the Issues.
* Identified Project Critical Processes and stressed on the same, and provided solutions to Project Bottle Necks.
* HPQC & eRoom Mgt for Test Results, CFD Storage and Sign-Off mails.
* Conducting Defect Management Calls and actively providing updates and discussing about High priority Defects.
* Providing Sign-off the Siebel CFD Templates after ETC Validation.
* Interacting with Agilent Business (worldwide) to get sign-off for set of CFDs related to their respective Country.
* Prepared various Templates as part of Project Requirements .Ex: Input document for Effort Estimation, Sheet for Siebel scenarios Dependency, Siebel Daily Status Report Template, and Issue Tracking Sheet etc.
* Ensuring CFD Project Operational Metrics, Quality standards and Project Processes which were very high and Zero Defect Mechanism was in Place. .
* Made use of all the available Touch points for bringing best stakeholder experience.
* Validating SA and Service order CFDs in the all regional Filenet URLs for all the countries.

Project Name: Siebel CSS

Solution : Siebel service , call center and Marketing

Client : Agilent Technologies, US , Organization : Mahindra Satyam

Duration : Nov 2006- Jan 2008 ; Environment : Siebel 7.7 and HPQC , Team size : 6

Role : Team Member

Description:  During the Project Siebel Analytics, Call Center, Marketing ,Siebel Remote applications were implemented for Agilent. Responsibilities:

* Developing Test cases and Maintaining in HPQC
* Involved in Stabilization Testing
* Testing of service agreements and service orders for Siebel service application..
* Reports generation and validation in Siebel Analytics.
* HPQC & eRoom Mgt for Test Results and Actively Participating in Defect calls.

Project Name: NMAC Step

Solution : Siebel eAutomotive

Client : NISSAN, USA , Organization : Mahindra Satyam

Duration : Apr/2006--July/2006; Environment : Siebel 7.8 and Test Director , Team size : 10

Role : Team Member

Description:   Nissan Motor Acceptance Corporation (NMAC), the captive finance company for Nissan , Inc. is using Siebel to implement in the centralized CS facility in Irving, TX. Customer interfacing Departments manage customer and Dealer Accounts using several Mainframe legacy systems.

Responsibilities:

* Customizing of Siebel eautomotive application to support the client’s business requirements Using Siebel Tools 7.8
* Involved in modifying BO Layer and GUI Layer using Siebel tools. Customized views, Applets .
* Involved in Testing. \*