RESUME

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|  Ritesh Kumar Singh |  **🕿 : +919561316789(M)** * **:** riteshofcl@gmail.com
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| Experience Summary |

* 8+ years in Design, Implementation, deployment and support of Siebel CRM v8.x/IP15+ Applications by understanding the Architecture, Scope and Functionality.
* Strong knowledge of Siebel Architecture, Data Model along with proficiency in Siebel Tools and thick Client for configuration and customization of Siebel Objects at multiple levels like but not limited to Applets, Business Components, Screens, Views, Joins, Links, MVGs, Pick Lists, Associate & Shuttle Applets, Toggle Applets and Drilldowns.
* Excellent Siebel development skills in implementing Siebel Declarative Configuration Alternatives, Workflow Processes, Runtime events and Business Services ,DVM, Audit Trail, Assignment Manager, Workflow Policies, Siebel eScript (Server Level).
* Good experience of Siebel EAI – Integration Workflows, Inbound and Outbound Web Services, Integration Objects, Data Maps.
* Worked on Siebel Email Response system, which includes processing of both inbound and outbound emails via Communication Components and Email/SMS Services.
* Basic knowledge of Siebel Open UI, which includes Presentation Model, Physical Renderer understanding along with, supported methods and properties.
* Worked as a Techno-Functional consultant in providing CRM solution along with domain knowledge of Public Sector and Telecom.
* Excellent Communication and Interpersonal Skills.
* Undergone training in IP15 from Oracle.
* Worked in Siebel verticals i.e Utilities, Public sector and Telecom domain/Order Management

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| Work Experience |

* Currently working with **Vodafone** as **Tech Lead** in Siebel.

**Duration:** Sep 2018 – Present

* Worked with **Magna InfoTech** as Senior Consultant in Siebel

**Duration:** Jan 2018 – Aug 2018

* Worked with **Accenture** as **Senior Siebel Developer**.

**Duration**: June 2011 – Dec 2018

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| Technical Skills  |

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| * CRM Package & Tools
 | : SIEBEL 8.x,EAI, e-Script, BIP, Open UI |
| * DATABASE
 | : DB2,Oracle 11g |
| * Operating systems
 | : AIX, Windows Family |
| * Languages
 | : PL/SQL and SQL, Shell |
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| Professional Experience |

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| **Project #1** |

**Client :** Vodafone UK

**Project :**  Vodafone NewCo

Working on Siebel Telecom module, which includes Siebel order management and Product Configuration.

Working on day-to-day Production critical issues, analyzing them and monitor end-to-end fixes.

Also involved in end-to-end triaging of Orders, which get stuck in system.

**Responsibilities:**

* Working on Module requirements.
* Making LLD’s followed by development of business scenarios
* Involved in multiple POC’s for the functionalities, which are not available out of the box.
* Handling Team and supporting them to achieve the business requirements technically.
* Worked on integration and configuration requirements in the project.
* Involved in bug fixing of multiple releases in the project.
* Worked in L3 which included fixing production defects
* Involved in Orders triaging in order to complete the flow of stuck orders end to end.

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| **Project #2** |

**Client :** VF Albania

**Project :**  Vodafone Albania Operations-L2

Vodafone Albania Operations supports production and pre-production environment Operations as well as maintenance activities. The BAU activities include order correction, Production server health check, interface health checks.

**Responsibilities:**

* Developed Creation and setting up of utilities for proactive monitoring of system resources and health-check.
* Communicating with onsite and 3rd party (IBM Czech, Cognity Greece) teams for all the maintenance and deployment related activities, major/minor system changes, production defects, interface related issues, new implementations etc.
* Maintenance of health check dashboard and alerts

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| **Project #3** |

**Client :** In House

**Project :** Auto Escalation

Defined a set of rules in which each rule is associated with its master table via toggling. Rules fire when Get Premium is instantiated for a particular Policy. Includes working with Workflows and developing Custom Business Services

**Responsibilities:**

* Making Rules and corresponding masters relationship.
* Included a workflow via which Auto policy details were compared with the masters and accordingly deviations were generated (if any).
* Setting up entire approval authorities (level wise) in case of deviation which included integration of SMS and Email setup as well.

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| Project #4 |

**Client :** ENEL

**Project**: Enel Energia

Worked on Siebel Telecom module for Utilities client which included Siebel Account Management/Inbound Web Services.

**Responsibilities:**

* Developed inbound workflows, which included data maps, validations, based on which data was being inserted in the main table.
* Involved in configuration of Integration Objects, MVL’s, MVF’s, Links and Joins

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| Educational Qualifications |

* Bachelor of Technology (Computer Science) from Amity University, with an aggregate of 7.14 GPA(First Division with Honors)
* Senior Secondary (UP Board) with an aggregate of 74%.
* Matriculation (UP Board) with an aggregate of 70%.

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| Personal Profile |

Total Exp : 8+

Relevant Exp in SIEBEL CRM : 8+

Date of Birth : 18th October 1989

Notice Period : 2 Months

Current Designation : Deputy Manager

Highest Qualification : B.Tech (Computer Science)

Onshore Exposure : Yes(18 Months United Kingdom)