

STEFFI TIJO

SENIOR CONSULTANT

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LOCATION
Bangalore

A multi-faceted professional with extensive experience in **Software/ Application Development** with focus on achieving business growth objectives, ensuring exceptional customer and team satisfaction levels; targeting leadership assignments with an organization of repute for mutual growth

Target Location: Bangalore/ Remote



PROFILE SUMMARY

- ❖ Over 13 years of experience in **Software Development, Web and Mobile Applications Development** across Banking, Telecom, and Public Services domains.
- ❖ Prowess in **Salesforce/Vlocity development, encompassing Omniscripts, Dataraptors, integration procedures, Apex, and LWC.**
- ❖ Experienced in **Software Development Lifecycle (SDLC)** and end-to-end development of applications right from requirement analysis, documentation (functional specifications, technical design), coding and testing to maintenance of proposed applications; expertise in Agile Methodology
- ❖ Proficient in **leading and mentoring teams**, with a focus on technical and functional analysis, requirement gathering, and deployment support, resulting in improvement in project efficiency and client satisfaction.
- ❖ **Acknowledged for outstanding performance with multiple awards** for mentoring, performance & contributions to various projects.
- ❖ **Rich exposure in Functional & Technical Projects** including Application Design, Functional Design, Configuration Management, Build, Test Strategies & Test Plans, Defect Management, Project Tracking & Oversight
- ❖ Possess **capacity planning skills** with proven acumen in **people and performance management** which includes recruiting, leading, training and monitoring the team members for maintaining excellence in the operations.



CORE COMPETENCIES

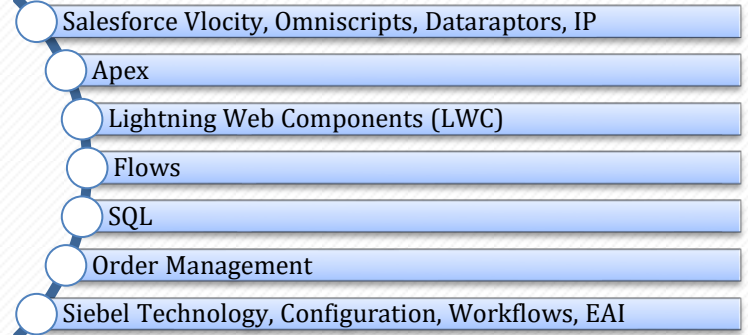
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| ➤ Application Development | ➤ Project Management | ➤ Requirement Gathering & Analysis |
| ➤ Agile/ Scrum Methodologies | ➤ Risk Identification & Monitoring | ➤ Cross-functional Coordination |
| ➤ Deployment Support/ Code Review | ➤ Performance Tuning/ Defect Management | ➤ Team Building & Leadership |



SOFT SKILLS



TECHNICAL SKILLS



AWARDS & ACHIEVEMENTS



Thrice awarded for good performance as a new joiner in NLP project



Awarded for mentoring juniors in OCRM project



Twice awarded for performance in OCRM project



Multiple appreciation for performance in CIMA project



Applause award for performance in the BCICM project



WORK EXPERIENCE

May'19-Nov'23: Deloitte, Bangalore as Sr. Consultant

Key Result Areas:

- ❖ Led the creation of a Salesforce application for public sector services in the State of New Mexico, employing omniscritps, dataraptors, integration procedures, Apex, and LWC.
- ❖ Successfully implement change requests in the Colorado Benefit Management System (CBMS) for the State of Colorado, addressing intricate business logic and utilizing Aura & Apex classes.
- ❖ Played a crucial role in the comprehensive case management system using the Siebel Public Services application for public sector services in British Columbia.

Jul'14-Apr'19: Accenture Solutions Private Ltd., Bangalore/ Mumbai as Application Development Team Lead

Key Result Areas:

- ❖ Analyzed technical and functional requirements, led a team of 4, and mentored the team to deliver high-quality solutions for end-to-end order management for the client, Orange.
- ❖ Developed batch interfaces using UNIX and SQL, provided support for bug and defect fixes, and prepared necessary documentation for code migration.
- ❖ Incorporated external systems with Siebel using EBC and devised diverse banking modules for the OCRM application for the client, BOI.
- ❖ Mentored new joiners, conducted coding & unit testing and played a key role in the design & development of banking modules, creation & processing of service requests using Siebel Configuration & EAI.

Dec'10-Jun'14: Tech Mahindra Limited as Senior Software Engineer

Key Result Areas:

- ❖ Developed Unix shell scripts and implemented the B2Bi interface for the AT&T R&M (Repair and Maintenance) System in Siebel CRM, ensuring the seamless operation of the telecom project.



RESPONSIBILITIES ACROSS CAREER

- ❖ Creating and managing the estimates, project plan, project schedule and resource allocation to ensure that targets are reached.
- ❖ Developing web solutions by analysing user needs, conferring with users, studying systems flow, data usage, and work processes; ensuring that customer deadlines are met within project budgets.
- ❖ Liaising with the clients for assessing the requirements at the customer end and checking the technical & commercial feasibility of the project.
- ❖ Managing Software Development Lifecycle right from requirement analysis, documentation (functional specifications, technical design), coding and testing till the delivery.
- ❖ Rendering technical support in the design and development of application, defining solutions; assisting in the development of new systems and enhancing existing systems based on customer requirements.
- ❖ Interacting with team members to ensure smooth progress of project work; ensuring adherence to quality norms throughout the implementation process.
- ❖ Determining operational feasibility by defining the problem, analysing requirements and assessing proposed solutions.



EDUCATION/ CERTIFICATIONS



2010: B.E in Computers from Mumbai University



Salesforce Certified Platform Developer I



Oracle9i Database Administrator Certified Associate



PERSONAL DETAILS

Date of Birth: 4th November 1988

Languages Known: English, Hindi, Marathi and Malayalam

Location: Bangalore - 560043, Karnataka

**refer to annexure for project details*

ANNEXURE

Sep'23-Nov'23 | Organization: Deloitte, Bangalore | Position: Senior Consultant | Team member: 3 people | **Client:** Public Sector Services in State of Colorado

Description: Colorado Benefit Management System (CBMS) is an application used by Colorado Government Worker to enter the data for Colorado Families applying for government Benefits. Based on the complex business logic the application gives the results that whether the individual is eligible for the benefits or not.

Responsibilities:

- ❖ Understand the business scenarios of the client and make necessary changes in the code to meet their needs. Worked on Apex classes, Aura Controller and helper classes.

Jan'21-Aug'23 | Organization: Deloitte, Bangalore | Position: Senior Consultant | Team member: 3 people | **Client:** Public Sector Services in State of New Mexico

Description: Project Scope comprised of building a Salesforce application to provide State benefits.

Responsibilities:

- ❖ Implemented and delivered user stories using omniscritps, dataraptors, integration procedures, Apex and LWC.
- ❖ Led a team of 3 to build the user interfaces of 100+ screens using Omniscritp. Helped in ramping up the team's skills.
- ❖ Conducted virtual session as part of SPARK onboarding program to enlighten ~150 analysts on Storyboarding and PPT concepts followed in Deloitte.

May'19-Dec'20 | Organization: Deloitte, Bangalore | Position: Senior Consultant | Team member: 3 people | **Client:** Public Sector Services in British Columbia

Description: Project Scope comprised of end-to-end case management system using Siebel Public Services application.

Responsibilities:

- ❖ Performed functional and technical impact analysis and effort estimations.
- ❖ Involved in the design, development, testing, deployment, code review, SIT and UAT support of various modules.
- ❖ Contributed majorly for the high-level scope analysis, cost and time estimates for the Mainframe to ICM transition project.
- ❖ Contributed on the recruitment activities for Siebel practitioners as a panel member and helped addressing the firm's resourcing needs.

Jan'16 – Apr'19 | Organization: Accenture Solutions Private Ltd., Bangalore | Position: Application Development Team Lead | Team member: 4 people | **Client:** Orange

Description: Project Scope comprised of end-to-end order management.

Responsibilities:

- ❖ Do technical and functional analysis of requirements. Thereby, understand the impact, highlight issues if any and calculate efforts needed for implementation.
- ❖ Lead a team of 4 and mentored the team technically and functionally to develop high quality deliverables adhering to the clients' requirements within the allocated timeline.
- ❖ Implement different functionalities of Order Management for various enhancements.
- ❖ Develop batch interfaces using UNIX and SQL.
- ❖ Prepare the necessary documentation and give support during code migration to other environments.

Jul'14 to Dec'16 | Organization: Accenture Solutions Private Ltd., Mumbai | Position: Application Development Team Lead | **Client:** BOI

Description: Project Scope comprised of end-to-end banking system. Siebel Financial Services application was used to develop the OCRM application.

Responsibilities:

- ❖ Worked on integration of external system with Siebel using EBC.
- ❖ Designed and developed various banking modules for Retail Customers, Corporate Customers, Campaigns and creation and processing of Service Request using Siebel Configuration and EAI.
- ❖ Created the Organization, Divisions hierarchy, Positions, Responsibilities and Employees structure for the application.

Dec'10-Jun'14 | Organization: Tech Mahindra Limited, Pune | Position: Senior Software Engineer | **Client:** AT&T

Description: Project Scope comprised of end-to-end telecom operation. AT&T R&M (Repair and Maintenance) System is developed in Siebel and Unix.

Responsibilities:

- ❖ Developed shell scripts in Unix to implement client requirements.
- ❖ Developed few modules of the R&M application UI using Siebel Configuration.
- ❖ Implemented B2Bi interface which exchanges data between Siebel and B2Bi interface via Soap XMLs.
- ❖ Created EAI Business service scripts, data maps and workflows to handle integration. Integrated external WSDL's into Siebel Application as Web Services.