**Kalpesh More**  ****

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**work history**

**Vlocity Certified (1x) and Salesforce certified (2x)** Consultant having total **14** years of IT experience in design, customization, development and testingof **CRM domain**, around **2 years** in **Vlocity, 1 year in Salesforce** and **11+ years** in **Oracle Siebel CRM**. Looking for an opportunity to work on **Vlocity** as a **CRM Tech Lead**.

* Good exposure of Vlocity Functionality viz. VPE (Vlocity Cards and Layouts, DataRaptors, Vlocity Actions, OmniScripts, Integration Procedures), Vlocity CPQ and Vlocity Order Management etc.
* Working on Vlocity development Project for a Telecom company.
* Worked on Communications implementations-telecom domain. Worked on Sales cloud application.
* Knowledge on Salesforce Lightning such as aura component, event, handler.
* Good knowledge of Apex, Visualforce, Security Model, Logic & Process Automation.
* Have good understanding of Salesforce Administration and configuration like Profiles and sharing rules, Lightning Process Builder, Approval process, build custom objects, fields, page layouts, formulas, Workflows, Validation Rules etc.
* Have a good experience with database using SOQL & SOSL queries.
* Worked on Siebel CRM to Salesforce Data Migration.
* Implemented Salesforce integration using HTTP Callouts using REST API for inbound and outbound calls
* Experience in Apex Data Loader and Import Wizard
* Experience in Siebel CRM as a Siebel CRM 8 Certified Consultant**.** Having good understanding of Siebel Order Management, Asset Mgmt, Customer Mgmt, Siebel technical, ETL tool etc.

**Educational Qualification**

Master’s Degree in Management Studies (M.M.S.-Marketing) from Mumbai University.

**Certifications**

* Vlocity Platform Developer **Certification No**- **21542872**
* **Salesforce Platform Developer-1 Certification No-20395291**
* **Salesforce Administrator Certification No-20024119**

Trailhead Ranger. **Trailhead** Profile: - <https://trailhead.com/me/krmpatil>

**Technical expertise**

**Salesforce CRM:** Lightning Application, Apex Custom Controllers, Apex Classes, Apex Triggers, Visualforce, SOQL, SOSL, Workflow and Approvals, Reports and Dashboards.

**Domains:** Salesforce Sales Cloud, Siebel ERM, Siebel Financial Services Application, Siebel Communications for Wireless Application, Siebel Consumer Goods Application, Siebel PRM Application, Siebel Call Center etc.

**Technology:** Siebel Configuration, Siebel Workflows, e-Script, Siebel EIM, Batch Interfaces, Siebel Server Administration, Siebel EAI, RCR etc.

**Environment:** Siebel 8.0v, Siebel 7.8v, Siebel Client 7.5.3.12, Siebel Tools 7.5.3.12, Oracle 10.2, Oracle 9.2.0.4, Windows 2000/XP Professional, XML, IBM DB2

**ETL Tool:** Data Stage ETL Tool 8.0

**Data Replication Tool**- Oracle GoldenGate

**Database Server**- Oracle, Microsoft SQL Server

**Project Details**

**#1.** **TECH MAHINDRA, Pune**

**Project-1: - UK based Telecom Company (June 2019- Till date)**

**Responsibilities:**

* Interacting and communicating with the client to understand the business requirements
* Created Vlocity Card layouts including cards performing various actions, Flyouts.
* Worked on Integration Procedures, DataRaptors, OmniScripts to implement business requirements.
* Integrated Salesforce -Vlocity to fetch Account records from Siebel using REST APIs.
* Involved into E2E testing for various business Flows-like Mobile, Fixed Service etc.

**Project-2: - Ireland based Telecom Company (March 2018 –April 2019)**

Trusted communications service provider for enterprises and large organizations.

Predictable, secure networks with scalable technology and solutions to move your business forward. Superior customer Experience that’s both responsive and collaborative.

Specialties in Telecommunications, Mobile, Fixed line, Broadband, Wi-fi, 4G, Network, ICT, 3Connect, Roaming, VoIP Conferencing, Security, Internet of Things (IoT), Machine to Machine (M2M), Mobile Device Management (MDM), Managed LAN, Managed WAN, and Unified Communications (UC) etc.

**Responsibilities:**

* Design and Development of Schema and worked on Standard Objects and Custom Objects like objects like Accounts, Contacts, Leads, Opportunities, Campaigns, Reports and Dashboards.
* Data Migration using Data Loader.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Used SOQL and SOSL statements within Governor Limits for data manipulation.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Developing Apex Classes, Asynchronous Apex and Apex triggers to support the custom functionality.

**#2.TECH MAHINDRA, Pune (August 2016 –January 2018)**

**Client: - Vodafone India**

Project Sumeru works on Siebel CRM. It is the World's largest transformation Program. Migration of data from Oracle CRM to Siebel CRM.

* This is the largest Siebel CRM & SOCIO- Social CRM implementations catering to 220Millions subscriber’s base in India.
* **My Role**: Working as a Siebel Solution Designer, Data mapper, High Level design, Low Level Design, Siebel Data Migration and Client Interaction.
* **Team size: 20+ Siebel version:** Siebel IP 2016.7.0.0 SIA

**#3.Wipro Technologies, Pune (August 2015 – August 2016)**

**Client: - BATELCO, Bahrain**

BATELCO, a leading cellular operator in Bahrain has selected and will implement Siebel CRM applications to deliver a unique customer service experience to pre- and post-paid mobile subscribers across its entire operations in Bahrain.

**My Role**: Working as a Siebel Data Architect, High Level design, Low Level Design, Siebel Prototype, Siebel Data Migration and Client Interaction.

**Team size: 20+ Siebel version: IP 2015 (**8.1.1.11v)

**Responsibility:**

* Design and configure data transfer between Siebel and various legacy systems using **Siebel EIM** and Oracle PL/SQL. Lead for a team of four developers responsible for data migration.
* Identifying the Legacy systems with respect to Siebel, Involved into Importing of bulk external data to Siebel base tables for different entities with the help of Siebel EIM and Oracle PL/SQL and Unix Shell script.
* Configuration of Siebel eCommunications Application to support the client Business requirements using Siebel Tools, Siebel Workflow process, Siebel eScript.

**#4.TECH MAHINDRA, Pune (January 2011 – April 2014)**

**Client: - BT ONE View-Retail**

OneView is one of the 14 strategic platforms identified within BT. It is the Volume CRM (referred to as “Volume” because it deals with the high volume customer base of BT i.e. Consumers & SMEs (Small and Medium Enterprises). The key business processes supported by OneView are:

**Development project**

**Responsibility:**

* Lead for a team of four developers responsible for diagnosing and resolving application problems for the system test and development groups.
* Design and configure data transfer between Siebel and various legacy systems using **Siebel EIM**. Involved into Siebel EIM Data Import/Export/Delete for different Siebel entities.
* Configuration of Siebel eCommunications Application to support the client Business requirements using Siebel Tools, Siebel Workflow process, Siebel eScript, Siebel EAI.

**Upgrade project**

**Responsibility:**

* Team Leader. Worked on Siebel upgrade from Siebel 7.8v to 8.1.1.5v.

**#5.IBM (September’ 2009 – January 2011)**

**Siebel Communications for Wireless Application**

**Client: - Idea cellular ltd.**

**Implementation project**

**Responsibility:**

* Involved into High Level Design and Functional design for Data migration.
* Involved into EIM Data Import for different Siebel entities. Siebel Configuration, workflow.
* Automation of Batch interface processes from legacy system to source systems using IBM Data Stage ETL Tool, **Siebel EIM**, UNIX shell scripting.

**#6. Sunoida Infotech (February 2009– August 2009)**

**Siebel Financial Services Application**

**Client: - United bank for Africa (UBA), Lagos. nigeria.**

**Technology**: Siebel 7.8.2 (Tools & Client), Siebel Workflows, Siebel Assignment Manger,

Oracle 9i, Siebel e-script, Siebel EIM

# Project Description:

United Bank for Africa, a leading financial services institution in Africa. Siebel Implementation for their all bank branches across Nigeria.

**Responsibility:**

* High Level Design and Functional design.
* Involved into EIM Data Import for different Siebel entities.
* Siebel Configuration, workflow process.

**#7. IBM (March’ 2008 – February 2009)**

**Siebel Communications for Wireless Application**

**Client: - Idea cellular ltd.**

**Implementation project**

IDEA Cellular Limited, a leading cellular operator in India and a part of the US$ 24 billion Aditya Birla Group has selected and will implement Siebel CRM.

**My Role**: High Level design Team, Functional Design, Siebel Prototype, Siebel Configuration, Siebel EIM process POC’s, Client Interaction.

**Team size: 20+**

**Environment:** Siebel Communications for Wireless Application- Siebel 8.0v. (Tools & Client), Siebel Workflows, Siebel Assignment Manger, Siebel EIM, Oracle 10.2.

**Responsibility:**

* Identifying the Legacy systems with respect to Siebel entities and fields.
* Involved into data mapping design for Legacy systems with EIM and Siebel fields.
* Involved into Importing of bulk external data to Siebel base tables for different entities with the help of Data Stage ETL Tool.

**#8.EDS India Pvt. Ltd (September’ 2006 – march’ 2008)**

**Consumer Goods Application**

**Client:** - **SaraLee Corporation, NA.**

Sara Lee’s Siebel e-Consumer Goods Application based on Siebel v7.5.3 and Siebel v7.8. They implemented for their users across North America. SaraLee implemented Siebel e-Consumer Application

**Role: Siebel Consultant**

**Responsibility:**

* Involved into tools and configuration change requests by client.
* Develop Application Enhancements requests.

**#9.Hewlett Packard GDIC (April’ 2005 – September’ 06)**

**Partner Relationship Management (PRM)**

**Client:** - **Hewlett Packard- HP PartnerPro**

Hewlett Packard decided to build and launch a new Siebel PRM application for their Partners in EMEA, Asia Pacific and Americas.

**Role-HP PartnerPro Development (EMEA Region) (Team size: 13)**

* I was been to **Paris-France** as part of the Project assignment for a short term period.
* Use Siebel EIM process to Import the external data to Siebel base tables.

**Environment:** Siebel PRM Application 7.5.3.12, Siebel Tools 7.5.3.12, Oracle 9.2.0.4

###### #10.Siemens Information Systems Limited, Mumbai (June 2004 – March 2005)

**Client: Siemens, Germany.**

**Environment:** Siebel 7.0.3v, Windows NT 4.0, and Oracle 8i **Team Size:** 6

**Brief summary:**

Siebel implementation was done with Siebel Call Center.

**Role-**Worked as a PL/SQL developer. Responsible for ensuring that application components are identified. Siebel Configuration customization for Siebel call center.

**Personal Details**

**Date of Birth:** 28th February **Passport:** Valid till 2022