

## Experience Summary :

- Currently working as a Project **Manager ( Scrum Master)** in Siebel CRM, SFA(Sales force), Tableau in Data Visualization on Telecom, Retail & other Domains. **Scrum Master Certified (Professional Scrum Master-I (PSM-I) from [www.scrum.org](http://www.scrum.org))** professional.
- Working as a Scrum Master and support product owner on owning user story creation, estimation, backlog refinement, sprint management, daily scrums standup calls, retrospective meetings, tracking and building software release plan and demonstrations.
- Responsible for driving effective scrum ceremonies including daily scrum, backlog grooming, sprint planning, demos and retrospectives.
- 5+ years of Experience on Project Management ( Agile process implementation) & Delivery Management & Strong Knowledge on Software Development Processes and Client facing experience. Interacting with direct client and manage the Delivery & meeting the Customer Expectations.
- Well versed in managing teams last 9+ years & Exceptional communication and interpersonal skills, Good leadership, and Management skills. Worked on Telecom domain and retail etc.. ( Vodafone Ireland, Australia & New Zealand , Lowes Retails, AT&T etc.. )
- Having Strong Project Management & Attended various trainings (Agile, PMP, internal trainings, ITIL, Siebel Technical, Salesforce.com(SFDC), Business analyst, Soft skills & Quality process etc...).
- Worked in multiple areas of Siebel technical & CRM domain areas (SFDC, Sales, Marketing, Services & eConsumer-Goods, eCommunications & Dealer (Partner Portal) application etc...) Also Manage the multiple environments and code base, deployments & Releases consistently & Lead Environment Services Domain.
- Having onsite work experience & Direct client interaction roles during Lloyds Register, Alcatel-Lucent, OFCOM & Warner Bros projects.
- Worked as Siebel Admin on different OS's Windows , Linux , AIX (Unix) etc..Customizing the Siebel eCommunications, Sales, Service, Call Center, ePublic Sector & eConsumer Goods Application as per the user requirements using SIEBEL tools

## Work Summary

- Working as senior Advisory consultant for **IBM India Pvt Ltd** from October 2009 to May 2017..
- Worked as senior consultant For **Capgemini Consulting India Pvt Ltd** from October 2004 to 2009October
- Worked as a Senior Software Engineer for **Accenture Services India Pvt Ltd.,** From July 2003 to October 2004

## Education

- Master of Business Administration ( Finance Specialization) from Andhra University(1995-97)
- Executive Education program on Entrepreneurship From India IIM Rohtak ( 2017 – November to 2018 May )

## Technical Skills

|                         |   |
|-------------------------|---|
| Operating Systems       | : Windows 9x/ NT, XP & UNIX (REDEX LINUX, AIX)  |
| Languages               | : C, PL/SQL, V.B 6.0  |
| CRM                     | :Siebel 8.1.1.15 OUI,8.10,7.5, Siebel 6.0, Tools Configuration, Siebel Admin, EIM, Assignment mgr, Sales Force, SFA Admin.. |
| Development Tools       | : Tabular Reports, Actuate Reports, BIP Reports , OBIEE 11G, Informatica 9.1 , 9.6 V  |
| Database                | : Oracle 8I, 9I, 10.2.0.1, MS SQL Server 8.0, MS Access   |
| Version Control         | :Clear Case, SVN, VSS( Microsoft visual source safe)  |
| <b>Agile Frameworks</b> | : SCRUM, Scrum Of Scrum, Scaled Agile Framework (SAFe®), Kanban   |

**FUNCTIONAL SKILLS** : Agile Project Management, Scrum Master, Agile Coaching, Servant Leadership, Agile Transformation, Agile Team Facilitation and Development, Cross-Functional Coordination, Project Management, Application Management, Incident & Problem Management, Software Development Lifecycle

**SOFT SKILLS** : Servant Leader, Motivational Leader, Thinker, Collaborator, Communicator, Planner

## Project Summary

Project: 1

Role : Project Manager ( Scrum Master)  
Period : April 2015 to May 2017  
Environment : Sales Force, Siebel 8.11, OBIEE 11 G, Oracle DBA, Microsoft, Java, Informatica 9.6 & Tableau 9.X  
Team Size : 19

Brief Description: **Vodafone Ireland:**

Telecom domain worked as Project Manager for Environment Management Service & CRM Domain and Manage the Informatica & Tableau projects. As manager responsible for running the delivery unit end to end starting from project approvals, ongoing delivery, upcoming demand and resource requirements, planning and project kick-off, delivery and post deployment support etc..

- Accountable for on time delivery with quality & identifying project risks and working with Stakeholders on mitigating those. Implement the Agile methodology and familiar PM activities and manage the on going projects.
- Define and manage the delivery teams overall **operational score card & 7 Keys**.  
Work with PMO team, RDM closely on project requirements, resource recruitment & on boarding etc

As Scrum Master Manage the Siebel Development Project :

- Facilitates agile ceremonies: daily stand-up (scrum) meetings, retrospectives, demos, backlog grooming/refinement, backlog sizing, sprint planning.
  - Helps identify and remove impediments, escalates impediments to project manager; recommends ways to resolve impediments, and influences leadership to take action on these recommendations.
  - Helps team inspect and adapt process through retrospectives, data/metrics tracking and creating a safe, trusting environment with space to grow. Improve the Team performance to higher levels.
  - Assists with internal and external communication, and improving transparency by creating visible information radiators (burn-downs, velocity chart, etc), dashboards and demos & various matrix reports as per the project standards.
  - Facilitates getting the work done without coercion, assigning, or dictating the work directly. Facilitates discussion, decision making, and conflict resolution and building trust with in the project.
  - Support project planning by participating in release roadmapping discussions. Supports during execution through understanding of priority and sequencing required to deliver efficiently. Guides team in commitment making and sprint completion.
- 
- Responsible for Cost Savings and Productivity Improvement initiatives & Resource

utilization.

- Responsible for Service Improvement plans and Continuous improvement plans.

Encourage team on new innovations and automation of tools to increase the quality, reduce cost & Time.

- Generate demands by working with customers, Liaison between delivery team and senior Leadership team & Team handling and conflict Resolution.

- **Delivery Management activities** (Planning & delegating work to teams, Estimations, development, Testing & deployment into Production, ongoing project support). Daily & weekly meetings on Resource call, Demand & capacity, Delivery, CBKI & on boarding resource, Training & Development of resource and follow up on pending issues, Deployment, Release Management, Backup plan, Automation etc. Exposer on Infrastructure Management activities like...

- CRM Domain Application enhancement & support. Work with 3rd party teams on integration issues and resolving those.
- Good Experience working in a project oriented, international matrix organization & Strong project management experience
- Manage DBA Team, Tibco, Microsoft & Oracle applications teams part of Environments services Domain.

## Project: 2

Title : Siebel Sales, Dealer Management & Partner portal  
Period : April 2014 to March 2015  
Environment : Siebel 8.1.1.10 V, AIX 6.3, Oracle 11 , OBIEE 11G,  
Team Size : 9  
Role : Project Manager

### Brief Description: **KOEL AMS:**

Kirloskar Oil Engines Limited (KOEL) is India's flagship manufacturer of Diesel Engine. Incorporated in 1946, Kirloskar Oil Engines Limited (KOEL) is a part of the Kirloskar Group.

Service Delivery Manager and Scrum Master (Agile coach is) responsible for Application Support and Development. Starting with demand generation, conceptualization, project kick-off, delivery and post Deployment support. This would also include people management, project tracking and Direct Client Reporting & Also responsible for Financials.

### Accountabilities :

- Scrum master and Agile coach for scrum team.
- Preparing team for Product Increment (PI) Planning.

- Work with Product owners to identify spikes and stories to be considered for the PI planning and facilitate team and product owner co-ordination to prepare well in advance for the PI planning.
- Categorising, tracking, following up with the right stakeholders to remove impediments to achieve PI goals. Updating the sprint status and resolving the inter team level impediments in the Scrum of Scrum.

**Highlights :** Actively participated in 5 PI planning and achieved PI goals each time. Identified impediments on time and resolved within short turnaround.

**Project Management** activities end to end. Requirement gathering, Estimation, Scope Management, project kick off, Project plan, milestones & Risk Management. Quality process, SDLC life cycle, Siebel & OBIEE Development, Testing, Supporting & resolving defects. IBM standard PM best practices & GDC 7 Keys

(Stakeholders, Business Benefits, Work & Schedule, Team, Scope Management, Project Management & Work allocation, Estimations & Resource Management, Delivery Organization & Risk Mitigation).

- **Resource Management** which include interview, on-boarding, training , Work allocation & resource skill development, Performance reviews, feedback, Setting expectations, Leave plan etc..
- **Delivery Management activities** (Requirement gathering, Estimations, Project plan and development, Testing & deployment into Production).
  - Extensive Change and Release Management experience including coordination and ownership of Change Request and Defect process within project and support
- Responsible for Managing **Financials and profitability**. Building **Strong & Stable Teams**. Client Facing & **Direct interaction with business team**. Understand business scenarios and facilitating resolving issues and improve the Customer Satisfaction.

Project: 3

Title : Siebel Call center & Sales  
Period : Oct 2012 to March 2014  
Environment : Siebel 8.1.1.10 (OUI), Windows 2000, Redex Linux  
Team Size : 7 + 3  
Role : Project Manager , Leading Admin & AD Team (Managing Siebel Admin & Environment Management activities)

Brief Description: **LOWES Retail:**

Lowe's Companies, Inc. is a FORTUNE® 40 home improvement company serving more than 17 million customers a week in the United States, Canada and Mexico. With fiscal year 2016 sales of \$65.0 billion, Lowe's and its related businesses operate or service more than 2,370 home improvement and hardware stores and employ over 290,000 people. Founded in 1946 and based in Mooresville, N.C.,

- Project Management & Work allocation , Estimations & Resource Management
- Delivery Management activities (Requirement gathering, Estimations, Project plan and development , Testing & deployment into Production)
- FTE data planning / reporting

- conducting Daily standup meeting, Weekly Status reporting & Review Meetings, Regular internal team meetings & Risk Management plan.
- Project Estimation & coordination with PM
- Worked as Siebel Admin lead and install Siebel OUI and support environments, Deploying code from DEV to Test , production environments..

Also worked on **AT&T & GlobalFoundries , Marriott Project in Siebel CRM Applications**

Project: 4

Title : Siebel eCommunications

Period : July 2010 to November 2011

Environment : Siebel 7.8 V, OBIEE , Windows 2000, Linux OS , Oracle 10.2

Team Size : 12

Role : Project Lead Admin & AD Team (Managing Siebel Admin & Environment Management activities)

#### **Vodafone ANZ:**

Vodafone is Telecom Company, using CRM applications eCommunications & Dealer in AU & NZ Siebel is used by 4000 users in AU & NZ overall for the CSR & Dealer application...

- Project Management & Work allocation , Estimations & Resource Management and also responsible for complete delivery
- Siebel Environment management for Vodafone in AU & NZ... (Managing 50 Siebel environments with 6 members of team ... Managing AD Team & Project deliverables with 15 Members team
- 70% of the work is on Project Management, TESTING Team, People Management & managing delivery & 30% technical tasks (Siebel Admin & environment Management)
- Project management activities (Requirement gathering, Estimations, Project plan and resource approval & Delivery & Leading team etc...)
- Managing Build management, Packaging ,deployment & Environment Management Plan & delivery
- Planning and assigning the work & completing the tasks
- Build new environment as per the requirement & Improve the Admin process and Environment management...
- Siebel Admin Automation of jobs and performance improvements & configuration management etc...
- Project Management activities & Estimation of efforts and assigning tasks resources etc....

**Project: 5**

Title : Siebel eCommunications  
Period : 2009 October to till June 2010  
Environment : Siebel 7.8 V, Windows 2000, Oracle 10.2  
Team Size : 5  
Role : Siebel Admin Lead

Brief Description:

**Telecom New Zealand project**

- Install & Manage Siebel 8.1 V environments for Linux OS
- Design and plan & Build the environments on Siebel, as per the client requirement
- Build the 4 environments from end to end on Linux box for Development, ST & SIT
- Manage the Performance tuning & manage the development team
- Managing day to day Admin activities on multiple releases...
- Manage Release's with high quality & defining process
- Willing to accept the work flexi Lilly on other areas of Siebel...
- Manage Admin & Testing team and coordinating development team on various activities

**Project: 6**

Title : Siebel eConsumer Goods  
Period : January 2009 to till date  
Environment : Siebel 7.8 V, Siebel Analytics ( OBIEE) Windows 2003, Oracle 10.2  
Team Size : 6  
Role : Project Lead

**Brief Description: Warner Bros project**

Siebel Presidium is 7.8v eConsumer Goods application WHVNA (Warner Home Video NA) is mainly used for Sales & Marketing purpose. Siebel Presidium application is having main functional areas of Fund Management, Promotion Planning, Forecasting/Account planning & Payment Management...

- Siebel Tools Configuration & Business analysis
- Developed Actuate reports from scratch
- Direct Reporting to client & working individually and managing the client( Initially)
- Worked in State Models & Workflows
- Manage the Transition process & Siebel KT from onshore to offshore

- Build the offshore team and for Siebel NA & EMEA...
- Direct reporting to client and manage Releases with high quality & defining process
- Project Management activities & Estimations & recruiting resources etc...

Project: 7

Title : Siebel ePublicSector & eSales  
Period : January 2008 to December 2008  
Environment : Siebel 7.8 V, Siebel Analytics, Windows 2003, Oracle 10.2  
Team Size : 8  
Role : Siebel Admin

**Description: OFCOM project**

Ofcom is using Siebel application for online registration, managing licenses, Contact management, Activity management & Accounts management. Application also integrated SAP applications through web services.

Responsibilities include:

- Préparation of RFC's, Estimations & Solution design documents etc
- Managing Application Admin & Environment management
- Repository import, export , DDL synch
- QAS, Disk space & release process & Installations clients and setups...
- Workflow deployment & EIM process
- Production Data refresh import, export and environment management
- Disk space & support process & following change Management process
- Handling Incidents, Enhancements & Change requests and follow change Management process
- Cluster Administration and OS relevant issue (Environment Testing)
- Created Remote Users & Tools Development environment
- Administration of Siebel Analytics ( Stop & starting services, Monitoring ETL jobs and verifying DAC client & health check activities)
- Siebel DR ( Disaster Recovery) Activity

Project: 8

Title : Siebel Service & Siebel Sales  
Period : June 2007 to December 2007  
Environment : Siebel 6.3 V & 7.5V, Windows NT, Oracle  
Team Size : 4  
Role : Project Leader

**Description: Alcatel-Lucent**



Alcatel Systems is the world's leading Telephone & infrastructure company

The Siebel Service Project (Vega eTracking Application) is used by the Alcatel project. Vega is the corporate call-tracking tool for Alcatel post commissioning services which has many interfaces like EDS, IT-shop, web Polaris etc...

Responsibilities include:

- Team reporting and coordinating between onsite and offshore
- Préparation of RFC's, Estimations & Solution design documents etc.
- Call Handling and Ensure 100% SLA compliance
- Handling Incidents, Enhancements & Change requests
- Managing Application Admin & Environment management
- Repository import, export , DDL synch
- QAS, Disk space & release process & Installations clients and setups...
- Workflow deployment & EIM process
- Data refresh import, export and environment management

Project: 10

Title : Siebel Sales & eCommunications  
Period : October 2004 to April 2007  
Environment : Siebel 7.5 v, Windows NT, Oracle, Microsoft cluster  
Team Size : 4  
Role : Developer, Project Lead & PQL

**Description: Lloyds Register**

Lloyds Register is Shipping Registration Company and very well-known and world famous in the Marine Industry. LR is using this CRM-MSM system is a tool that help to support this vision by providing a facility to link all the various opportunities, interactions, Service requests and activities with customers, in a corporate-wide database.

Worked as Siebel Technical support engineer & Team Lead 2+ years and also worked as PQL (Project Quality Lead) & BA for Sales Module as additional responsibilities.

- Application administration, Siebel Tools Configuration, Email Administration ( Communication inbound & Outbound process), Enterprise integration Manager
- Server Installations , Communication Administration & Workflow Manager
- Direct Interacting with Client and Gather the Business Requirements & participating actively on High level and low level design & implement those changes from Dev to prod using Siebel Tools configuration.
- Cluster Administration and OS relevant issue (Environment Testing).
- Quality issue and preparing all the Quality Documents. (Service Delivery report and Metrics.)
- Active Participation Quality team & PQL & Defect Preventive group Member.

Project: 11

Title : Siebel Sales Force Automation

Period : July 2003 to October 2004  
Environment : Siebel 6.0 v, Windows NT, Oracle  
Team Size : 5  
Role : Siebel Senior Software Engineer

**Brief Description: BEA SYSTEMS**

The Siebel Sales Project is used by the BEA sales people all around the world. The system is widely used in Americas, EMEA and APAC regions. The system is integrated with People soft, email and Clarify systems. The system also has a custom built Pipeline module, which is used to generate pipeline forecasts.

**Trainings Attended:**

- Informatica Training ( 10 Days Training )
- Tableau Training ( Edureka online Training)
- Sales Force Training ( 5 Days Training Program )
- Agile Project Management ( Scrum Master Certified)
- PMP ( 5 Days), ITIL ( 3 Days)
- Telecom & Banking domain
- RUP ( Rational Unified Process ) ( 2 Days)
- Business Analyst ( 3 Days), Microsoft project planning ( 2 Days)
- Advanced Excel & PowerPoint presentation
- Interview Skills, Client Facing Skills & Consulting skills
- Assertive Communication Skills, Effectiveness & presentation Skills (3 Days)
- Leadership Development workshop (3 Days) , Soft Skill Training & Time Management Training.
- All Siebel Trainings, Actuate Reports & Enterprise Integration Manager
- QMS, Casual Analysis and Defect Prevention and PQL
- Cross Culture & Business Etiquettes & Other Regular internal trainings

**Personal Profile:**

Date of Birth : 16-02-1975  
Sex : Male  
Nationality : Indian  
Languages Known : English, Hindi and Telugu  
Passport No : P6073063  
Pan Card : AIOPM2214Q