AKANSHA SHIVLEY

| Email: akansha.shively@gmail.com | Mobile +91-9740788482 |

ORACLE®
Certified Expert

Siebel Customer
Relationship
Management 8
Business Analyst

SUMMARY

Seasoned Siebel **CRM** implementation specialist with **12** years of experience spanning over functional, technical and business analyst roles. Proven expertise in Requirement Gathering, Fit-Gap analysis, Functional Design, Technical Design, Implementation, Go-Live and Production Support. Deep domain expertise in CRM Sales and Service, Telecom Domain, Loyalty Programs, Product Configuration and Pricing, Contract & Order Management, Asset Based Ordering and Process Automation. Execution experience of multiple IT Projects in both Agile and Waterfall methodologies with deep process knowledge.

EMPLOYMENT HISTORY

ACCENTURE (5 years)	IBM (3.5 years)	ORACLE (3.5 years)
System Analyst	Siebel Consultant	Sr. Siebel Consultant
July 2008	July 2013 / Jan 2017	Present Day

CORE COMPETENCIES

Domain Expertise	● Telecommunication ● Consumer Goods ● Loyalty Management ● eRetail	● Sales Processes ● Service Processes ● Call Center ● PRM Portal
Functional & Technical Expertise	● Siebel Customer Order Management (COM), Product Configuration, Advanced Pricing, Agreements and Contracts, Loyalty. ● In depth knowledge on Order Management Processing flows for telecommunication. ● Siebel configuration: Configuration of Screens, Views, Applets, Business Component,Picklists(Dynamic,Static,Hierarchical).Virtual Business Components, External Business Components, Business Service, Workflows, RCR, Task Based UI, Multilingual implementation, Signals ,Variable Maps, Assignment manager, BIP reports, email Configuration, Server and Browser side scripting. ● Siebel integration using EAI ● eScript, SQL ● Eventum, Quality Center, IBM Rational Clear, Quest, JIRA ● Familiarity with Oracle CPQ (Big Machines) and Oracle Policy Automation(OPA).	
Core Expertise	● Interacting with global business users, understanding business needs / pain points and documenting requirements ● Performing fit-gap analysis, designing data model and data security model ● Developing technical and functional solutions to business problems ● Good Understanding of Software Development Lifecycle models including agile practices ● Preparing exhaustive Unit Test Description (UTD) to minimize regressions. ● Unit Testing, Smoke Testing, Integration Testing.	
Soft Skills	● Excellent communication and analytical skills. ● A quick learner ● Team building skills ● Mentoring New Joiners.	

EDUCATIONAL BACKGROUND

- **MCA** from Birla Institute Of Technology, Mesra, Ranchi with 82**%** in 2008
- **BSc** from Allahabad University, Uttar Pradesh with 60**%** in 2005

PROFESSIONAL EXPERTISE

Client	:	Central Thailand
Duration	:	July '17 – Till Date
Role Performed	:	Business Analyst
Siebel Platform	:	IP16
Project Synopsis	:	The **Central Group of Companies** or **Central Holding** is a family-owned conglomerate holding company in Thailand that is involved in merchandising, real estate, retail, hospitality and restaurants. The 1 is the loyalty program in which members are able to collect points through every purchase from business units under Central Group. This was implemented through Siebel Loyalty Module.
Role & Responsibility	:	Working as a **Senior Consultant** in the project: ● Gathering,eliciting and organising requirements. ● Translating and mapping the requirements to design and implement solutions for modules "Service Request", "Member" , "Transaction" of Siebel Loyalty Management. ● Organizing client workshops and user training sessions. ● Driving the design and review of test cases, process change requests, and managing scope.

Client	:	Vodafone, Czech
Duration	:	July '13 – Jan '17
Role Performed	:	Team Lead
Siebel Platform	:	Siebel 8.1.1
Project Synopsis	:	Vodafone Czech Republic is a Czech telecommunications company. It is among the largest Czech companies by revenue. The project "FILIP" solution foot print covers Siebel Order Management, Agreement and Contracts module and Campaign management modules. The solution covered integration between Siebel and billing systems (Kenan) and Fulfillment systems. The solution is rolled out through Desktop, Wireless, Call Center and Portal Channels to Internal Sales users and 3.5 million subscribers.
Role & Responsibility	:	Worked as a **Team Lead,** ● Lead a team of 2-10 members to implement various projects ● Responsible for feasibility analysis, change request process,code reviews and project processes reviews. ● Maintaining on time delivery of all deliverables as agreed with the client and highlighting the risks on time. ● Have also been a part of L2, L3 and L4 teams.
Client	:	Telstra, Australia
Duration	:	Aug'11 – July '13
Role Performed	:	Team Lead
Siebel Platform	:	Siebel 8.1.1
Project Synopsis	:	The Telecom Project undertaken is Tier 1 incumbent telecom provider in the world to deploy a convergent customer care and billing solution which will support all product lines for their Consumer customer segment. The solution will deliver capability to support Project's fixed wireline voice & data, mobile voice & data, internet protocol-based voice & data, satellite, content & transmission services. The solution has been rolled out to 17.5 million subscribers.

Role & Responsibility	:	Was a part of development team as a **Senior Developer** and later as **System Analyst**
		● Was responsible to handle the assigned projects independently. Configuring, building and testing the application according to project guidelines and Oracle standards for coding.
		● Mentored the junior developers and provided technical training.
		● Building prototype and conducting client demos.

Client	:	Telefonica, Spain
Duration	:	Dec '10 – July '11
Role Performed	:	Senior Developer
Siebel Platform	:	Siebel 8.1.1
Project Synopsis	:	Telefonica is a Global telecommunications company and is one of the largest fixed-line and mobile telecommunications companies in the world. The project deals with implementing Siebel eCommunications in order to support their complex product offerings to their large number of enterprise customers.. Integrating Siebel with existing multiple legacy systems was also a part of the project. The solution is rolled out to 3 million subscribers.
Role & Responsibility	:	Working as a **Senior Developer**
		● Individual contributor to develop and deliver the solutions designed.
		● Preparing HLD and LLD.
Client	:	Media Saturn, Germany
Duration	:	Aug '08 – Dec'10
Role Performed	:	Junior Developer
Siebel Platform	:	Siebel 8.0
Project Synopsis	:	Media-Saturn Holding, which has its headquarters in Ingolstadt, Germany, bundles the two independently managed retail brands of consumer electronics, Media Markt and Saturn under one roof. One of their IT solution implementations is Siebel 8.1 implementation. The project "MAMBA" was a pilot project to be rolled out across 15 countries as a multilingual implementation. The functionality implemented was a "Service Request" module using Siebel 8.0 new features of Task Based UI.
Role & Responsibility	:	Worked as a **Junior Developer, Onshore co - ordinator.**
		● Customized user interface objects to achieve desired functionality using Siebel Tools
		● Extending the OOTB functionalities through coding to achieve custom requirements.

ACHIEVEMENTS AND AWARDS

- Received "SPOT" and "Shining Star" award for outstanding contributions to the "Central Thailand" project in Oracle.
- Three times received the "Accenture Celebrating performance award" within a year.
- Received best performance award in Media-Saturn, German project.
- Developed an Excel Based Tool for Accenture.