

## RESUME

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Siebel Developer.  
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To pursue a challenging and exciting career, there by acquiring knowledge, work towards organizational and personal growth.

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### CAREER CONSPECTUS

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- 5.4 years of experience in analysis, Design and Development of Siebel Application configuration and Customization.
- Experience in **Software Development Life Cycle (SDLC)** using the **Agile Methodology and Waterfall Model**.
- Experience in Siebel CRM Call center, e-Service, Sales, e-Dealer and e-Configurator – IP 16, IP 21 and IP 23
- Worked in various areas of Siebel like **Configuration, Scripting/e-Script, workflows, EAI, Product and Order Management**.
- Worked on **Product Catalogue**, Attributes, **Pricing adjustments** and Product eligibility levels,
- Worked on **Q-based Orders** and **Asset based Orders** level and its Line-Item Configurations and worked required BS service to maintain flow of Order from **Quote to Order** and **Order to Asset**.
- Experience in entities like **Accounts, Orders, Products, Quote, Price, Activities and Service Request** etc.,
- Developed **Inbound** and **Outbound** web Services using **Workflows**, worked **Server level jobs** and **Tasks**, for automation of Order and Billing process and Integrating with the external systems
- Involved on **EAI** related activities like **Inbound, Outbound web services and their Troubleshooting** etc. Attended Siebel Open UI trainings.
- Communication with Product Owners, Testers and End users for effective development of product.
- Strong problem solving & technical skills coupled with confident decision making for enabling effective solutions leading to high customer satisfaction and low operational costs.

### ➤ TECHNICAL SKILLS SET

- **Siebel Configuration, Siebel e-Script**
- **Siebel Workflows**
- **Business Services, User properties and Application-level Tasks**
- **Siebel Enterprise Application Integration (EAI)**
- **Operating System** : Windows XP, windows 7, Windows 10
- **Database** : Oracle 10G, 11G, TOAD
- **Programming Languages:** HTML, Siebel e-Script, SQL,
- **Tools** : XML, SQL developer, Jira

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### SCHOLASTICS

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- B.tech from Jawaharlal Nehru Technical University in 2017.

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### EMPLOYMENT CHRONICLE

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#### Experience:

- Working as a Software Developer in **Teliolabs Communication Pvt Ltd**, from **Feb 2023 – Dec 2023**.
- Worked as a Siebel Consultant in **Comarete Technologies**, from **June 2021 – May 2022**
- Worked as a Siebel Software Engineer in **Square Bridge Technologies**, from **Nov 2019 - May 2021**.
- Worked as a ERP Support Engineer in **NCC Limited**, from **Nov 2017 - Oct 2019**.

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## SOFT SKILLS

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- Excellent communication and interpersonal skills
- Ability to work independently as well as in teams
- Eager to learn and improve constantly
- Active, self-motivated and flexible.

### PROJECT # 4

Client : **Oracle India**  
Project : **VTR (Vía Trans Radio Comunicaciones SpA), Chile.**  
Environment : Siebel 16.90.XX  
Database : Oracle Database 11g  
Application : Siebel e-Automotive – IP 16.90.

#### Client Description:

VTR (Vía Trans Radio Comunicaciones SpA) is a Chilean telecommunications company. It is the country's largest provider of subscription television, with 1,065,675 subscribers (32.8% market share, as of September 2017),[2] and of fixed broadband Internet access (38.0% share, as of September 2017).[3] It is also the second largest provider of fixed telephone service (20.0%, as of September 2017), behind Telefónica.[4] It also has a small but growing participation (0.90%, as of September 2017) in the mobile phone business.

#### Responsibilities:

- Managing given tickets individually and making an **Estimate & Delivery** after the development.
- As per requirements should work **Data Fixtures** with the given conditions.
- Worked on requirements on **Quote, Orders and Assets** levels **Modification's** and **enhancements**.
- Experience in using Vanilla Business Services live **EAI Siebel adapter, EAI XML Converter** and **SIS OM PMT Service**.
- Had good experience on **Product Catalogue** and its **Hierarchies, Product Attributes, Eligibilities** and **Price adjustments**.
- Configuring application using **Siebel Tools** as Per Business Requirement.
- Configuring **User Interface Layer and Business Object Layer** as per Business Requirement.
- Created a new **screens, views and applets** as per the business Requirements.
- Best practices in scripting using for some validations and invoking methods in Object Server script
- Creating, Modifying and cloning existing **Workflows** as per business requirements.
- Configured **Joins, Links and MVG** are as per business requirements.
- Configured **pick lists** for each of the fields that need pre-defined values.
- Involving with debugging for validating the defects.
- Involved on EAI related activities like **Inbound, Outbound web services**.
- Worked on Proxy Business Services by using WSDL file.
- Tested the WSDL file by using SOAPUI.

### PROJECT # 3

Client : **Tor.ai (Formerly Kloudq Technologies Limited)**  
Project : **KOEL (Kirloskar Group), Pune, India.**  
Environment : Siebel 8.2.X  
Database : Oracle 11g  
Application : Siebel e-Automotive – IP 21.3.

### **Client Description:**

Kirloskar Group is an Indian conglomerate, headquartered in Pune, Maharashtra, India.[1] The company exports to over 70 countries over most of Africa, Southeast Asia and Europe.[2] The flagship and holding company, Kirloskar Brothers Ltd established in 1888, is India's largest maker of pumps and valves.[3][4] One of the Kirloskar companies is one of the major component supplier for the indigenous Arihant Nuclear Submarine program.

Kirloskar Oil Engines Limited (KOEL) is one of our flagship companies and one of the world's largest power generating set manufacturers. KOEL Specializes in manufacturing both air-cooled and water-cooled engines and diesel generating sets across a wide range of power output from 2.1 kW to 5200 kVA. In 2012, KOEL entered the residential diesel generator market with the launch of their compact product - Kirloskar Chota Chilli. In 2014, a new brand identity 'KOEL Green' was established for KOEL generators.

### **Responsibilities:**

- Creating and Modifying **Integration Objects, EAI Siebel Adapter**.
- Configuring application using **Siebel Tools** as Per Business Requirement.
- Configuring **User Interface Layer and Business Object Layer** as per Business Requirement.
- Created a new **screens, views and applets** as per the business Requirements
- Configured **Joins, Links and MVG** are as per business requirements.
- Configured **pick lists** for each of the fields that need pre-defined values.
- Worked on scripting related modification invoking some Business services, parent BC and Child BC scenarios and some UI based validations.
- Involved on EAI related activities like **Inbound, Outbound web services**.
- Worked on Proxy Business Services by using WSDL file.
- Tested the WSDL file by using SOAPUI.
- Created **Applet Toggle** that allows user to toggle Applet within the same view

### **PROJECT # 2**

Client : **Mobily Telecom, Saudi Arabia.**  
Environment : Siebel 8.2.X  
Database : Oracle 11g  
Application : Siebel e-Communication.

### **Client Description:**

The company was established in 2004, and in the summer of that year, won the bid for Saudi Arabia's second GSM license. Mobily launched mobile services in Saudi Arabia on 5 May 2005, breaking Saudi Telecom's monopoly in the wireless business. The company launched 3.5G services on 27 June 2006 and 4G services on 13 September 2011. Mobily introduced in 2004 the first telecommunication franchise business model in the Persian Gulf region, the Fully Branded outlet-(FBO), assuring rapid and cost-effective expansion of its network of outlets.

Since entering the Saudi market in 2004 Mobily adopted a solid expansion strategy, based on a direct and indirect sales channel. This strategy allowed Mobily to quickly expand and establish the Mobily Brand throughout Saudi

### **Responsibilities:**

- Creating and Modifying **Integration Objects, EAI Siebel Adapter**.
- Configuring application using **Siebel Tools** as Per Business Requirement.
- Configuring **User Interface Layer and Business Object Layer** as per Business Requirement.
- Created a new **screens, views and applets** as per the business Requirements
- Configured **Joins, Links and MVG** are as per business requirements.
- Configured **pick lists** for each of the fields that need pre-defined values.
- Involved in Support in Bills Dispute level for maximum Days.

## PROJECT # 1

**Project** : Equity Bank  
**Client** : **Equity Bank, Kenya**  
**Role** : Siebel Developer  
**Environment.** : Siebel Finance Application 8.1.X

### Client Description:

Equity Bank Kenya Limited is a financial services provider headquartered in Nairobi, Kenya. It is licensed as a commercial bank by the Central Bank of Kenya, which is the central bank and national banking regulator of Kenya. In 2010 the bank introduced the Agency banking model, which has proved a success and is regulated by Central Bank of Kenya Prudential guidelines.

On 31 October 2014, Equity Bank announced its intention to incorporate a new, wholly owned subsidiary Equity Bank Kenya Limited, to which it would transfer its Kenyan banking business, assets and liabilities. By converting Equity Group Holdings Limited into a non-trading holding company (as defined under the Banking Act) that owns both banking and non-banking subsidiary companies and provides strategic, brand, risk and personnel management to its subsidiaries, the group would be better able to invest and develop the businesses.

### RESPONSIBILITIES:

- Configuring application using **Siebel Tools** as Per Business Requirement.
- Configuring **User Interface Layer and Business Object Layer** as per Business Requirement.
- Created a new **screens, views and applets** as per the business Requirements
- Modified Business Components to allow updates and add necessary controls to the applet.
- Configured **Joins, Links and MVG** as per business requirements.
- Configured **pick lists** for each of the fields that need pre-defined values.
- Created a **Dynamic Pick list** that allows users to update the Joined fields.
- Created **Applet Toggle** that allows user to toggle Applet within the same view
- Configure **Static and Dynamic Drill down** that allows user to navigate the application to another view

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### PERSONAL DOSSIER

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Date of Birth : 10-07-1996  
Nationality : Indian  
Languages known : English Hindi & Telugu

I hereby declare that all information stated above is true to the best of my knowledge.

Date:

Place:

(Navanitha Rao)