
Summary:

- Over 3 years of Experience in Oracle Siebel application and configuration.
- Extensive knowledge and experience in all stages of the Software Development Life Cycle (SDLC) beginning from initiation and definition to deployment and support
- Proficient in analyzing Business Requirements and various other teams including Client with a strong ability to Work closely with Development team and Business Analysts to analyze the test scenarios.
- Excellent interpersonal skills, and is experienced in working with senior level managers, business people and developers across multiple disciplines.
- Excellent communication skills and ability to perform on the job.

Skills:

- **Technical Skills:** Technical Skills: Oracle Siebel CRM, .SQL DB Basic Queries, Oracle Order management, BMC Remedy Incident management tool.
- **Additional Skills:** Salesforce Administration (Learning from 4 Months), AZ-900: Microsoft Azure Fundamentals certified.

Work Experience:

ACCENTURE
Application Development Analyst

August 2017 – August 2020

Oracle Siebel Configuration is a multi-faceted, enterprise customer relationship management (CRM) product offering vertical functionality and platforms.

PROJECT- Vodacom AO-South Africa

- I worked on defect tickets based on Siebel Production and Database.
- I did communicate with the L1 Team or Client Providing all the details requirement for the L2/L3 Team for the resolution of Incidents and access related issues.
- I took up calls for the Incident management and provide Knowledge Transfer and Training to the L1 support team in South Africa for the better and quick management of Incidents involving functionality and rapidness of the other system.
- Have worked on the the tools used alongside Siebel Application includes BMC Remedy Incident management tool and Siebel tools for the technicality.
- The project worked for Telecom sector catering to Major population of South-Africa(Vodacom is the second largest consumer catering telecom company in South Africa)
- Provided L2 support for the application.

Education:

- Bachelor of Engineer in Electronics and Communication Engineering (2013-2017) – Shri Ramdeobaba College of engineering and Management, Nagpur.