

# Anil Kumar Kallamadi

**Email:** **manjukusamsfdc@gmail.com** **Mobile: 470-930-2918**

# Summary:

* Highly motivated technical professional with 19+ years of hands-on information technology.
* Has over 18+ years of experience in CRM (SALESFORCE.COM, SIEBEL & Financial force) of analysis, design, and development of enterprise-wide applications.

# Having 10+years of experience in Solution & Technical Architecture of Salesforce.com applications and worked as a Solution & Technical Architect, Developer, Administrator & Business Analyst of Salesforce CRM and Force.com platforms, assisted in implementing, customizing and maintaining Salesforce.com solutions.

* Experience in using Salesforce.com Creating **Roles,** custom objects, custom fields, pick list, **Profiles, Security Model, Email Services, Page Layouts, Workflow Alerts, Validation Rules, Sharing Rules and Approval Workflow**.
* Extensive experience in customization, configuration, Eclipse IDE, Apex, Visualforce pages and tools like Apex Data loader
* Defining salesforce.com sharing rules and user access privileges
* Have good working knowledge in querying salesforce.com database using SOQL & SOSL queries using Force.com Explorer
* Used Force.com developer toolkit including Apex classes, Apex triggers and Visual force pages to develop custom business logic
* Good Experience in developing Custom Page Layouts, Workflows, Relationships, lookups and Dependent picklists.
* Experienced in Siebel configuration, Siebel Administration, worked on Siebel Enterprise Integration Manager, Assignment Manager, and Siebel Enterprise Application Integration and also experienced in Database Administration of MS Sql Server 2000.
* Has good development and configuration skills and has achieved customer satisfaction in the entire projects worked at C3i and honored with President award (Company’s highest award for excellence) as best employee of the year for demonstrating the five key traits (achievement, character, dedication, effort and perseverance) and also Won Pat on back award in 2009 for the achievements, dedication and efforts in successful implementation of Bayer Pharmaceuticals Siebel project.
* Has passed Siebel 7.7 Consultant Core exam with 95% in Dec 2006 and Siebel 8 Consultant Exam with 91% in Sep 2009 and have undergone training on PMP.

# Education and Certifications:

|  |  |
| --- | --- |
| **Oracle Siebel Certification** | **Siebel 7.7 Consultant** |
| **Oracle Siebel Certification** | **Siebel 8 Consultant** |
| **Salesforce Certification** | **Salesforce Platform Developer 1** |
| **Salesforce Certification** | **Salesforce Administrator** |

**Technical Skills:**

|  |
| --- |
| **Software Tools** |
| **Languages** | C, C++, Java |
| **Development Tools** | VB, Dev’2000,PB |
| **Databases** | Oracle 9i, MS SQL SERVER 2000. |
| **Database Components** | ADO, DAO |
| **Web Design Tools** | Front Page |
| **Web Development** | HTML, XML, VB Script, Java Script, Apex, Visual Force. |
| **Environments** | MS Visual Studio, MS Source Safe |
| **Operating System** | Window 9x/2k/NT/XP, Unix, Linux |

# Professional Experience:

|  |  |
| --- | --- |
| **1. Project** | **Salesforce.com, (Sales Cloud, Marketing Cloud & Financial Force) Feb 2016-Till date** |
| **Tools** | **Saleforce.com platform, Apex Language, Visual Force Pages, jQuery, JavaScript.** |
| **Client** | **Verint Systems, Atlanta** |
| **Role** | **SFDC Technical/Functional Architect.** |
| **Scope** | The Salesforce Application is used by Verint Sales Team, Marketing team and Finance Teams as a front-end application for maintaining the Accounts, Contacts, Opportunities, Leads, Products and other custom objects and custom functionality. They also use this application for analyzing the sales usingsalesforce reports and dashboards. |
| * Provide technical guidance to the development of Salesforce.com applications to support business and product strategies.
* Developed and implemented declarative automation solutions, architected Apex-based solutions.
* Created automation solutions using workflow rules, Process Builder, Visual Workflow, Apex and Visual Force.
* Developed custom solutions and interfaces leveraging the CRM/Salesforce platform
* Functioned as solution architect for large marketing initiative using Sales Cloud and Marketing Cloud. Functions as a marketing technologist to bridge the gap between marketing and IT.
* Helped client harness marketing automation in conjunction with CRM (Salesforce.com) to improve lead generation, qualify leads and increase sales conversions.
* Partnered with Developers to monitor project status and risk areas.
* Collaborated with members of the project team and business owners to design, develop, unit test, and provide post-release support.
* Data management; Customer Master Data Management focus and development of governance processes and best practices.
* To lead a technical requirement gathering session, oversee and approve creation and maintenance of application and system documentation used in design, testing or programming efforts and manage integration.
* Implemented Salesforce classic to LEX migration end to end by handling Discovery, Roll-out, and Optimization.
* Expert in Force.com application development, salesforce.com integration and extension, features, providing solutions, using the Force.com API, APEX, Visualforce, Lightning application, Applications from the AppExchange, and other tools that extend the product.
* Salesforce configuration, including workflows, validation rules, and security controls.
* Visualforce pages for Lightning experience, alternate to JavaScript codes, sharing VF pages between classic and Lightning
* Created Lightning App’s combining Lightning App Builder, Lightning Design System, and Lightning component features
* Facilitate and Develop Innovative POCs/POTs (proof of concept/proof of technology) exercises to demonstrate feasibility in order to refine and showcase new capabilities of the platform
 |

* + Experience in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
	+ Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
	+ Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning components look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API&#39; s and displayed them on to the component.
	+ Documenting current state business processes and wireframing system designs using process flow diagram tools, UML, sequence diagrams, etc. as well as making recommendations for future state improved processes and system designs
	+ Look for synergies between the various SaaS product offerings in terms of application and infrastructure and will offer guidance on best practice and efficiencies in utilization.
	+ UAT/Test Case Preparation and Test Plan that is suitable for the Agile/Waterfall Methodology.
	+ Also worked with Account Executives in a Sales Engineering function to appropriately scope project proposals.
	+ Expert in Force.com application development, salesforce.com integration and extension, features, designing solutions, using the Force.com API, APEX, Visualforce, applications from the AppExchange and other tools that extend the product.
	+ Developed and implemented declarative automation solutions, architected Apex-based solutions.
	+ Created automation solutions using workflow rules, Process Builder, Visual Workflow, Apex and Visual Force.
	+ Developed custom solutions and interfaces leveraging the CRM/Salesforce platform Functioned as solution architect for large marketing initiative using Sales Cloud and Eloqua marketing technologist to bridge the gap between marketing and IT. Helps clients harness marketing automation in conjunction with CRM (Salesforce.com) to improve lead generation, qualify leads and increase sales conversions.
	+ Partnered with Developers to monitor project status and risk areas.
	+ Collaborated with members of the project team and business owners to design, develop, unit test, and provide post-release support
	+ Data management; Customer Master Data Management focus and development of governance processes and best practices
	+ Salesforce configuration, including workflows, validation rules, and security controls.
	+ Enhanced security by implementing Event monitoring in conjunction with Splunk.
	+ Integration expert within the Salesforce space (REST, SOAP, ESB)
	+ Experience working with the following types of enterprise applications: CRM, CMS, ERP, CPQ, Portals, SSO, eCommerce, ESB/SOA, Sales, Marketing and Finance.
	+ Provide technical guidance to the development of Salesforce.com applications to support business and product strategies.
	+ Working on the CPQ tool evaluations.
	+ Worked on the CLM implementation in synchrony with SFDC.
	+ To lead a technical requirement gathering session, oversee and approve creation and maintenance of application and system documentation used in design, testing or programming efforts and manage integration.
	+ Documenting current state business processes and wireframing system designs using process flow diagram tools, UML, sequence diagrams, etc. as well as making recommendations for future state improved processes and system designs
	+ Look for synergies between the various SaaS product offerings in terms of application and infrastructure and will offer guidance on best practice and efficiencies in utilization.
	+ UAT/Test Case Preparation and Test Plan that is suitable for the Agile/Waterfall Methodology.
	+ Also worked with Account Executives in a Sales Engineering function to appropriately scope project proposals.
	+ Evaluate all SaaS vendors’ operational practices, security, and system architectures.
	+ Create and maintain technology strategy and roadmaps for various business areas.
	+ Manage the technical aspects of development teams to deliver full lifecycle SFDC implementations
	+ Provide support, define technical solutions and evangelize functional and technical

capabilities of the platform. Identify potential risks and impact on operations associated with new solutions.

* + Assist internal and external customer in the design and specification stages of residential and commercial projects. (i.e. submittal of pricing quotes, preliminary drawings and specification clarification)
	+ Introduce new products, programs, promotions and specification tools to Architects and Designers and keep our competitive advantage through research and analysis of competitive information at all levels.
	+ Worked on the path to move the existing Classic SFDC applications into Salesforce Lightning framework.
	+ Refreshing Sandboxes and maintaining Deployment settings.
	+ Developed unit test cases for the apex classes, controllers and triggers to have good test coverage.
	+ Developed VF pages using Visual force, apex and boot strap.
	+ Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing.
	+ Designed and implemented Integrations with Internal Applications with proper heap size.
	+ Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects & Standard objects.
	+ Implemented Apex Classes & Triggers.
	+ Developed and configured Dashboards, Custom Reports and Report Folders for different user profiles based on the need in the organization.
	+ Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the Objects.
	+ Created Custom Components and Visual Force Pages based on the requirements.
	+ Created different views for Salesforce1 app using HTML, CSS & JavaScript.
	+ Created different VF pages and rendered them as PDF’s.
	+ Worked on Workflows, Approval processes and Assignment manager.
	+ Integrated internal applications with Salesforce.com.
	+ Participated in metadata Migration tasks.
	+ Used Lightning process builder to easily automate business processes.
	+ Involved in querying Salesforce tables using SOQL & SOSL queries.
	+ Did seamless Integration of Salesforce with Java Application in Salesforce.com using force.com canvas framework.
	+ Created HTML, Text and Custom Communication Templates.
	+ Done Email Administration.
	+ Created Apex/Schedule jobs.
	+ Created Static resources.
	+ Implemented Territory Management and assignment manager functionality.
	+ Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users
	+ Performed administration tasks as needed.
	+ Worked on PSA Snapshots, POB Management
	+ Worked on Resource management, Time & Material modules.
	+ Worked on PSA Project Assignment functionality.
	+ Communicate effectively with C-level senior management of clients, listening and understanding the client’s business, applying experience and business insight to guide strategy and solutions and becoming a trusted advisor to senior management.

|  |  |
| --- | --- |
| **2. Project** | **Salesforce.com, (Sales Cloud) May 2015 - Feb 2016** |
| **Tools** | **Saleforce.com platform, Apex Language, Visual Force Pages, jQuery, JavaScript.** |
| **Client** | **Verint Systems, Atlanta** |
| **Role** | **SFDC Technical/Functional Architect.** |
| **Scope** | Elavon Salesforce application is used for Sales Management and as Customer onboarding platform. |
|  | * Act as a subject matter expert in Salesforce application architecture strategy
* Organizing workshops with Business and IT stakeholders to describe and sign-off TO BE architecture and Data Model
* Understand SaaS technical architecture of applications and suggest recommendations
* Contributed guidance to the development of Salesforce applications to support business and enterprise strategies
* Evaluate operational practices, security and system architectures as they relate to Salesforce
* Conducted audit or review of Architecture & Standards with our clients
* Created and/or approved application and system documentation
 |

|  |  |
| --- | --- |
| **3. Project** | **Salesforce.com, (Sales Cloud) Jan 2014-May 2015** |
| **Tools** | **Saleforce.com platform, Apex Language, Visual Force Pages, jQuery, JavaScript.** |
| **Client** | **Callidus Cloud, Atlanta** |
| **Role** | **Sr SFDC Technical/Functional Lead** |
| **Scope** | The Projects are Sales Applications with integration to Commission Applications, CPQ and CLM applications. |
|  | * Planning & Analysis meetings for new requirements and co-ordination with Business.
* Participated in requirement meetings for requirement gathering.
* Created High level and detailed level design documents based on the BR’s and FR’s.
* Involved in design, development and implementation of salesforce.com applications.
* Created design and implementation specifications.
* Perform gap analysis and determine the exact impacts on Specs.
* UAT/Test Case Preparation and prepared Test Plan that is suitable for the Agile Methodology.
* Prepared functional audio files for the user trainings.
* Given WebEx and classroom trainings for the users.
* Preparing SOP’s and documenting each task in detailed, Screen by Screen instructions.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users
* Perform administration tasks as needed, managing custom fields, and integration.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects & Standard objects.
* Implemented Apex Classes & Triggers.
* Developed and configured Dashboards, Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the Objects and tabs, Components and Visual Force Pages.
* Created different views for Salesforce1 app using HTML, CSS & JavaScript.
* Worked on Salesforce lighting components for Salesforce1 app.
* Hands on development and configuration of FinancialForce PSA tool via the FinancialForce managed package.
* Leveraged knowledge of tools and best practices for development and deployment of enterprise applications, including source code management, code review/optimization, and unit testing.
* Leveraged experience in RESTful and SOAP web services, including Salesforce APIs, in support of our Salesforce.com integrations with other third-party applications and enterprise systems.
* Did seamless Integration of Salesforce with Java Application in Salesforce.com using force.com canvas framework.
* Responsible to review the code written by other developers, help resolve development/coding issues and ensure that code is aligned w/ best practices and is written with performance tuning in mind.
* Keep up to date with new releases and improvements in FinancialForce PSA and Salesforce.
* Performed tasks as necessary to rollout product and support design, QA and implementation teams
* Assist other team members in the architecture, design and implementing the Salesforce solutions
* Shared implementation best practices, and recommend solution alternatives
* Provided mentoring and guidance to other team members, including offshore team members.
 |
|  |  |

* Assist in creation of Service Level Agreements and metric identification.
* Estimate the Project and Maintenance costs for planning and budgeting purposes
* Validate/Approve deliverables from teams.
* Provided direction on assigned applications & projects
* Identify upstream/upstream system dependencies, ie working with middleware, cloud service partners, AppExchange partners
* Transformation project to move from existing Java Customer Onboarding process system to Salesforce.
* ERP data Integration to offer a complete insight into predicted forecast versus actual sales figures.
* Facilitating contextual collaboration between regional teams via chatter groups, notifications, activities
* Security architecture using organization wide defaults, role hierarchy, profiles and sharing rules
	+ Fixed price services, Statement of Work, Subscriptions, Time & Expense, Unit of Service models for varied Service Portfolio Offerings.
	+ Extensive experience with Project related Master Data, WBS, Multiple valuation approaches, Project planning board Capacity Requirements Planning, and Confirmations
	+ Extensive experience in the end to end projects process; including (but not limited to) Defining Project Profile, WBS elements, planning profile, Budget Profile, Structures, Access Control List, Project Versions, Project progress.
	+ Familiar with full planning cycle of planning to execution of Projects including capabilities project management, resource management, project forecasting and reforecasting process
	+ Acted as a liaison between various internal organizations (Marketing, Finance, Product Management, etc.) for project-based continuity.b
	+ Created integration with Commission Applications.
	+ Worked on integration with CPQ and CLM applications.
	+ Designed and implemented Dynamic UI.
	+ Created different VF pages and rendered them as PDF’s.
	+ Integrated external applications with Salesforce.com using iframe & Canvas.
	+ Worked on integration with external applications into Salesforce.com using iframe.
	+ Worked on integration with external applications into Salesforce.com using Canvas.
	+ Created Managed and unmanaged package for distributing the changes to the users and uploading the changes to the AppExchange.
	+ Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.
	+ Used force.com developer toolkit including visual force pages, apex classes, apex controllers and apex triggers to develop custom business logic.
	+ Developed unit test cases for the apex classes, controllers and triggers to have good test coverage.
	+ Developed VF pages for mobile applications using Visual force, apex and boot strap.
	+ Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing

# United Nations Organization

Some projects were done simultaneously.

|  |  |
| --- | --- |
| **4. Project** | **Salesforce.com, (Service Cloud) June 2011 – Dec 2013** |
| **Tools** | **Saleforce.com platform, Apex Language, Visual Force Pages, jQuery, JavaScript, Data loader.** |
| **Client** | **UNITED NATIONS ORGANIZATION, NY** |
| **Role** | **Sr Sales force Developer & Business Analyst / Team Lead** |
| **Scope** | The project is the global Service Desk system for Information Technology (IT) and facilities services. CRM Application will consolidate service desk applications across the Organization and harmonize processes. It covers Incident Management, RFS, Problem Management, and RFC. The application is also used by the CRM team to categorize the Service requests of different type Incident, Request for Service, and Problem Mgt. |
|  | * Planning & Analysis Meetings for any new requirements and co-ordination with Business.
* Participated in Client requirement meetings for requirement gathering.
* Created High level and detailed level design documents based on the BR’s and FR’s.
* Involved in design, development and implementation of salesforce.com applications.
* Created design and implementation specifications.
* Given WebEx and classroom trainings for the users.
* Writing use cases & reviewing test cases
* Preparing SOP’s and documenting each task in detailed, Screen by Screen instructions.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users
* Perform administration tasks as needed, managing custom fields, integration and data cleanup.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Implemented Apex Classes & Triggers and linked them to manage the workflows Implemented in the system.
* Developed and configured various Dashboards, Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Implemented Apex Classes & Triggers and linked them to manage the workflows Implemented in the system.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates and outbound messages to implement business logic.
 |

* Managed Security settings and conducted regular security/configuration audit
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the Objects and tabs, Components and Visual Force Pages.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Maintained processes of CSV import file updates for customer records into Accounts, Contacts using Data Loader and Import Wizard.
* Implemented SFDC Live Agent.
* Experienced Data loader and in Cleansing and De-duplicating bulk loads.
* Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.
* Used force.com developer toolkit including visual force pages, apex classes, apex controllers and apex triggers to develop custom business logic.
* Developed unit test cases for the apex classes, controllers and triggers to have good test coverage.
* Integrated Salesforce.com with Siebel.
* Implemented CTI integration with Salesforce.com.
* Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing
* Worked with Production support team and fixed the issues on On-Demand basis.
* Worked on Service requests, Work orders, Activity Screens.
* Prepared Test Plan that is suitable to the Agile Methodology and Responsible for creating Test cases and Test scripts based on functional requirements and design documents.

|  |  |
| --- | --- |
| **5. Project** | **Salesforce.com, (Force.com) Aug 2012 – December 2013** |
| **Tools** | **Saleforce.com platform, Apex Language, Visual Force Pages, jQuery, JavaScript, Data loader.** |
| **Client** | **UNITED NATIONS ORGANIZATION, NY** |
| **Role** | **Sr Sales force Developer & Business Analyst / Team Lead** |
| **Scope** | UNOCC is basically designed as a situation Call Centre application. The application will have the details of the important contact across the world and this application is designed basically for the Call centre agents sitting in UNHQ and Bangkok. |
|  | * Involved in business process reviews.
* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Experience in using Salesforce.com Creating Roles, custom objects, custom fields, pick list, Profiles, Security Model, Email Services, Page Layouts, Workflow Alerts, Validation Rules, Sharing Rules and Approval Workflow.
* Responsible for Data model changes tracking and bridging gap between technical and business requirements.
* Involved in customizing custom objects, tabs, fields, page layout as per the business need.
* Worked with field & page layout customization for the standard objects like Account, contact
* Experienced in defining custom formulas and creating validation rules to suit the needs of the data model and ensure data quality.
* Implemented CTI integration with SFDC.
* Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.
* Integrated Salesforce.com with external systems using Web Services for approval and custom workflow solution.
* Worked on role hierarchy & sharing rules to configure visibility
* Worked on workflow rules & approval processes.
* Customized the Messages & Alerts on the Home page.
* Developed APEX triggers, classes, Visual Force pages.
* Created new Reports & Dashboards.
* Developing Triggers with bulk-safe and have a minimum of 75% code coverage
* Involved in client interaction for discussing the work flow and customization of page layouts
* Have worked on moving data from external legacy system into Salesforce application using Apex Data loader & CSV files.
* Involved in different phases of testing basically the Business Functionality Testing, Unit Testing, Integration Testing, Performance Testing, Positive Testing, Negative Testing and UAT testing
 |

|  |  |
| --- | --- |
| **6. Project** | **UNSG (Force.com) March 2012 – Oct 2013** |
| **Tools** | **Saleforce.com platform, Apex Language, Visual Force Pages, jQuery, JavaScript, Data loader.** |
| **Client** | **UNITED NATIONS ORGANIZATION, NY** |
| **Role** | **Sr Sales force Developer & Business Analyst / Team Lead** |
| **Scope** | This application is used by United Nations Secretary General’s office for scheduling the appointments and maintaining the meeting agendas, Notes in the application. |
|  | * Collaborate with different teams to understand process, new opportunities.
* Participated in Client requirement meetings for requirement gathering
* Planning & Analysis Meetings for any new requirements and co-ordination with Business.
 |

* Reviewing functional specification document
* Created design and implementation specifications.
* Perform gap analysis and determine the exact impacts on Specs
* Writing use cases & reviewing test cases
* Defined process flows for end to end testing.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Performed customizations by creating the Custom profiles, Fields, Dependent picklists, Page Layouts, Record Types, Objects, Tabs.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Responsible for Data load operations using Force.com Apex Data Loader.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles.
* Developed ad-hoc report as requested by the user groups or stakeholder and performed analysis on data as required
* Well versed with exploring custom and standard objects using SOQL using force.com explorer.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Developed custom search functionality for accounts and contacts using SOSL.
* Prepared Test Plan that is suitable to the Agile Methodology and Responsible for creating Test cases and Test scripts based on functional requirements and design documents.

|  |  |
| --- | --- |
| **7. Project** | **iNeed July 2010 – Sep 2013** |
| **Tools** | **Siebel 8.2.2.2 (Siebel Public Sector), Oracle 10g** |
| **O/S** | SuSE 9.3i586, Windows 2K3 server R2 SP2i386 |
| **Client** | **UNITED NATIONS ORGANIZATION,NY** |
| **Role** | **Siebel Administrator & Business Analyst (Siebel Consultant)/ Siebel Developer (Team Lead)** |
| **Scope** | The iNeed project is the global Service Desk system for Information Technology (IT) and facilities services. iNeed will consolidate service desk applications across the Organization and harmonize processes. It covers Incident Management, RFS, Problem Management, and RFC. iNeed is also used by the Siebel team to categorize the Service requests of different type Incident, Request for Service, and Problem Mgt. Siebel Team also does supporting production servers for the iNeed application. All servers are located in the UNLB Data Centre in Brindisi, Italy.Some examples of service requests processed using iNeed include requesting a new desktop, reporting an issue with e-mail, a broken light bulb or requesting a departmental move. |
|  | * Participated in Client requirement meetings for requirement gathering.
* Given Application Presentation to the Clients.
* Collaborate with different teams to understand process, new opportunities
* Created High level and detailed level design documents based on the BR’s and FR’s.
* Planning & Analysis Meetings for any new requirements and co-ordination with Business.
* Created design and implementation specifications.
* Conduct Fit-Gap analysis and use case preparation for the technical team.
* Involved in Effort Estimation for requirements and CR’s.
* UAT/Test Case Preparation and prepared Test Plan that is suitable to the Agile Methodology
* Prepared functional audio files for the user trainings.
* Given Webex and class room trainings for the users.
* Preparing SOP’s and documenting each task in detailed, Screen by Screen instructions.
* Worked on the configuration of the Service request module.
* Worked on the configuration of the Activities and WO module.
* Developed Workflows for Preventive Maintenance and creating service request
* Worked on SR Escalation Workflow.
* Implemented CTI Integration with SFDC.
* Worked on the Workflow to send Resolved Email Notification.
* Worked on the Workflow to send Unresolved Service Request and WO email notification to the Assigned to Group.
* Worked on the Inbound Web Services (Siebel EAI) of the application and create SR’s.
* Worked on the Siebel EAI to get Assets data into Siebel.
* Worked on Siebel EAI to get the Contact data.
* Worked on the Siebel data validation manager and Product configuration module.
 |

|  |  |
| --- | --- |
|  | * Worked on the configuration of the Employee screen.
* Worked on scripting and User properties to achieve the functionality.
* Worked on the installation of Siebel on the Windows and Linux servers.
* Worked on the Integration of Oracle Business Intelligence with Siebel.
* Analyze, Prioritize and resolve the issues raised by the business users from across missions and guide them appropriately with respect to functionality and application usage.
* Manage CRM self-service related mission’s catalogue items.
* Provide ECOE support by interacting with the COE related missions and resolve them via WebEx.
* Provide solutions for ongoing self-service approval issues related the various organization groups defined.
* Run database SQL queries for providing adhoc reports.
* Working with the clients in setting up the Siebel Application (iNeed) in the user machines.
* Working on the production support of the Application and resolving user issues related to iNeed Application.
* Worked on setting up the Preventive Maintenance plans for different groups.
* Worked on repository migration between environments.
* Worked on the Server side of the Siebel on the Linux environment.
* Worked on the load balancers of the iNeed application by co-ordinating with the other teams.
* Maintaining Siebel servers and Rebooting Siebel Servers, monitoring and improving the performance of Siebel servers and Web servers.
* Worked on bug fixes on the Server side of the Siebel on the Linux environment.
* Worked on giving Actuate and OBI report access to the users.
* Worked on creating the automated scripts to know the performance of server components on each Siebel server.
* Co-ordinate with Net-scalar team for CRM URLs and load balancing issues and secure certificates.
* Monitor the Siebel communication components which feed the Communication tab with emails.
* Run Siebel utilities for File system cleanup, analyze flight data recorder files.
* Coordinating with the Database team on the database issues with respect to the applications/servers
* Worked on Repository migration between environments.
 |
| **8. Project** | **ECOE May 2011 – December 2013** |
| **Tools** | **Siebel 8.1.1.5, Oracle 10g** |
| **O/S** | SuSE 9.3i586, Windows 2K3 server R2 SP2i386 |
| **Client** | **UNITED NATIONS ORGANIZATION, NY** |
| **Role** | **Siebel Administrator & Business Analyst (Siebel Consultant)/ Siebel Developer (Team Lead)** |
| **Scope** | The focus of the CRM implementation for the COE Solution is on the inspection process. The current systems used for MOU creation and reimbursement/payment for COE will be handled outside the CRM application. The design of the CRM COE implementation is to provide efficient, standardized COE business processes across Peacekeeping Missions. A key part of the solution is to provide Inspectors with the ability to directly enter inspection data into the CRM application using mobiledevices such as laptops or tablet PCs. This eliminates double data entry and the use of manual forms. |
|  | * Participated in Client requirement meetings for requirement gathering.
* Reviewing functional specification document
* Created design and implementation specifications.
* Perform gap analysis and determine the exact impacts on Specs
* Writing use cases & reviewing test cases
* Prepared functional audio files for the user trainings.
* Given WebEx and classroom trainings for the users.
* Preparing SOP’s and documenting each task in detailed, Screen by Screen instructions.
* Defining process flows for end to end testing
* Worked on the configuration of the Inspections module of the Application.
* Worked on the Configuration of MOU Module.
* Configured the Equipment screens of the Application.
* Worked on the EAI to get the Annex & MOU data into Siebel from IMIS.
* Worked on the EAI to get the Major Equipment & Self Sustainable equipment data from IMIS.
* Given Application Presentation to the Clients.
* Worked on the installation of Siebel on the Windows servers.
* Worked on the installation of Siebel on the Linux servers.
* Worked on the installation of Oracle Business Intelligence.
* Worked on LDAP integration.
* Worked on SQL queries to build reports on the discrepancy of email notifications in the Communications.
* Working on the production support of the Application and resolving user issues with ECOE.
* Worked on repository migration between environments.
* Worked on the Server side of the Siebel on the Linux environment.
 |

* Worked on the load balancer of the ECOE application by co-ordinating with the other teams.
* Maintaining Siebel servers and Rebooting Siebel Servers, monitoring and improving the performance of Siebel servers and Web servers.
* Worked on bug fixes on the Server side of the Siebel on the Linux environment.
* Worked on giving Actuate and OBI report access to the users.
* Worked on creating the automated scripts to know the performance of server components on each Siebel server.
* Worked on rebooting the Linux servers on which Siebel Servers are installed.
* Worked on Views, Responsibilities, LOV’s and PDQ’s setup.
* Worked on setting up new groups in ECOE.

|  |  |
| --- | --- |
| **9. Project** | **Eisai Pharmaceuticals December 2009 – June 2010** |
| **Tools** | **Veeva (Salesforce.com)** |
| **Client** | **Eisai Pharmaceuticals, Woodcliff, NJ** |
| **Role** | **Sr SFDC developer/Lead** |
| **Scope** | Eisai had Implemented Siebel ePharma as their front end Application for the Medical reps. Reps maintain their product details, Activities (Call details) and contact information of the Doctors in the Siebel. Siebel is primarily used as a Sales tool. Eisai moved out from Siebel and to implement Veeva Application as their front end Application for the Medical reps. |
|  | * Participated in Client requirement meetings for requirement gathering.
* Worked on low level and high-level technical documentation.
* Created High level and detailed level design documents based on the BR’s and FR’s.
* Planning & Analysis Meetings for any new requirements and co-ordination with Business.
* Working on Design and development of various modules of the Project like Activities, Accounts, Contacts, and Time off Territory.
* Developed and configured various Dashboards, Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Working on complex configuration, scripting to achieve the functionality as per the client requirement.
* Perform administration tasks as needed, managing custom fields, integration and data cleanup.
* Implemented Apex Classes & Triggers and linked them to manage the workflows Implemented in the system.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the Objects and tabs, Components and Visual Force Pages.
* Created workflow rules and defined related tasks, email alerts, and field updates
* Developed custom search functionality for accounts and contacts using SOSL.
* Involved in using SOQL using force.com explorer.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Performed customizations by creating the Custom profiles, Fields, Dependent pick-lists, Page Layouts, Record Types, Objects, Tabs.
* Worked on LOV’s, Views, Responsibilities
* Worked on role hierarchy & sharing rules to configure visibility
* Worked on workflow rules & approval processes.
* Worked on bug fixes of the Application.
 |
| **10. Project** | **Imclone Systems November 2009 – June 2010** |
| **Tools** | **Siebel 7.7, MS SQL SERVER 2000** |
| **Client** | **Imclone Systems, NJ** |
| **Role** | **Senior Configurator & Senior Siebel Administrator (Siebel Consultant II)/ (lead)** |
| **Scope** | Imclone has implemented Siebel ePharma to Support the Medical representatives who visit’s Doctors. Reps maintain their product details, Activities (Call details) and contact information of the Doctors in the Siebel. Siebel is primarily used as a Sales tool. Around 2 sales users connect to the application through their laptops and tablet PCs. |
| **11. Project** | **Bayer Pharmaceuticals January 2009– October 2009** |
| **Tools** | **Siebel 8.1.1, Oracle 10G** |
| **O/S** | Unix |
| **Client** | **Bayer Pharmaceuticals, Morristown, NJ** |
| **Role** | **Senior Configurator & Senior Siebel Administrator (Siebel Consultant II)/ (Lead)** |
| **Scope** | Bayer Pharmaceuticals has implemented Siebel ePharma 6.5as their front end Application for the Medical reps. They upgraded from 6.5 to 8.1.1. |

* Gathering requirements from the client
* Worked on complete life cycle of the project
* Work as a Team and Complete the System setup and the development work.
* Worked on low level and high-level technical documentation.
* Worked on installations of Client and tools in the developer’s machines.
* Worked on Design and development of various modules of the Project like Activities, MedEd, Opportunities, and Time off Territory.
* Worked with TAM to provide complex development solutions.
* Worked on the ES Configuration reviews suggested by Oracle.
* Suggested work around and implemented functionalities, which are not there in 6.3.
* Participated in the KT sessions for the client.
* Worked on complex configuration, scripting and User properties to achieve the functionality as per the client requirement.
* Worked on the Workflow to create Contact Call records.
* Worked on Product administration and Catalog administration.
* Implemented new functionality on Account Call, Contact Call, Attendee Call and MedEd Events as per the Client requirement.
* Worked on routing model and Sync issues.
* Worked on LOV’s, Views, Responsibilities and PDQ’s setup.
* Worked on bug fixes of the Application.

|  |  |
| --- | --- |
| **12. Project** | **VISTAKON (JNJ) April 2007 – March 2009** |
| **Tools** | **Siebel 7.5, Oracle 9i** |
| **Client** | **Johnson & Johnson Vision Care, NJ** |
| **Role** | **Siebel Consultant I & Siebel Consultant II.** |
| **Scope** | The project referred to as “ATLAS” is a Siebel 7.5.3 for Johnson & Johnson Vision Care division. JJVC has Vision Care business, primarily manufacturing and selling contact lenses. JJVC has manufacturing locations in USA and Ireland and Warehouses scattered across the world.Siebel is the front-end application for the Sales representative to collect the information.Siebel, ePharma as a part of J&J Vistakon ASCEND project, is primarily used as a Sales tool. Around 1500 sales users connect to the application through their laptops and tablet PCs. |
|  | * Gathering requirements from the client
* Low level and high-level documentation.
* Designed Positions, Responsibilities and set the visibility according to organization structure.
* Design and development of various modules of the Project like Accounts, Contacts, Syndicated data Administration, Activities.
* Modified the existing Siebel Data Object Model, and configured Column Extensions.
* Configuration of Data relationships through joins and links.
* Developed and Configured Pick lists, Applets, Screens, Views, Fields and Business Components.
* Designed four level hierarchical pick lists.
* Involved in client meetings and Worked on Disaster Recovery environment setup.
* Preparing Siebel Anywhere upgrade kits and distributing the Siebel SRF, Schema changes, VBA reports to the users.
* Repository migration from Development to Test environment and from Test to Production environment.
* Prepared Siebel Packager to 'Create new installation image as per Hardware response time remediation plan.
* Preparing SOP’s and documenting each task in detailed Screen by Screen instructions.
* Bug fixes for the client Service requests.
* Database extracts for remote users.
* Execute and troubleshoot syndicated data file
* Adding new dynamic pick list values.
* Maintaining and Creating PDQ’s
* Environment Monitoring (server components, component requests and tasks)
* Done Import, Export, Delete, Update, Merge Processes.
* Data loads were done into syndicated data table and then distributing the syndicated data files to the medical reps.
* Created Synchronization reports and database download reports.
* Created end-dated users reports etc.
* Maintaining Siebel servers and Rebooting Siebel Servers and maintain enough disk space, monitoring and improving the performance of servers.
* Co-ordinating with the Team members in giving better production support to the Client.
 |

|  |  |
| --- | --- |
| **13. Project** | **KOSTAR June 2006 – April 2007** |
| **Tools** | **Siebel 7.8, Oracle 9i** |
| **Client** | **Kos Pharmaceuticals, NJ** |
| **Role** | **Siebel Consultant 1** |
| **Scope** | Kos Pharmaceuticals has implemented Siebel epharma to Support the Medical representatives who visit’s Doctors. Reps maintain their product details, contact information of the Doctors and the samples provided to the Doctor in the Siebel. Siebel is primarily used as a Sales tool. Around 400 sales users connect to the application through their laptops and tablet PCs. |
|  | * Designed Positions, Responsibilities and set the visibility according to organization structure.
* Design and development of various modules of the Project like Accounts, Contacts, Syndicated data Administration, Activities.
* Modified the existing Siebel Data Object Model, and configured Column Extensions.
* Configuration of Data relationships through joins and links.
* Developed and Configured Pick lists, MVG s, Applets, Screens, Views, Fields, Business Objects and Business Components.
* Preparing Siebel Anywhere upgrade kits and distributing the upgrade kits to the users.
* Preparing SOP’s and documenting each task in detailed Screen by Screen instructions.
* Created patches in different projects for implementing Day light saving in Siebel.
* Database extracts for remote users.
* Adding new dynamic pick list values.
* Environment Monitoring (server components, component requests and tasks)
* EIM, import by identifying the user key columns of the interface tables and populating the required columns of the base tables. Also configuring the IFB file based on the process, type of EIM, Batch, etc.
* Created Assignment rules, Assignment Policies etc.
 |

|  |  |
| --- | --- |
| **14. Project** | **Imclone Systems Aug’2005 – June 2006** |
| **Tools** | **Siebel 7.7, MS SQL SERVER 2000** |
| **Client** | **Imclone Systems, NJ** |
| **Role** | **Siebel Consultant & Database adminstrator** |
| **Scope** | Imclone has implemented Siebel ePharma to Support the Medical representatives who visit’s Doctors. Reps maintain their product details, Activities (Call details) and contact information of the Doctors in the Siebel. Siebel is primarily used as a Sales tool. Around 150 sales users connect to the application through their laptops and tablet PCs.* Worked on complete life cycle of the project
* Designed Positions, Responsibilities and set the visibility according to organization structure.
* Design and development of various modules of the Project like Accounts, Contacts.
* Modified the existing Siebel Data Object Model, and configured Column Extensions**.**
* Configuration of Data relationships through joins and links.
* Developed and Configured Pick lists, MVG s, Applets, Screens, Views, Fields, Business Objects and Business Components.
* Preparing Siebel Anywhere upgrade kits and distributing the upgrade kits to the users.
* Preparing SOP’s and documenting each task in detailed Screen by Screen instructions.
* Bug fixes
* Database extracts
* Execute and troubleshoot syndicated data file
* Adding and Maintaining list of values.
* Assignment Group and Responsibilities maintenance
* Environment Monitoring (server components, component requests and tasks)
* EIM, Import by identifying the user key columns of the interface tables and populating the required columns of the base tables. Also configuring the IFB file based on the process, type of EIM, Batch, etc.
* Done Import, Export, Delete, Update, Merge Processes.
* Data loads were done into syndicated data table and then distributing the syndicated data files to the medical reps.
* Experienced in solving the EIM performance related issues.
* Created Assignment rules, Assignment Policies etc.
* Created new Test environment and Created new test database for test in MS SQL Server.
 |
| **15. Project** | **MARS (M&M chocolates) , West Chester, PA May’ 2004 – Aug’2005** |
| **Tools** | **Siebel 7.7, Oracle9i** |

|  |  |
| --- | --- |
| **Client** | **MARS (M&M chocolates)**  |
| **Role** | **Siebel Configurator** |
| **Scope** | Mars Electronics manufactures chocolate vending machines. They are using the call centre and Sales module. The call centre is primarily for attending to service requests, for clients who have obtained the vending machine. The sales module is for the sales force to track potential customers, and also to track the purchase pattern of the clients who are induced to continue purchases, by implementing a points program. The accrued points can be exchanged for gifts. |
| **16. Project** | **Ensoftek – Siebel Campaigning & Sales. Aug’ 2003 – May’ 2004** |
| **Tools** | **Siebel 7.0.3, Oracle9i** |
| **Client** | **Ensoftek** |
| **Role** | **Siebel Configurator** |
| **Scope** | The project was intended to implement and automate sales methodology for the company. The Siebel Server installation. Siebel tools were used to configure the application. The database was configured for Siebel application. The project also involved the EIM applications for data imports. Campaigns were prepared according to product varieties and regular up gradation. Template creation for the presentation, proposal and quotes creation and administration were some of the important parts of the project. Defining sales stages according to the client requirement, winning strategies, data bank management of competitors was involved in the project. |
| **17. Project** | **Computerization of Green Belt System Mar’ 2003 – Aug’ 2003** |
| **Tools** | Visual Basic 6.0, Active X, Oracle 8.0, and Crystal 7.0.] |
| **18. Project** | **COLOUR SOFT Oct’ 2002-Feb’ 2003** |
| **Tools** | Visual Basic 6.0, Active X, Oracle 8.0, and Crystal 7.0 |