**BITOPI DAS**

*( Senior Analyst, Siebel, 8 years’ Experience)*

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| *Date of Birth* | 15-NOV-1989 |

CAREER PROFILE

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| Objective |
| To work in the most challenging position with an organization that provides ample opportunities to learn and to contribute. |
| Work Experience |
| Working as Senior Analyst in **Accenture,** from May 2019 till date. Prior to this, worked as a Solution Integrator in Ericsson from May 2015 till May 2019 and as a Software Engineer in Wipro Pvt. Ltd. From Nov 2012 till May 2015. |

TECHNICAL SKILLS

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| Framework & Tools | : | Siebel CRM |
| IDEs | : | Siebel IP 19.7, Siebel IP 15, Siebel IP 15.15Siebel IP 15.12, Siebel 8.1.1.0, Siebel 8.1.1.8, Siebel 8.1.1.11, BIP 11.1.9 |
| Skill/Description | : | Siebel Configuration, Workflows, eScript, Task Based UI, Basic EAI, BIP Reports, Agile Scrum |
| Database | : | Oracle 11g, DB2 |

ACADEMICS­­­­­­­­­­­­­­­­­

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| Exam | Institute | Board | Year of Study | Percentage |
| B.Tech (Information Technology) | Dr.B.C.Roy Engineering College, Durgapur (WB), India | West Bengal University of Technology  (W.B.U.T.) | 2008-2012 | **84.10 %** |
| C.B.S.C.E | Hem Sheela Model School, Durgapur | C.B.S.C.E | 2006-2008 | **78.20%** |
| I.C.S.E. | Carmel School, Durgapur (WB), India | C.I.S.C.E., New Delhi | 2005-2006 | **85.67 %** |

Work Experience

I am having a total experience of 8 years in Siebel. Worked mainly as a Siebel Configurator. I have extensive knowledge in Siebel configuration, workflows, scripting and Task Based UI and BIP Reports. Also worked in Java Business Service to implement functionalities written in Java into Siebel.

PROJECTS

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| Projects | |
| Title | Rabobank Netherlands |
| Company | Accenture |
| Duration | May 2019 – Till Date |
| Roles | Senior Analyst, worked as Senior Siebel developer and Team Lead.  I worked in a Client facing role. |
| Onsite Duration | I worked from Utrecht (Netherlands) for 3 months. |
|  | 1. Single-handedly delivered all the Task UIs in the project. Mainly worked on the CAM module (Contact and Account Management, Billing Profile, Payment Profile, Address). 2. Worked on various other modules namely SFA, Order Management. 3. Even worked in complex Email Logics, SMS logics, Logics which required Java and Siebel interactions using Java Business Service (JBS). 4. Learnt BIP Reports and delivered around 100 reports single-handedly. Worked on some complex report requirements. Developed parameterized reports, invoked reports from XMLP server within Siebel, reports invoked from a button. 5. Developed EAI interface, and used HTTP Transport, Integration Objects, Data Map to communicate with external system. 6. Configured and customized the Applets, Views, Screens, Business Components and Business Objects through Joins, Links, MVGs and MVLs, Toggle Applets, Picklists. Developed Business Services, Workflows and worked on complex business requirements using e-script, run time events, DVMs. 7. Worked extensively on eScript coding, implementing customized logic in applications, applets, and business components with Browser Script or Server Script 8. Debugging issues with the help of Siebel log events, Server logs, Spool files and Workflow Instance monitoring. |
| Project Description | The client belongs to Banking and Finance domain using Siebel Application to store customer information. Project contains various modules including Account, Contact, OM/PM, EAI, Opportunity, Service Request.  Language/Tools: Siebel IP 19.7, DB2 |
| Projects | |
| Title | Zain Kuwait |
| Company | Ericsson |
| Duration | June 2015 – August 2016, April 2017-May 2019 |
| Roles | Solution Integrator, worked as Siebel configurator and BIP Report Lead. I worked in a Client facing role. |
| Onsite Duration | I worked from Kuwait for about 10 months. |
|  | 1. Single-handedly delivered all the Task UIs in the project. Mainly worked on the CAM module (Contact and Account Management, Billing Profile, Payment Profile, Address). 2. Worked on various other modules namely SFA, Order Management. 3. Even worked in complex Email Logics, SMS logics, Logics which required Java and Siebel interactions using Java Business Service (JBS). 4. Learnt BIP Reports and delivered around 100 reports single-handedly. Worked on some complex report requirements. Developed parameterized reports, invoked reports from XMLP server within Siebel, reports invoked from a button. 5. Developed EAI interface, and used HTTP Transport, Integration Objects, Data Map to communicate with external system. 6. Configured and customized the Applets, Views, Screens, Business Components and Business Objects through Joins, Links, MVGs and MVLs, Toggle Applets, Picklists. Developed Business Services, Workflows and worked on complex business requirements using e-script, run time events, DVMs. 7. Worked extensively on eScript coding, implementing customized logic in applications, applets, and business components with Browser Script or Server Script 8. Debugging issues with the help of Siebel log events, Server logs, Spool files and Workflow Instance monitoring. |
| Project Description | This is a green field implementation, client being a telecom service provider, using Siebel Application to store customer information. Project contains various modules including Account, OM/PM, EAI, EIM, Opportunity. Siebel will capture Customer information (Individual/Corporate) from a task and associate Address, Billing Profile and Payment profile with that customer. Prospect customers are also created via task. Customer can avail connections via task or modify services as well. This project also handles various notifications such as Email and SMS along with MNP, Payments and many more modules. This project went Live on April 2018 in a Big Bang Manner. Legacy systems include TIBCO, EOM, ECM, BSCS, IX Collection.  Language/Tools: Siebel IP 15, Siebel IP 15.12, Siebel IP 15.15 |
| Projects | |
| Title | Entel Chile |
| Company | Ericsson |
| Duration | August 2016 – April 2017 |
| Roles | Software Developer, worked as Siebel configurator. |
|  | 1. Worked on several challenging and new items 2. Consistently versatile collection of work delivered. 3. Worked on module namely Service Request, even worked in BIP Reports. |
| Project Description | Client being a telecom service provider, using Siebel Application to store customer information. Project contains various modules including Account, EAI, Service Request.  Language/Tools: Siebel IP 15, Siebel IP 15.8 |
| Projects | |
| Title | Dialog Axiata PLC |
| Company | Wipro Infotech Ltd. |
| Duration | Aug 2013 – May 2015 |
| Roles | Software Developer, worked as Siebel configurator. |
|  | 1. Worked on several challenging and risky items, such as creating a lead, qualifying a lead, various date related logics. 2. Worked on various modules namely Contact, Account, Lead, Complaint Management, even worked in Task UI and various Email Logics. |
| Project Description | This is a green field implementation, client being a telecom service provider, using Siebel Application to store customer information. Project contains various modules including Contact, Account, OM/PM, EAI, EIM. Lead, Opportunity, Quote, Complaint Management and lastly Campaign Management. Siebel creates Prospect in this application, associates an account to it and creates a lead as well. This application has retail and enterprise customers. Quote and Order gets created from here and huge integration from legacy system. Various email logic has also been implemented.  Language/Tools: Siebel 8.1.1.8, Siebel 8.1.1.11 |
| Projects | |
| Title | Grameen Phone |
| Company | Wipro Infotech Ltd. |
| Duration | Nov 2012 – July 2013 |
| Roles | Software Developer, Siebel integration using the EAI module of Siebel. |
|  | 1. Implemented various batch jobs. 2. Implementation various integration with ESB/OSB 3. Extensive unit testing by creating and executing test cases in SOAP UI. |
| Project Description | This is a telecommunication project, client being a telecom service provider.  Language/Tools: Siebel 8.1.1.0 |

Certifications

Siebel 8 Consultant Certified.

Microsoft Certified: Azure Fundamentals

HOBBIES

Reading, listening to music, crafts (Origami and Drawing)

PERSONAL PROFILE

Initiative, willingness to learn, team facilitator, good verbal and written communication skills, hard worker.

PERSONAL DETAILS

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| Gender | FEMALE |
| Father’s Name | SATYA RANJAN DAS |
| Nationality | INDIAN |
| Languages known | ENGLISH, HINDI, BENGALI, SPANISH |