

GARIMA AGARWAL

+91-8739937663

agarwal.garima33@gmail.com

PROFILE SUMMARY:

Over 7 years of experience as a Siebel CRM/UCM Developer, specializing in Telecom and Finance domains with hands-on expertise in Siebel Integration (EAI), Configuration, Workflow, and Scripting across Siebel IP15 to IP20 versions.

Currently serving as a Siebel UCM Developer for 4 years in the Banking domain for an Australian client at Infosys, Pune, with 5 months of onsite experience in Sydney, AU.

Previous roles include a year as a Siebel CRM Developer for a USA-based banking client at Tata Consultancy Services, Pune, and over 2 years as a Siebel CRM Developer for an Indian telecom client at Tech Mahindra, Pune.

Siebel EAI: Proficient in Outbound and Inbound web services, with expertise in Integration Objects, Filter BS, Proxy BS, Data maps, EAI Value Maps, and EAI Vanilla Services.

Configuration: Skilled in configuring and customizing SRF objects such as Screens, Views, List and Form Applets, BC, BO, pick lists, Joins, Links, User Properties, Workflow Process, Symbolic String, IO, IC, and Siebel Vanilla Services and functionalities. Non-SRF objects: Experienced in List of Values, DVM, Run Time Events, PDQs, Client BS, Data Maps, Web services, State Models etc.

Tools: Proficient in SQL Developer for database querying and SOAP UI Application for testing Inbound and Outbound Services. Utilized a variety of project management tools like BitBucket, WinScp, Jira, Service Now, Toad, Control-M, Putty, and Confluence.

Debugging: Skilled in using BS simulators, log Generation, Workflow simulator, and Workflow Instance Monitor to debug issue.

Siebel Workspaces: Experienced in testing Web services and Configuration via Dev Workspaces, proficient in resolving Rebase Issues related to Parallel Development concept.

Additional Experience: Worked on REST Outbound Web Services and supported Siebel upgrades.

EMPLOYMENT DETAILS:

- Currently working at **Infosys Limited** as **Siebel UCM Developer (Consultant)**
Jan 2020 to Present (4 years)
 - **Previous Employment(s)/Designation(s)**
- **Tata Consultancy Services** as **Siebel CRM Developer (Systems Engineer)**
Jan 2019 to Jan 2020 (1 Year)
- **Tech Mahindra Limited** as **Siebel CRM Developer (Software Engineer)**
Aug 2016 to Dec 2018 (2 Years 3 months)

ACADEMIC DETAILS:

| Degree [Stream] | University/Board | Percentage |
|------------------|--------------------------------|------------|
| B. Tech [CSE] | Rajasthan Technical University | 76.72% |
| 12th [PCM] | CBSE | 71.20% |
| 10 th | CBSE | 85.50% |

SKILLS USED:

Applications:

- Siebel Finance, Power Communication, Universal Customer Master, Oracle SQL Developer, SOAP UI, Putty, WinScp, Confluence, Toad, Bit Bucket, Jira

Languages:

- SQL, HTML, CSS, JavaScript, XML, JSON

PROJECT DETAILS:

| | |
|---|------------------------------|
| Project Title/Client: Bank Project, Australia | |
| Company: Infosys Limited, Pune | |
| Employment Type: Full-Time | Duration: Jan 2020 - Present |
| Role: Siebel UCM Team Lead/Developer | Team Size: 25-30 |
| Role Description: I currently serve as a Siebel UCM Developer, focusing on the Siebel Universal Customer Master Application for a banking project. Recently, I had the opportunity to work onsite in Sydney, AU, for 5 months, gaining valuable experience. I have now taken on the responsibility of leading a team of 7 individuals, where I assist them with real-time development requirements, ensuring efficient project execution. | |

Project Details: The Siebel Universal Customer Master Application is employed by a prominent Australian bank to manage both individual and organizational data. Due to confidentiality reasons, further project details are not disclosed.

Project Title/Client: Bank Project, USA

Company: Tata Consultancy Services, Pune

Employment Type: Full-Time

Duration: Jan 2019 - Present

Role: Siebel Developer

Team Size: 6

Role Description: I have experience working as a Siebel CRM Developer, specializing in real-time integration requirements.

Project Details: The Siebel Financial Application is utilized by a prominent US bank to oversee its banking operations, both internally and through its portal. This comprehensive application facilitates everything from the initial creation of accounts to the ongoing management of financial accounts, ensuring seamless operations throughout the banking business.

Project Title/Client: Telecom Project, India

Company: Tech Mahindra Limited, Pune

Employment Type: Full-Time

Duration: Aug 2016 - Dec 2018

Role: Siebel Developer

Team Size: 25-30

Role Description: In my role as a Siebel CRM Developer, I focused on implementing web services and configuring the CRM application to meet clients' specific requirements.

Project Details: The Digital CRM Transformation Project aims to upgrade the current Customer Relationship Management system to Oracle Siebel Customer Relationship Management. This initiative encompasses the entire customer journey, from the initial order placement to delivery and ongoing order maintenance, streamlining operations for enhanced efficiency.

DECLARATION:

I hereby declare that the above details are true to the best of my knowledge and that I will do my best for the good of the organization.

Signature: Garima Agarwal

Date : 8th February 2023