**Vaishali Jain**

**Mobile:** +91-9582817103**| Mail Id:**jainvaishali031190@gmail.com

**AN OVERVIEW**



• An accomplished Siebel Developer, willing to design and implement solutions that improve Business functionality

• Currently associated with Birlasoft India Limited, Noida as Software Engineer. Over all

**2.2years** of IT experience.

• Possess sound expertise in working on technologies like **Oracle Siebel Configuration, (VBC and Web Services),Scripting, Workflows, Salesforce, PL/SQL, Weblogic**.

* Worked primarily in the domain of Field Service.

• A team player with strong communication, analytical, logical and problem-solving skills.

**SKILL SET**



**Functional Profile Summary:**

* Managing requirement gathering, system analysis and finalization of technical / functional specifications.
* Designing, developing, testing, troubleshooting and debugging of the applications.
* Providing post-implementation, application maintenance and enhancement support to the client with regard to the product / software application.
* Cooperating & communicating with other team members for efficient management work.
* Good client interfacing skills.

**Technical Profile Summary:**

* Possess 2.2 years of technical knowledge of various Siebel Applications like Siebel Call Center, Siebel Field Service, Siebel Marketing, SalesForce, Weblogic
* Extensive experience in configuring, customizing and maintaining various Siebel Applications
* Knowledge in Siebel configuration, Business Service, eScript, Siebel web service integration.
* Knowledge in Siebel Workflow, Siebel Tools, VBC, Web Services, Integration Objects, Business Services.
* Hands on experience in debugging scripts and simulating Business Services.
* Possess knowledge of CRM processes like Sales, Marketing, Customer Service and Customer Support,Business processes and recommended solutions to improve their processes using salesforce.com.
* Experience in SFDC development using Apex classes and Triggers, Visual Force, Force.com IDE, SOQL, SOSL.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and actions.
* Developed SFDC Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity
* Having good working knowledge in querying databases such as MySQL, SOQL & SOSL queries using Force.com Explorer.
* Force.com: Salesforce CRM, Apex Custom Controllers, Apex triggers, Apex classes, Apex web services, Visual force Pages, Force.com IDE, Apex Data Loader, SOQL, SOSL, Workflows and Approvals, Case management Automation, Sandbox testing.
* Certified with 201

**Technical Platforms :**

Expertise Area : Siebel Configuration, Scripting, Workflows (Siebel CRM), Weblogic.

Operating Systems : Microsoft Windows (XP/Vista/7), Windows 2000/2003

Computer Language Known : PL/SQL, C, Unix, Apex

Tools : Filezilla, Putty, Oracle SQL Developer, Force.com Explorer, Force.com

Data Loader, Force.com Excel Connector, Force.com Platform

**CAREER RECITAL**



***Major Projects Handled***

***Project : XTR-C (Xerox Transformation Roadmap of Canada), Siebel***

***Implementation***

***Client : Xerox Corporation –US & Canada***

***Period : April’15- Present Date***

***Software : Siebel Power Communications***

**Project Details**

**Xerox Corporation** [/](http://en.wikipedia.org/wiki/Help:IPA_for_English) is an American multinational document management corporation that produces and sells a range of color and black-and-white printers, multifunction systems, photocopiers, digital production printing presses, and related consulting services and supplies

**Key Responsibilities:**

* Responsible for delivering complex business functionalities for Automating programmed Validating activity for validating legal name using complex permutation and combinations
* Worked in campaign management including creating new campaign, associating offer, assignment details etc. Then loading and launching the campaign and ensure emails are sent to the designated users.
* Worked in BIP reports to generate prescriptions for the patients through automated process.
* Driving Oracle SRs to provide solution to client or fixing Siebel bugs with working in line with Oracle POCs.
* Worked as Siebel Admin while was responsible for full compilation, incremental compilation, bounding server components etc.

**Deliverables**

* Configuring and creating BCs, Viz. Applets, Views and Screens
* Configured Joins, Links, MVL, MVG Applet, Pick List, and other Controls as per the business requirement.
* Implementing Business Component User Properties.
* Customized Business Services.
* Using Application Deployment Manager for deployment of LOV’s, State Models, Views, and Responsibilities etc.
* Done unit testing of various development use case scenarios.

***Project :* Xerox Real Time production Supporting**

***Client : Xerox Corporation –US & Canada***

***Period : Nov’13 – Apr’15***

***Software : Siebel Power Communications***

**Project Details**

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**Deliverables**

* Essential Key Entities managed: Agreements,Service Requests, Address, Contact, Account.
* Implemented multiple cosmetic changes in the Application as per the business requirement.
* Worked on complex application issues, involved changes related to configuration and integration.
* Created many Workflows both Configuration related and EAI related.
* Worked on many inbound integration requirements.
* Responsible for updating the High level documents.
* Defect fixing through quarterly release programs.

***Project : ABC Power Management Company (Birlasoft Internal Case Study)***

***Client : ABC Power Management Project***

***Period : April’13 – May’13***

***Software : Siebel Call Center***

**Project Details**

* ABC is a leading diversified power management company that offers a comprehensive array of electrical products and services

**Deliverables**

* Configuring and creating BCs, Viz. Applets, Views and Screens
* Implementing Business Component User Properties
* Customized Business Services.
* Configuring Joins and Links.
* Configuring Pick Lists, Pick Applets and MVGs.

**PROFESSIONAL ENHANCEMENT**



* Hewlett Packard Soft Skills Training.
* Have gone under several trainings in Birlasoft Internal Training Programs which includes PL/SQL, Siebel CRM, WebLogic.

**ACADEMICS**



**2012 - Bachelor of Engineering (ECE) from RITS, BHOPAL with 82%**

**2008 - Senior Secondary from SDMHS Shridham with 86%**

**2006 - High School from SDMHS Shridham with 90%**

**PERSONAL PROFILE**



Permanent Address : Rahul Krishi Kendra Narsinghpur road, Shridham (M.P.)

Date of Birth : Nov 30, 1990

Languages Known : English and Hindi

I hereby declare that the above details are true to the best of my knowledge & belief.

**Date**:

**Place**: Delhi NCR **Vaishali Jain**