**Ranga Nayakulu Sanga**

**Siebel Consultant**

**Professional Summary**

* Oracle **Siebel 8.0 certified** Consultant.
* 9 .7 years of wide experience in analyzing, designing, developing **EAI Integration** and implementation of several Siebel Applications using Siebel Tools by following Siebel best practices.
* Extensive experience in translating client’s business requirements into system requirements and finally driving the design and implementation of the software application.
* Hands on Experience in Siebel Applications like **Siebel Financial Services, eCommunications**, Siebel Call Center, Siebel Hospitality and Sales Applications starting from Development through Implementation.
* Involved in full **life cycle implementations right from System Proposal stage** to implementation stage including phases like scope definition, Business requirements, and System requirements, Impact Analysis, evaluating the **Project estimates** for Development and Implementation.
* Experience in **Enterprise Application Integration** with external applications for **Inbound and Outbound Web Services** with sharp focus on configuring **Integration Objects, writing Business Service, generating WSDL, and publishing web services**.
* Highly proficient in integration of Siebel Application with other legacy applications using Siebel Integration Tools; **EAI, eScript, EBC’s, Integration Objects, Web Services, Symbolic URL’s** and **HTTP transport**.
* Extensive experience in using the technologies associated with transfer and replication of data like **Virtual Business Components** (**VBC**), **EBC**, **Workflow Process** and **EAI**.
* Extensively involved in creation of Integration Objects, **Data mapping, XSLT transformation** and Data transport.
* Excellent Siebel development skills in implementing Siebel Declarative Configuration Alternatives, Siebel Scripting both eScript and VB Script (Server & Browser), **Workflow Processes, Workflow Policies, Runtime events and custom Business Services**.
* Experienced in Siebel pre and post Upgrade Activities
* Handled multiple roles – Siebel Solution Architect, Technical Lead, Developer, Siebel Admin,
* Experience in preparing the Solution Design, Functional Design, Technical Design, and Unit & Integration Test documents.
* Strong knowledge in Siebel Architecture and Data Model and proficient with Siebel Tools and Client in configuration and customization of Siebel Objects at multiple levels like but not limited to

Applets, Business Components, Screens, Views, Joins, Links, MVGs, Pick Lists, Associate & Shuttle Applets, Toggle Applets and Drilldowns.

* Worked in Onshore-Offshore model and performing onsite tech lead role for the production support maintenance team based in offshore.
* Good experience in performance tuning, basic Server administration and regular deployment tasks in various environments.
* Energetic, hardworking and highly self-motivated team player with strong problem solving skills and very good communication and leadership skills.

**Education / Awards:**

* Master’s in Business Administration.
* Honored with the exceptional performance award by the Client for my contributions towards the Project Horizon BCBS of NJ.
* Honored with the best outstanding performer award from IBM for my contributions.

**Skill Set:**

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| --- | --- |
| **Siebel CRM** | * **Siebel (8.1.1.11,8.1.1.7/8.1/7.8.2.5)** * Expertise in **Configuration**, **EAI Integration, Workflows, eScript**, **VB Script,** **Assignment Manager, VBC, EBC, Smart Scripts, Server Administration, Workflow Policy, F9 Mail Integration** * Expertise in **HTTP Transport Integration, Web Services, EAI JMS transport mechanism, Symbolic URL** |
| **Verticals** | eCommunications, Siebel Financial Services, Siebel Hospitality Management |
| **Horizontals** | Siebel Call Center, Siebel Sales |
| **Languages** | C, C++, Java, SQL, PL/SQL, Shell Scripts, |
| **Web Technologies** | HTML, XML, JavaScript |
| Operating Systems | Windows 2003/XP/2000/NT/95, AIX, Unix, Linux. |
| **RDBMS/Utilities** | Oracle 8i/9i/10g, SQL Server 6.5/7.0, DB2 8.0, SQL Loader, TOAD |
| **Tools** | IBM Clear case and Clear Quest, RPM, Mercury, Use Cases. |

**Professional Experience:**

**ARMO Consultants, USA Feb 2015 - Present**

**Client: eBay, San Jose, CA**

**Role: Sr. Siebel Consultant**

Unify SEC: Unify is a Siebel CRM 8.1.1.11 project which is primarily focused on creating an application for the customer support entity of eBay. The Application is used for raising Service Request for the eBay customers and activities to resolve them. Unify Site Engineering Center team is responsible for providing the continuous support and stability of the Siebel CRM application that is used by the Call Center executives.

**Responsibilities:**

* Performing the Onsite Siebel EAI lead and the Onsite Coordinator role for the China Offshore Team.
* Extensively worked on the web services.
* Worked on analyzing and finding the root cause of the defects and fixing the defects.
* Responsible for maintaining the uniform web traffic across all the Siebel servers.
* Disabling the problematic Siebel server from the Citrix load balancer that is serving the Web traffic and take the corrective action.
* Identifying the problematic Oracle Call Center Anywhere Application that is serving the web traffic and take the corrective action.
* Identifying the problematic CS Platform server that serves as the secure token layer between the interfaces, and take the corrective action.
* Coordinating with the Unify CM & RM Teams for the deployment of code in the Production Environment.
* Scheduling and mentoring every month Project status meeting with the Onshore & Offshore Unify SEC teams.
* Utilize in-depth knowledge of functional and Technical experience in Siebel CRM and other leading-edge products and technology in conjunction with industry and business skills to deliver solutions to Client

**Environment:** Siebel Call Center 8.1.1.11, Windows Server 2003, Oracle 11g

**IBM GBS, USA Dec 2014 – Jan 2015**

**Client: PNC Bank, Pittsburgh, PA**

**Role: Sr. Siebel Consultant**

Genesis Siebel Upgrade project – Siebel Financial Services 8.1.1.9 delta to 8.1.1.11 for enabling the Open UI with the custom repository as the Users prefer the other browsers such as Chrome, Firefox and different devices (Tablets)

**Responsibilities:**

* Setting up environment to be ready for upgrade and Perform Pre-upgrade tasks.
* Perform Upgrade and Post-Upgrade tasks, which include post-upgrade conflict resolution and post-upgrade fixes
* Perform conflict resolution i.e. manually upgrade the objects to comply with the newer version, which was not upgraded automatically.
* Modification of migrated Applet’s Look-n-Feel to match with newer version
* Documenting the challenges and deliverables during the upgrade process.
* Responsible for **bug fixes** of Open UI
* Implementation of **PCRs** in Open UI
* Responsible for the configuration of the Siebel Financial Services application which involves implementing business logic using workflows, configuration, eScript and EAI
* Code reviews and Unit testing of the completed development modules.
* Responsible for writing the java script files to achieve the business logic in Open UI
* Worked with Oracle TAM to resolve the issues that popped up during the upgrade phase.

**Environment:** Siebel Financial Services 8.1.1.11, IBM DB2, z/OS

**IBM GBS, USA Feb 2014 – Nov 2014**

**Client: Marriott International, Bethesda, MD**

**Role: Sr. Siebel Consultant**

The project “ICS Rewrite” is to phase out Websphere Inter Change Server (ICS). As a part of this project the GSEM (Group Sales Event Management) a Siebel Hospitality application will be integrated directly with Marriott internal and external partners’ applications. Marriott is planning to migrate/re-develop all interfaces that use the WBI family of products onto Siebel EAI.

**Responsibilities:**

* Responsible for leading project team in delivering solution to our customer in the Hospitality management sector.
* Interact with Business Analysts, Project managers and Business Users to develop technical solutions.
* Redeveloping the existing interfaces like Mercury Credit Check, Group Rooms Sold, Single Image Hotel, Property Management Systems, Revenue capture Statistical Ledger, Etc...and their scope which were implemented in the ICS middleware.
* Scheduling the regular meetings with the Client and gathered the information and the requirements about the current interfaces which were present in ICS in order to migrate the interfaces from ICS to Siebel.
* Providing the regular updates to the client in regard of the impacts, risks, challenges, Project deliverables.
* Define and design the new service offering in a functional specification documents.
* Create a requirements definition that describes what the new Web services must perform.
* Provided the successful POC for the Delphi Interface which was integrated via Data Power by using the HTTP transport mechanism.
* Performing the Onsite Siebel EAI lead and the Onsite Coordinator for the India Offshore Team.
* Coordinating with the Offshore team by having the daily status calls and clarifying the queries and ensuring that all the deliverables are on time without any escalations.
* Coordinating with the client’s network team to resolve the network issues related to the Siebel servers and the remote machines.

**Environment:** Siebel Hospitality Management 8.1.1.11, Linux, IBM DB2 Database

**IBM GBS, USA Jan 2011 – Feb 2014**

**Horizon BCBS of NJ, Newark, NJ**

**Role: Sr. Siebel Consultant**

Siebel UCSW (Universal Customer Service Workstation) Application is used by the Horizon CSR’s to serve different parties calling Horizon. Different Parties like Providers, Subscribers, and Groups call Horizon for various enquiries. Siebel UCSW application is integrated with the CTI system called AVAYA. Some of the Horizon CSR’s serve only Institutional Providers, some serves only Professional Providers, Subscribers and so on. UCSW Application is integrated with Windows NT User ids and passwords. CSR use the same user ids and passwords for logging into UCSW application and Windows NT.

**Responsibilities:**

* Interact with Business Analysts, Project managers and Business Users to develop technical solutions based upon the Business requirements.
* Work and interact with different teams like QA, DBA’s, Application support, Siebel Admins and reporting teams as a part of daily implementations.
* Responsible for gathering requirements, writing functional and technical requirement documents.
* **Onsite Coordinator and Lead developer** of the custom built Siebel application.
* Implemented the **Integration b/w Siebel application and the Microsoft SharePoint Server** for the Outbound web services via high data security intermediary interface called **DataPower** by following the **WSSE authentication** mechanism.
* Implemented the **Replix Fax Server Integration** with the UCSW application for the Outbound Faxes.
* Implemented the **Inbound Web Services** for the creation of the Service Requests along with Activity in a generic way to reuse the objects from different applications like Member Portal, Group Portal, Broker Portal, CPL…etc…for different purposes like Claims Inquiry, PCP, ID Card Request, Benefits Inquiry, SBC’s, etc…
* Implemented the **Integration with the Document Management System** through the **Symbolic URL** for the retrieval of the documents and display them in a separate pop up window.
* Configured **VBCs** using custom **Business Services, Integration Objects, Data Maps, XSLT** to display real time data from external applications in Siebel
* Configured the **EBC based upon the IBM DB2 table** schema to display the real time data.
* Worked on Administration Communication to set up the Profile Configuration for Email.
* Developed the Task Based UI in order to facilitate the User with easy understanding of the execution of the transactions.
* Customized the SWT/ .CSS files as per the business requirements.
* Requirement gathering for enhancements and preparing high level design for offshore development team
* Provided QA, UAT and Production support and part of the Production Check out team and performed the production check out after the releases of the enhancements.

**Environment:** Siebel Financial Services 8.1.1.7, Siebel Sales 8.1.1.7, MS SQL Server 2008, Windows

**IBM GBS, Bangalore, India Mar 2010 – Dec 2010**

**Client: Vodafone (Greece)**

**Role: Siebel Consultant**

In the context of the Fixed Acceleration Program (FAP), Vodafone will provide to corporate subscribers fixed voice and data services over IP Multimedia Systems (IMS) networks. This partnership includes the integration of Vodafone IT with HOL IT via a new IT integration based on the Enterprise Service Bus or ESB and also involves the upgrade of a large number of existing IT systems in order to implement the Provisioning, Billing, Charging, Data Warehousing and Reporting requirements, as well as the CRM requirements.

**Responsibilities:**

* Created Integration Objects to transfer information from Siebel to BEA environment with the help of Siebel Workflows, Siebel Business Services and Data maps.
* Integrated Siebel with external application using **Web Services and EAI HTTP Transports**.
* Involved in **performance tuning** of the application.
* Involved in Code Review, and ensured all the best practices and standards are followed.
* Worked on analyzing and finding the root cause of the defects and fixing the defects that are raised during the development and SIT phases.
* Created Business components and Business Objects. Used eScript for business component field validations. Worked with administrator in adding new columns to existing tables or adding new tables to meet the requirements.
* Customized the Sales Order, Service Order, Opportunity entities and was the primary contact for these entities and deliverables.
* Involved in requirement analysis, Prototyping, design, development and deployments of Change request during application Enhancements.
* Extended Siebel data model though custom tables and columns & created user keys and indexes.
* Developed the custom B.S, external Integration Objects, and Workflows to parse the XML and update the Siebel record accordingly.
* Configured the Inbound and Outbound Web services to integrate with the legacy applications.
* Worked with the Oracle Siebel Support team for the service tickets created.
* Worked on identifying and resolving the production support issues.
* Experience in working in onsite/offshore model.

**Environment:** Siebel eCommunications 7.8.2.5, Siebel Sales 7.8.2.5, Oracle 9i, Windows

**Cognizant Technology Solutions, India Apr 2009 – Feb 2010**

**Client: Schneider Logistics (USA)**

**Role: Siebel Consultant**

The scope of the project includes the Implementation of the Call Center Application, to implement the various entities like Account, Location, Order and Contact Integrating with EBS and OTM in Siebel 8.X using web services.

**Responsibilities:**

* Worked on Order Management and Fleet management.
* Involved in customization of the Database layer, BO layer, UI layer as per the UI requirements.
* Worked on creation of Workflow Policy Groups, Workflow Policies, Workflows, Workflow Policy Columns.
* Worked on DVM for validations as an alternative for scripting.
* Configured Toggles at applet level and created dynamic and static drilldowns.
* Configured Links, Joins, MVG, Symbolic Strings and Hierarchical pick list.
* Created and managed State Model and LOVs.
* Worked on configuration best alternatives for BC and Applet level server scripting using workflows, Runtime Events and user properties as suggested alternatives
* Coding with eScript programs for customization and validations

**Environment:** Siebel Call Center 8.x, Oracle 10 g, Windows

**Cognizant Technology Solutions, India Jun 2008 – Mar 2009**

**Client: Assurant Health Care (USA)**

**Role: Siebel Consultant**

Online Agent Strategy (OAS) is a development project for Siebel Financial Services application involving entities like insurance Policies, Alerts, Members and Agents to make up an Agent Portal. The Agents can track/use the policy details and have different types of Alerts to trace Renewal, Late Payment and Termination of the policies. This Siebel application is integrated with Enterprise Data Ware house applications from where certain Policy data is fetched using Siebel VBCs and EAI Siebel adaptors MQ Series.

**Responsibilities:**

* Customized the Siebel Financial eChannel Application to show the different landing home page views to the different Position Types.
* Worked on extending tables and creating Indexes followed by APPLY and ACTIVATE.
* Establishing joins between tables and creating links between business components.
* Establishing Multi Value Links and Multi value Fields.
* Worked with User properties at different Objects level.
* Involved in the code reviews and Unit testing of the completed development modules.
* Configured State Models, Created system preferences.
* Created Join Constraints to implement the business logic.
* Coding with eScript programs for customization and validations.

**Environment:** Siebel Financial Services 8.0.0.4, Oracle 10 g

**Cognizant Technology Solutions, India Mar 2007 – May 2008**

**Client: Phones 4 U (UK)**

**Role: Siebel Consultant**

The Client is a dynamic and fast growing business operating in a fluid and highly competitive market. To support the growth plans of the business, the client is undertaking a large IT transformation program underpinned by the replacing of its existing legacy systems with the latest Oracle and Siebel applications.

**Responsibilities:**

* Incorporated the validations and the Business requirements for the Contact Module
* Customized and added new Siebel GUI layer (Screens, Views, Applets) objects as per requirement
* Configured the Drilldowns and Toggle Applets as per the Business Requirements
* Configured the Multi value Links, Links and Joins to develop the Application
* Configured the User Properties and Calculated Fields to implement the Business Validations
* Coding escript programs for customization and validations
* Involved in doing typical configuration requirements by eliminating the scripting approach
* Created the constraint Pick lists & Hierarchal Pick lists
* Responsible for fixing the defects, which are raised during the System/Unit Testing
* Involved in the Functional and Unit Testing
* Have good knowledge about Access Control, positions, responsibilities
* Enhancement of Functionality of Siebel Business Components using Joins, Links and MVG's

**Environment:** Siebel eCommunications 7.8.2.5, Oracle 9i, Windows