Usha B

Experience Summary

Siebel consultant with 4 years of work experience. Played the role of a Siebel configurator and was involved in development projects such as NGCRM, Schneider, Techdata, Nestle and Nestle Upgrade, Cbeyond. Proficient in Siebel Configuration, preparation of low level design documents, Scripting,unit testing.

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| Education and Certifications | | | |
| **Title of the Degree with Branch** | | **College/University** | **Year of Passing** |
| B.E in Computer Science & Engg. | | Proudadevaraya Institute of Tech, V.T.U | 2010 |
| Technical Skills | | | |
| **Siebel Modules**  **Hardware / Platforms** | Siebel Call Center/Consumer Goods  Windows 98/XP/2000, Windows 7. | | |
| **Technology** | Siebel 6.0, 7.8, 8.1.1.9 | | |
| **Programming Languages** | C/C++, Java | | |
| **Databases** | Oracle 10g, SQL Server 2000 | | |
| **Scripting Languages** | JavaScript, HTML. | | |

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| Certifications |

Brainbench Assesment in SQL(ANSI) Fundamentals

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| Contact Details |

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| Relevant Project Experience |

**Project #1**

**Organization: Cognizant Technology Solutions**

Title NGCRM

Client T-Systems

Operating System Unix

Tools Siebel 8.1

Team Size 15

Role Siebel Admin

Period March 2011 – June-2011

**Project Objective**

Deutsche Telecom AG is one of the largest telecom service providers in Germany.

NGCRM Kernel Project designed to provide solution to Deutsche Telecom’s subsidiaries. It includes common business solution for various countries such as Hungary, Macedonia, Slovakia and Czech Republic.

##### Role and Responsibilities

* User Creation and User Deactivation
* To perform srf refreshment to reflect in application.
* Troubleshooting of Siebel application problems, Siebel crash and user problems.
* To perform technical proposal analysis, design and work with development team on tracking and solving issues & implementing solutions

**Project #2**

**Organization: Cognizant Technology Solutions**

Title SNI –R8 Siebel Build

Client Schneider

Operating System Windows XP

Tools Siebel 8.1

Team Size 20

Role Developer

Period July 2011 – Jan 2012

**Project Objective**

##### The Scope of project includes supporting various issues raised by the users related to the Order Management Module including integration with Oracle transportation manager (OTM) and Enterprise Business Suite (EBS) and a Decision Support System(DCS) which is used for getting the appropriate solutions for the Orders, also integrated with Oracle SOA Suite which acts as a middleware. Support is provided to the issues related to various environments presented to the clientRole and Responsibilities

* Development like Configuration of Applet and BC Level Changes.
* Preparation of Low Level Design corresponding to Business Requirement
* Unit Testing and System Testing.
* Formulating POCs and simulating them in order to come up with feasible resolution
* To ensure that the customers are satisfied with the workaround employed to resolve the issue.

**Project #3**

**Organization: Cognizant Technology Solutions**

Title Techdata

Client Techdata

Operating System Windows XP

Tools Siebel 6.0

Team Size 1

Role Production support

Period Feb 2012 – June2012

**Project Objective**

The Scope of project includes developing the new environment for Last Mile where Integration is used to integrate Data from SAP to Siebel.

##### Role and Responsibilities

* Creation of MQSeries Receiver Tasks for Customer Integration.
* Involved in Design documentation of Last Mile Implementation.
* Testing the functionalities.
* Data Refresh Activities like View Personalization, LOV changes resolution.
* To ensure that the user/customer is satisfied with the workaround employed to resolve the issue.

**Project #4**

**Organization: Cognizant Technology Solutions**

Title Nestle

Client Nestle

Operating System Windows XP

Tools Siebel 7.8

Team Size 15

Role Developer

Period July2012 – Dec 2012

**Project Objective**

##### Nestle has 2 application ISW and SLS, Integrated Sales Workbench is a tool that was designed to facilitate the overall business planning process for the field sales teams. It assists the Account Managers in developing and monitoring their comprehensive business plans. Nestlé established a partnership with Siebel to provide the operating system for ISWRole and Responsibilities

##### Role and Responsibilities

* Configuration of Applet, BC and Table level Changes in ISW application.
* Unit Testing and System Testing
* Preparation of low level design document and Test Scripts as per FSD
* Execution of test scripts as per design specification
* Involved in POC’S and implementing the same to achieve feasible solution

**Project #5**

**Organization: Cognizant Technology Solutions**

Title Nestle Siebel Upgrade

Client Nestle

Operating System Windows XP

Tools Siebel 7.8 and Siebel 8.1.1.9

Team Size 10

Role Upgrade Developer

Period Dec2012 –April2013

**Project Objective**

Nestle ISW Application Upgradation from Siebel 7.8 to siebel.8.1.9. ISW application upgraded to 8.1.9 where reconfiguration was done if there are any discrepancies between upgraded and current application. Solving defects accordingly as raised by testing team.

##### Role and Responsibilities

* Configuration of Applet, BC and Table level changes in upgraded ISW application.
* Comparison of existing and upgraded application entity wise and solving if there are any mismatches.
* Reconfiguration in upgraded 8.1.1.9 tools to match the existing Siebel 7.8 application
* Execution of Test Scripts as per the current application and also Unit & System testing
* Involved in POC’S and implementing the same to achieve feasible solution

**Project #6**

**Organization: Cognizant Technology Solutions**

Title Cbeyond

Client Cbeyond

Operating System Windows XP

Tools Siebel 8.1

Team Size 4

Role Production Support

Period May 2013 - Tilldate

**Project Objective**

Cbeyond has 2 applications Sales and Ecomm Application. Mainly Sales application is in which the process of lead becoming a pending Customer takes place. The main entities are Leads, Opportunities, Quotes and Activities

##### Role and Responsibilities

* Solving tickets related to main entities of Sales application like Opportunities, Leads, Quotes and Activities.
* Preparation of Application Handbooks regarding the Sales and Ecomm application.
* Presented the Sales Application Handbook prepared to Clients.
* Resolving the issues in time by co-ordinating with various third party applications like Q2 application, Salesforce and Referral Portal.
* Involved in daily calls and co-ordinated with Onsite Team.

**Project #7**

**Organization: Cognizant Technology Solutions**

Title Schneider

Client Schneider

Operating System Windows XP

Tools Siebel 8.1

Team Size 3

Role Development

Period June 2014 – Sep 2014

**Project Objective**

##### The Scope of project includes supporting various issues raised by the users related to the Order Management Module including integration with Oracle transportation manager (OTM) and Enterprise Business Suite (EBS) and a Decision Support System(DCS) which is used for getting the appropriate solutions for the Orders, also integrated with Oracle SOA Suite which acts as a middleware. Support is provided to the issues related to various environments presented to the clientRole and Responsibilities

##### Role and Responsibilities

* Updating the MD70 document according to Business Specification.
* Development like configuration of Siebel Objects like Applet, BC.
* Configured the changes related to the Accessorial Profile as per the MD70.
* Involved in Unit and System Testing.
* Resolving the issues in time by co-ordinating with various third party applications like Q2 application, Salesforce and Referral Portal.
* Involved in daily calls and co-ordinated with Onsite Team.

**Project #8**

**Organization: Cognizant Technology Solutions**

Title Nestle Siebel Upgrade

Client Nestle

Operating System Windows XP

Tools Siebel 8.1.1.9

Team Size 4

Role Developer

Period Sep 2014 - tilldate

**Project Objective**

##### Nestle has 2 application ISW and SLS, Integrated Sales Workbench is a tool that was designed to facilitate the overall business planning process for the field sales teams. It assists the Account Managers in developing and monitoring their comprehensive business plans. Nestlé established a partnership with Siebel to provide the operating system for ISWRole and Responsibilities

##### Role and Responsibilities

* Configuration of Applet, BC and Table level changes in upgraded ISW application.
* Preparation of Low level design document as per FSD.
* Worked on Mass change complex functionality where customized script was incorporated to the vanilla functionality
* Execution of Test Scripts as per the current application and also Unit & System testing
* Involved in POC’S and implementing the same to achieve feasible solution