## doeObjective

To pursue a challenging career in the field of software Development that explores my talents to the full extent and also utilizes my creativity and ability with the scope for recognition and advancement.

## Experience Summary

* 7.3 years of progressive IT experience Technology in development track with 2.5 years experience in the Salesforce.com CRM Platform as developer and 5 years experience in Siebel CRM as developer.
* Experience in Salesforce.com platform; Hands on Estimation, Design and Development of Service Console application.
* Configuration, Coding, Integration and support experience on Salesforce.com CRM.
* Experience in development and support of Siebel application; Hands on Application Analysis, Estimation, Design, Configuration and Integration of Siebel eMedia Applications as well as Siebel eCommunication Applications.
* Excellent communication and leadership skills. Pragmatic approach to problem solving and exceptional people skills.
* Provided customer with best practice solutions as related to Salesforce.com and CRM.

## Skills

Salesforce.com : Apex Triggers, Apex Classes, Visualforce, Validation Rules, Workflows, Data Loader; Siebel : Siebel eCommunications, eMedia, Siebel 7.8, Tools, EAI, Siebel VBC, Integration Objects and Components, Workflows.

Programming: Apex, SQL, Siebel eScript; Database: Oracle, MS-SQL Server; Tools : Eclipse, Force.com IDE, TOAD, PL/SQL Developer; Functional Modules : Cases/Service Requests, Orders, Quotes, Opportunities, Activities, Accounts, Contacts.

## Education

* 5 year Integrated M.Sc Software Engineering with an aggregate of 68%, Cochin University of Science and Technology, Kochi – 2007
* Higher secondary from University of Calicut with an aggregate of 70%.
* SSLC from Board of Kerala with 89%.

## Personal Details

Date of Birth: - 28/04/1985

Sex: - Female

Marital Status: - Married

## Professional details

### Thomson Reuters, bangalore, india

1. ***Markets Information Services - Service Cloud Mar ’13 – Till date***

***Designation: - Sr. Software Engineer***

***Team Size: - 10***

***Environment: - Windows 7***

***Technology/Tools: - Apex, VisualForce, HTML, Oracle, Eclipse, Force.com IDE***

**Description:**

Thomson Reuters MIS is responsible for the IT solutions provided to Thomson Reuters Markets which is responsible for the marketing of world renowned and leading products of Thomson Reuters. ***Service Cloud*** is a migration project where the existing Service Request functionality in Siebel is being implemented on SFDC platform with additional features.

* Expertise in developing Validation Rules and Workflows.
* Proficient in developing Triggers and apex classes as part of customization.
* Experience in implementing VF pages.
* Experience in implementing integration between systems using webservices.
* Used Data loader for data management in force.com platform.
* Experienced in Administration setup like manage Users, Security Controls and Data Management.
* Extensive experience using Salesforce.com Administration, Creating Roles, Profiles, Page Layouts, Workflow Alerts, Actions and Approval Workflow.

***Role and Responsibility:***

* Interact with Business Users.
* Involved in designing and implementing solution for the application.
* A well-organized, goal-oriented, highly-motivated effective team member with excellent analytical, troubleshooting, and problem solving Skills.
* Excellent analytical, Interpersonal and Communication skills, fast learner, hardworking and good team player.

1. ***Markets Information Services – Contact Sync (SFDC) Oct ’12 – Mar ’13***

***Designation: - Software Engineer***

***Team Size: - 2***

***Environment: Windows XP***

***Technology/Tools: - Apex, VisualForce, HTML, Oracle, Eclipse, Force.com IDE***

***Description:***

This project was to build real time integration between Siebel CRM and SFDC. Contacts can be created in both the system independently. So the requirement was to keep both the systems in sync.

* Have written/modified apex classes and triggers.
* Have written WSDL class for the integration purpose.
* Have implemented workflows and email services.

***Role and Responsibility:***

* Interact with Business Users.
* Involved in implementing the designed solution.
* Responsible for delivery of the components.

1. ***Markets Information Services – TRUST Commissions Apr ’12 – Oct ’12***

***Designation: - Software Engineer***

***Team Size: - 10***

***Environment: Windows XP***

***Technology/Tools: - Apex, HTML, Oracle, Eclipse, Force.com IDE***

***Description:***

Worked on configuration changes related to the TRUST project

* Have created fields, Workflow Rules, Email Alerts, Validation Rules.
* Have written/modified apex classes and triggers.

***Role and Responsibility:***

* Interact with Business Users.
* Involved in implementing the designed solution.
* Responsible for delivery of the components.

1. ***Markets Information Services - Siebel Mar ’10 – Apr ’12***

***Designation: - Software Engineer***

***Environment: Windows XP Pro, Siebel Tols 7.8.2.7, Siebel eMedia 7.8.2.7, Oracle 10G, HP Quality Center, TOAD***

***Description:***

Thomson Reuters MIS is responsible for the IT solutions provided to Thomson Reuters Markets which is responsible for the marketing of world renowned and leading products of Thomson Reuters. Siebel is the master for Orders, Quotes, Accounts and Contacts. Siebel also takes care of Service Requests, Activities, and Opportunities etc. Siebel in Thomson Reuters is a single repository application used worldwide.

Siebel also interfaces with multiple external systems, thus requiring many Interfaces. This project uses Message queue and Oracle fusion for the EAI part. This project also utilizes Siebel Order Management to its fullest, extensive usage of Siebel out of the box features by using Data Maps, DVMs, Signals, Variable Maps, Policies, Workflows, and Vanilla Business Services etc. thus avoiding the need for custom scripts to the maximum extent. The implementation used to follow agile methodology, and now, runs on a unified release methodology.

***Role and Responsibility:***

* Responsible for interacting with the Business Analysts in coming up with realistic solutions and estimates to change requests and defect fixes
* Involved in troubleshooting high profile severity 1 production issues
* Exposed to Agile methodology and Scrum team formation
* Worked on performance related issues, such as Order Submission performance.

### tech mahindra ltd.

1. ***OneSiebel June ’07 – Mar ’10***

***Role: - Technical Associate***

***Environment: Windows XP Pro, Siebel eCommunications, Siebel Tools 7.5.3, DB2, HP Quality Center***

***Description:***

OneSiebel (OS) is one of the strategic platforms identified within BT and also referred as Value CRM. It is referred to as “Value CRM” because it deals with the high value customer base of BT i.e. BT Major Business, BT Wholesale, BT Global Services.

OneSiebel is a Customer Relationship Management (CRM) application. This project is used by BT Call Center Agents for supporting their telecom services used by the customers and OneSiebel implementation supports over 10,000 users. OneSiebel is one of a number of interdependent programs which uses AGILE Project Management methodology to deliver maximum business value in short cycles avoiding the risk of over budget, low quality and delayed deliveries. OneSiebel assures quality deliverables and 95% RFT even while operating multiple Releases in parallel. All these are done while delivering added functionality and removing bugs which are BAU.

***Role and Responsibility:***

As a Team Member of the Fulfilment Development Group (L2C) and T2R (Trouble To Resolve) team, responsible for the following: –

* Involved in configuration using Siebel tools to create/Modify objects-Business objects, Business Components, applets, views, screens, suit the typical customer requirement.
* Configured the application using the objects types in the Data Objects layer (Columns, Tables), Business Object Layer (Business Components and Business Objects) and User Interface objects layer (List Applets, Form Applets, Views and Screens).
* Established joins between tables and Customized links between business components.
* Configured Drilldowns in accordance with requirements.
* Implemented Workflow Processes as per the business requirements.
* Implemented Custom Business Service Methods.
* Written eScript code to meet the business requirements.
* Involved in creation/Modification of LOVs, Constrained LOVs based on the requirements.
* Involved in the preparation of detailed technical design document based on the functional design document per the Business Requirement.
* Business Object Layer Configuration – defined Links and Joins between Business Components and using Business Objects, and worked with User Properties and E-Script to Implement Business Logic.
* Involved in the customization/Modification of user interface Objects i.e. Screens, Views and Applets Configuration and Unit Testing in Dev Environments
* Created Run Time Events and DVM ,Workflow processes to support the Business Automation at UI level
* Created and updated Business Services based on the requirements Responsibilities also include Defect Analysis and Solution provision
* Involved in Regression testing to ensure that the system is up and running
* Worked on User Stories (US) and fulfil the requirements accordingly using SDLC phases following Agile methodology.
* Contribute in writing quality Low Level Designs for a Module / Sub-Module and maintain them.
* Participate actively in Design Discussions to understand and implement the Business Requirements.
* Resolving the faults occurred on testing, performance and production environments.
* Ensure Proper Documentation of Deliverables.
* Ensure proper Unit Testing of the delivered functionality; Maintain Unit Test Plans and Logs as per QMG and BT Standards.
* Done Proper Code Review and prepared Performance Check list
* Maintaining the quality documents according to Agile methodology
* Worked on Functional Point Analysis
* During development of user stories followed processes Performance Check List.