

Objective

Continuous self-improvement, Knowledge upgrade, Value addition, Integrating and applying it to be an all-round Professional serving for an esteemed organization. Achieve a position in an esteemed firm that consents me to use my logical and interpersonal skills and supports me in experiencing brilliant professional growth and advancement.

Experience Summary

Career Summary:

- Having 9+ years of IT experience of which having nearly 8 years of Siebel Administration Experience, 2 Years of OBIEE, 2 years of AWS, Hadoop, Jenkins, Dockers
- Extensive experience and hands on Siebel server Installation, configuration, upgrade
- Extensive experience on AWS/Hadoop/BIP/OBIEE, MQ etc. installation & integration
- Release management of managing, planning & scheduling Siebel build
- DB server installation & basic DBA activity
- Having expert level of troubleshooting as a part of Siebel SME team working on multiple projects at a time.
- on a onshore role for few months on a very critical assignment on siebel & obiee upgrade in California.
- Working on implementing DevOps CI, CD with Jenkins, GitHub.
- AWS ec2, AWS RDS, AWS S3, VPC, ELB, Security group, Pipeline, Cloudwatch.
- experience in installation & migrating Siebel application in AWS.
- experience on installation Oracle DB on AWS RDS.
- Excellent Team player, strong communication and interpersonal skills, which enabled to interact with end-users, Clients, managers and technical personnel effectively.

Organization	Designation	Duration
Accenture	Senior Software Engineer	24th July 2009 to till Aug 2014
Capgemini	Senior consultant	Aug 2014 to July 2017
Tech Mahindra	U4	July 2017 till present

Domain Expertise

- Telecom, Finance, Clinical

Experience & Technical Expertise on

- Siebel Server Administration & Architecture, Siebel Remote, ADM
- Siebel CRM Application Installation, upgrade (8.0, 8.1, IP14, IP15, IP16) eMedical, Marketing, Sales, Communications, Open UI,
- OBIEE Installation & upgrade 11g, 12c
- Oracle BI Publisher Installation (10g & 11g) & integration with Siebel
- Oracle DB installation 11g, 12c
- Siebel OEM
- OPA
- Amazon AWS ec2
- AWS RDS
- AWS S3
- AWS ELB
- AWS VPC, Security, Route
- AWS Pipeline, Cloudwatch
- Splunk installation
- Jenkins Automation for Siebel
- Git, SVN for version control
- Docker installation & image creation
- LDAP, AD SI, Siteminder config
- Tibco
- Unix scripting
- JMS receiver, MQ
- IBM MQ configuration
- CVS version control
- WebLogic Installation & Operations
- OS upgrade from Solaris 10 sparc to 11
- Mobile client setup for Handheld device
- Siebel Anywhere
- EIM
- Web services
- DevOps CI & CD

Tools/Operating System

- Siebel, Xmanager, Toad, LDAP, BIP, Actuate, Siebel Tools, Siebel Client, FileZilla, Putty, Mercury, Remedy, SVN, Windows, Unix, Solaris, BMC, Automic Release deployment automation, SQL Developer, IMAP, SMTP,

Tech Mahindra

Vodafone India

- 1.IP16, IP17 & IP18 upgrade from Dev till UAT
- 2.OBIEE and BIP installation across env
- MQ setup & integration & troubleshoot
- Production server setup on IP16
- Release management with Git,svn,jenkin
- External channel integration with MQ,Webservice,EBC,DB ODS,OBIEE,splunk etc.
- Installing Siebel in AWS ec2 cloud,RDS

Capgemini Service pvt ltd

Farmers Insurance USA

Role: Siebel Administrator/BIP

- Siebel server installation, Upgrade & patch installation on all the environments
- OBIEE & BIP installation & migration starting from dev to production
- Web logic, Node Manager, Managed server configuration, RPD migration, DB pointing3. Siebel Upgrade from 8.1.1.11 to Ip2014 in AIX
- Siebel upgrade from 8.1.1.11 to IP2015 in Linux ,IP14 to IP16
- BIP upgrade from 10g to 11.1.1.7 on WebLogic environment
- Siebel DB upgrades in dev & prod environment

Database backup & repository deletion

Preparing UCF file for upgrep & upgphys

Running the upgrade wizard

IRM

- IIS 6,IIS 7,IIS 7.5 Configuration for webserver in windows
- Oracle HTTP server
- OPA oracle policy automation installation & webservice configuration on windows IIS 7.5
- Splunk server & indexer installation

Setup & configuration of indexer in eai server to analyse logs,task

Setup on Dbconnect for monitoring s_escl_req,srm_req

MQ,MQ explorer,Workmon,RCR,PINE

- Setting up OPEN UI,Mobile OM in Siebel
 - Setting up Mobile disconnected setup to client & getting new deal on this
 - scripts bat file, automated monitoring ,alarm points on production & lower env to monitor critical event on app & DB
 - NMON reports analysis on aix
 - HTTPS secured connection setup for eai
 - Webservice setup & troubleshooting mainly on IP15
 - Troubleshooting lot of external application integration with Siebel
- SARM analysis for performance improvement

Tibco,MQ,GITHUB,Jenkins
Linux

Web Server

- IIS 6,IIS7 7.5,
- Oracle HTTP Server

Educational Background

- Btech from CET govt College,Odisha
- 10th with a percentage of 87%

Training

- 2009–Oracle Siebel CRM 8.0 Core
- 2010 – Siebel Essentials
- 2014 – SFDC
- 2015 - Jenkins,DevOps
- 2016 - SAP

Training Given

- Coordinated and provided Internal Siebel Administration, Architecture & environment awareness
- BIP Installation & integration
- OBIEE upgrade
- Part of Siebel & BIP SME team in CG

Awards & Accolades

- Part of subject matter expert in Siebel & BIP
- Awarded “**Accenture Celebrate Excellence (ACE)**” Award for the Quarter Q4 – FY10.
- Recognized as quick troubleshooter by client in CG
- Client appreciation many a times
- Org appreciation on Number of POC setup for getting new assignment

Personal Proficiency

- Good communication, interpersonal and Client interaction skills.
- Sound Analytical understanding, Willingness to learn and Quick Learner.
- Ability to understand Customer issues and provide effective solutions.
- Ability to work under pressure of guidelines- Meeting Deadline
- Leadership and Teamwork.
- Taken number of interview for recruitment

Telenor Patriot & Norway

Role: Siebel Administrator

- SIEBEL server installation & configuration, Patch Installation
- Troubleshooting Installation Issues
- Independently handling 6 environments with total 40 servers
- Daily SRF ,repository migration & promotion
- DB extract,Tools client ,Mobile user creation & troubleshooting experience
- Working with various team like Tibco,Oracle testing team
- Helping Tibco team for any issue related to Siebel
- Web server issue troubleshooting
- Providing KT to all team member regarding server architecture
- Follow up with different team like oracle,DB,tibco,upgrade team on various issues
- Part of DB 11g upgrade deployment
- Part of Siebel PRR review
- Siebel EIM,Bulk running & resolving
- Siebel eConfigurator performance Issue
- Siebel RCR Jobs issue & fix
- Performance improvement for order submission
- CVS change control management
- DBA basic jobs like starting stopping DB servers. Toad installation. user creation, table space issue, compiling procedures etc.

Boston Scientific, India & USA

Role: Siebel Administrator & Developer

Responsibility:

- Played a Dual role as Siebel Administrator & Siebel Configuration
- SIEBEL server installation & configuration, Patch Installation
- Worked in Siebel Upgrade Team from 7.8 to 8.1
- Setting up Siebel tools , Siebel dedicated client SQL developer,Putty etc
- SRF, Repository migration. DDL sync on daily basis
- Supporting Production environment which includes
- Daily health checks which includes regularly checking status of servers & components.

monitoring(CPU/Memory/Disk space)

- supporting all planned & unplanned outages
- Supporting Test and Development environments which includes
- Setting up tools/mobile client for developers

- Extracting local databases for developers
- Migrating SRF/Repository from Development to Test environment
- Deploying non repository items
 - Set up and support Siebel remote. This includes registering user as mobile client,Extracting ,Local DB
 - Set up email profiles. Configuring and managing communication management component group
 - Integrating other applications with Siebel.BIP server.This includes configuring symbolic urls WSDL imports/exports etc.uploading custom report.
 - Installing and configuring document server

Automation of daily migration/monitoring activities by writing shell scripts or batch jobs

- Resolving all adhoc issues, if issue is not related to Siebel then assign it to correct work-group.
- Web server installation & SWSE configuration ,editing Eapps.cfg
- Adding external website to IIS & bringing them Online
- Server Troubleshooting, Issue related to server administartion
- Performance Tuning
- Ldap configuration,Cluster configuration
- Worked in Siebel eMedical,Epharma,Eclinical,Callcenter.econsumergood
- BIP Server troubleshooting,Bip Scheduler Issue

NOKIA, India & Singapore

Role: Siebel Administrator/Developer

Responsibility:

- As a developer,worked on Siebel basic configuration
- Applet,screen,view creation,modification,Web template edit
- business components, fields, joins, links, business component user properties, drilldowns
- Workflow deployment,simulator use
- Be part of Incident Management System (Tool – ITSM).
- As an administrator ,responsible for DB extract
- User creation ,position & responsibility addition
- Monitoring production server component ,task
- Setting up tools mobile client & fixing if any issues

Achievements:

- Won many Performance Awards for the following Performance Factors
 - Organizes Quality Work Efforts
 - Highly flexible

- Automation of Manual work
- Organizes Quality Work Efforts
- Maximizes Team's Performance.
- Demonstrates Professionalism and Confidence.
- Anticipates and Handles Critical Situations.
- Drives for Value Added Results

Environment: Siebel Call Center 7.8 (Call Center),Siebel 8.1

emmedical,eclinical,epharmaceutical,echannel,eCommunications,fins_enu Oracle 11g.IIS 7,IIS6

BIP 10,BIP11g

Training:

- Siebel CCC 8.0 Training & Case study –25 Days
- SAP Basis Training & Case study-25 Days
- SFDC Training & Case study-15days

Awards & Recognition:

- Part of Siebel SME team
- Awarded “**Accenture Celebrate Excellence (ACE)**” Award for the Quarter Q4 – FY10.
- Recognized as quick troubleshooter by client in CG
- Recognized as BIP expert in organization. Any BIP issue related to admin across organization redirected.

Education:

Bachelor of Engineering in Information Technology, 2004-2008 from College of Engineering & Technology, BPUT University,Orissa

Personal Details:

Father's Name : BhagirathiS Swain
Date of Birth : 15.04.1986
Nationality : Indian
Sex : Male
Permanent Address : Near Medical Square,Konark
PS:Konark,Puri
Orissa,752111

