***Francisco Becerril* Senior Siebel Consultant**

**SUMMARY**

* 12+ years of experience in IT Industry includes various challenging platforms with strong skills in **System Administration**, **Development** and **QA** of **SIEBEL CRM, PRM & MRM, .NET** and **JAVA** applications.
* Expertise in Siebel Installations, Configurations, performance tuning and upgrades.
* Expertise in Integrating using **EAI MQ-Series/AMI Transport.**
* Functional expertise in Siebel across multiple domains.
* Highly Skilled and excellent experience in writing **Siebel eScripting** and **Browser scripting** for client side validations.
* Involved in different phases of Project and executed responsibilities like gathering requirements from Business Users, Technical design review sessions, Development and Testing.
* Proficient in **ITIL** and **PMP** methodologies having worked in various roles of **Business Analysis/Design/Development/Testing and Support**.
* Extensive experience using applications using Mercury interactive testing tools Test Director 7.6/8.0.
* Expertise in QA Methodologies, Life Cycle and Test Analysis
* Testing Experience in Manual Testing, Automated Testing, Unit Integration Testing, System Testing, Regression Excellent problem solving skills and testing experience in complex business systems, User, Business and System requirement analysis
* Good understanding of **RDBMS** Concepts and PL/SQL procedures/triggers.
* Excellent communication skills with an ability to express the complex business scenarios in technical terms and ability to work under minimal supervision and will adhere to deadlines.
* Versatile individual, fast learner, self-motivated, dedicated, committed to customer satisfaction, excellent team player with work ethic and interpersonal skills.
* Worked in various capacities as an Admin, Developer and tester.
* ITIL process improved including process, documentation and metrics (Incident, Problem and Change Management)
* Basic knowledge in Six Sigma (Basic concepts – certification in progress)
* PMP Certification (in progress)
* Sales Force Certification (In-progress)

**TECHNICAL SKILLS**

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| --- | --- |
| Siebel | Siebel Tools, Workflow Manager, Assignment Manager, Siebel EAI |
| Middle Ware | MQ-Series, HTTP, Microsoft Biztalk Server |
| Integration | EAI, EIM, Web Services |
| Languages | C, C++, Siebel eScript, XML, Java Script, XSLT, VB.NET |
| Internet Technologies  RDBMS | JSP, ASP.NET  SQL Server 7.0/2000, Oracle9i/10g/11g, MS Access, Clipper |
| Operating System | Windows 98 / NT / 2000 / XP / 2003 / 2008 UNIX, Linux |

**TRAINING(S)**

* Unix Basics and Advance (UAEM University)
* Oracle Basics 8 for Siebel Integrations (HP University)
* Siebel 8.0 Essentials and New Futures including Installation and System Administration (Oracle University)
* ITIL Fundamentals (HP University)
* Six Sigma Certification Course (Honeywell Academy)
* PMP Pre Certification Course (IBM Labs)

**Educational Qualification**

* Bachelor of Engineering in Computer Systems, UAEM University, Toluca Mexico,

September 2000

**PROFESSIONAL EXPERIENCE**

**CapGemini San Luis Potosi, Mexico & Dominican Republic May‘12 – Present**

**Sr. Siebel Consultant**

*Santo Domingo, DR was one of the places where I stayed for a longer duration to migrate the assignment and get preliminary work going. My stay at Santo Domingo was really meaningful as I was able to understand the requirement quite thoroughly and was able to complete the assignment to the client's fullest satisfaction*

**Responsibilities**:

* Responsible for all the Siebel application environments along with monitoring and supporting Production issue investigation and resolution.
* Spearheaded the effort of re-architecture of the Siebel environment improving the system performance and streamlining the support procedures.
* Setup new Siebel Call center components in Global Cards in BPD based project.
* Took up initiatives in creating and standardizing documentation on Siebel Server architecture, administration, maintenance, performance tuning and troubleshooting, which was responsible to rapid reduction in production issues/tickets in a short duration of time.
* Providing daily support for a set of applications supporting a dynamic inbound and outbound call center along with a remote sales force.
* Working on all the change management activities including Smart scripts, SRF/code and repository migration.
* Re-configured training environment eliminating redundant process and replicating production like environments.
* Responsible for re-evaluating the migration procedures, upgrading the staging environment and improving mock migration methodologies.
* Helped developers and users in Siebel tools and fat client installation and setup. Also, provided help in local DB extracts.
* Siebel EIM and EAI to load data, execute batch jobs, clean up tables, integration with other applications, Web Services and Middleware
* Working with Dev Team to generate broker interfaces with SAP systems.
* Provide support also in BI Reports and maintenance for production users.

**Environment:** Siebel Call Center 8.1.1.4,Oracle BI, IBM DB2, Sybase, Oracle 11g, Windows 2008/2003 Servers, Site Minder SSO, LDAP Authentication, IBM AIX Servers

**International Business Machines–IBM Guadalajara Mexico Aug‘11 – Apr’12**

**AG CRM Siebel Problem Management Lead**

*During my employment with IBM, I frequently travelled to Durham, NC for client visits and have stayed there more than 4 weeks. Apart from this visit I usually visit the US for all client calls.*

**Responsibilities**:

* Maintain the AG CRM Production and Test Problem list, keeping it current with newly encountered issues, and latest status.
* Monitor CRMINFO job results for any new failures, and document them in the production and test problem list wiki.
* Conduct the weekly problem review meeting, documenting meeting minutes and status.
* Track identified follow-up items from weekly problem review meeting, assigning tasks, and ensuring the follow-up items are closed in a timely manner.
* Work with support teams as necessary to close problems or follow-up items.
* Track that problems are being closed according to the IBM Problem Mgmt guideline documentation.
* Create RCAs, as necessary, according to the IBM problem mgmt guidelines.
* Review RCAs results with Application Focal Point and Business Representatives.
* Track RCA action items for closure.
* Track the failed changes in the AG CRM Change database, and ensure the completeness of data in the Failed Changes view.
* Maintain the monthly AG CRM Siebel problem and failed changes count spreadsheets.
* Explore possibilities for improvements for automation in the problem mgmt tracking area.
* Document the problem mgmt tracking process.
* Perform Account team focal duties for the weeks assigned
* Verifying CRMINFO job results
* Monitoring the CRMACCT task id
* Taking lead responsibility for any issues or problems that arise
* Off shift on call support to any issues or problems that arise
* Involve in Sales Force Implementation (Analysis & Design)
* Sunset to Siebel applications and migration to Sales Force modules

**Environment:** Siebel Call Center 8.0, Siebel Tools, eScript, Browser script, Oracle 10g/11g, Appwatch for MQ, Websphere MQ version 7.0.1.4, Toad for Oracle 9.0.1, UNIX, Windows 2008/2003, AIX SO 5.0

**Honeywell San Luis Potosí, Mexico May ‘10 – Jul ‘11**

**Sr. Siebel Consultant Global Support**

*My visit to Tempe, AZ was very frequent due to client needs. In fact I stayed there for a couple of months to get the project completed for Honeywell implementing Siebel CRM Call Center module for Human Resources. Also participated during the F2F Siebel Meeting In Morristown discussing new features and areas improvement related with Siebel and the option to low cost for the Payroll area with benefits related human and moneys lows*

**Responsibilities**:

* Provide ongoing business management to deliver continuous improvement strategies in the Siebel environment. End to end business ownership of the HRS Siebel environment.
* Ability to manage multiple projects simultaneously and develop strong working partnerships with the HRIT and HRS Leadership
* Ability to understand and deliver customer and stakeholder requirements
* Obsessive attention to detail and will ensure best-practice design, deployment, maintenance and optimization of the Siebel assets that are critical to our business
* Lead the design and blueprint activity for new deployments (Funding, scoping, BRD creation, deployment etc) and Project/Program management for all new service design
* Ensure additions to the systems and applications within the Siebel environment meet the requirements of the business request/process.
* Plan and budget for AOP growth and maintenance needs
* Tier 3 support and serve as the point of escalation for services implemented
* Manage the knowledge database

**Environment:** Siebel Financial Services 8.1, Siebel Tools, Workflow Manager, eScript, Oracle, Windows XP, Oracle 10g, OBIEE, Analytics.

**Hewlett Packard Guadalajara, Mexico Jan ‘07 – Apr ’10**

**Siebel Support & Design Engineer**

*While I was with HP, I have travelled to the US very frequently to visit our client offices located at Cupertino & San Jose, CA; Houston, TX; Panama, City, San Jose Costa Rica and have visited Bogota, Colombia many a times during those visits I was participate during Siebel migration and implementation for all the LA Region and providing ideas to other worlds regions*

**Responsibilities**:

* Assist the requirements of the users offering the pursuit and solution to the problems of the Applications Web, like de Internal Portal Conecta@HP or Partner PRO Portal
* Help to user from LAR region and US & Canada
* Activities like Technical Lead under PRM Sub domain (PRM, Partner PRO, Conecta@HP, Global Partner Portal)
* Activities like Technical Lead under the PIQ Sub domain (Compensations & Revenue Applications)
* Member of the Transition process from India and Mexico DF to Guadalajara for Global applications.

**Environment:** Siebel eCommunications 8.0, Siebel Tools, Workflow Manager, Assignment Manager, eScript, Oracle, Windows 2000, UNIX

**Softtek Mexico City Sep ’06 to Jan ’07**

**Siebel Support Engineer**

**Responsibilities:**

* Production processing, Scripts Monitoring, Troubleshoot of production failures and perform job recovery.
* Weekly Meetings with Project Managers, Developments, Business and Tier 1 & 2.  
  Resolution of problems transferred from Tier 1 & 2 and Communication with Customers.
* Track and analyze call resolution (may involve trend analysis and identifying potential process improvements.)
* Mentor Tier 1 & 2, Provided Technical documentation and Provide Trainings for new team members.
* Testing Activities on Staging and Integration Environments before all Moves to Production (MTPs).
* Release of patches, updates and upgrades on Production Environment.
* Escalation Management activities inside and outside HP Organization Teams as Oracle, Windows, UNIX.
* Utilization of OVSD and HPSC on a daily basis for incident Management, Work Orders, Request for Changes Process.
* Generation of Monthly Metrics to the REGSLNK using OVO, Oracle and BAC Monitoring Software.

**Environment:** Siebel Call Center 7.7, Siebel Tools EAI, Workflow Manager, Oracle 9i, Windows 2000, Test Director, MS Excel, OVSD

**BrainUp Systems Mexico City Mar ‘06 – Sep‘06**

**Siebel Enginner**

**Responsibilities:**

* Implementation of Siebel 7.7 for Latin America users
* Migration of the web portal Conecta@HP to Partner Pro Portal for all Americas Users
* Worked with Indian Team to improve new releases under Siebel Platform
* **Migration of the new call center to Costa Rica (design, training and implementation).**
* Responsible for the Siebel support in HP Americas for new releases and improvements
* Authored Service Level Agreement for internal customers for Siebel access administration.
* Diagnosed and resolved Siebel software connectivity issues.
* Provided Deep Level support after hours support for Help Desk.

**Environment:** Siebel 7.7 Siebel eChannel , Siebel Tools, Siebel Call Center, Assignment Manager, Siebel VB, EIM, Workflow Manager, SQLServer 2000

**GMS Consulting Mexico City Dec ‘00 – Mar‘06**

**IT Support / Siebel Trainee**

**Responsibilities:**

* Received by email and phone all request from the LAR users.
* Provided first and second level support to Conecta@HP Portal (Portal web for all Latin America users)
* Problem-solved issues with PC clients and Server hardware/software.

**Environment:** Siebel 7.5 Siebel eChannel , Siebel Tools, Siebel Call Center, Assignment Manager, Siebel VB, EIM, Workflow Manager, Oracle 8i