Siebel Resume

Muralidhar A

Email : allamuralidharreddi@gmail.com

Mob No: +91 -9059019485

Objective:

Looking for an opportunity where I can excel in career and to perform well in discharging my duties effectively with respective to the project tasks. Aimed to contribute towards Organizational growth alongside with my professional career growth.

- 4+ years of professional experience in IT domain.
- Overall, 3.3 years of professional experience in Siebel with strong knowledge in Siebel tools, configuration, Scripting, WF, Inbound Web Services,BIP.
- Worked on IP 19,21.1 Siebel Version which has Workspaces, creation and development and delivery.
- Good at analyzing Object manager logs for issues and to find out RCA.
- Experienced in giving estimations for all kinds of configuration.
- Experience in configuring Static, Dynamic and Pop-up Applets.
- Experience in creating JOINs, LINKS. Good at Extending the DB layer as well.
- Experience on writing BS and script at Applet, BC level events.
- Have good experience in troubleshooting the Issues in scripts and WF's.
- Good in configuring Pick lists and LOV values.
- Good in configuring State models and RT's and to invoke DVM's.
- Written script for Buttons and Validations at diff Applet and BC events.
- I am good at implementing Workflows for diff business needs.
- Experience in configuring workflow policies.

Educational Qualification:

- ❖ B.com from Osmania University, 2015 with an aggregate of 78%.

Experience:

❖ Working as a Consultant with SEGMAP ICT CONSULTING AND SOLUTIONS PRIVATE LIMITED, from Aug 2018 to till date.

Productivity Tools		
Front Office	:	Siebel tools IP18, IP19,IP21.1
Operating systems	:	UNIX, Windows.
Databases	:	Oracle 11g and MS SQL Server 2000.

Project3:

Mitsubishi Hitachi Systems.
Env: IP15
Application: Siebel Sales & Service.

Description: -
Global Sales Template application has been designed to cater the needs of managing the sales of power systems for various customers across the globe. As part of Technical team, had good exposure on understanding the Sales cycle of various products. Good at understanding the Lead, Opty, Orders and Invoice modules in the developed application.

Responsibilities:
• CR understanding and enhancement technical approach documentation and development.
• Delivery of CR with out any bugs in the given timelines.
• Support to address the customer issues. Resolving them on time.
• Developed the Workflows for diff enhancements.
• Written scripts for various technical enhancements.
• Created custom columns for enhancements.
• Created various Joins, Links and Applets based on the requirement.
• Configured LOV's and Runtime events.
• Coordinated well with different team members effectively in the Project.
• Developed Inbound Interfaces on Order module. Order status Query and Update Interfaces are delivered on time without any bugs.
• Always maintained my availability to project manager for taking up support work.
• Developed the Integration Objects for the given requirements.
• Written custom BS to handle production issues in sometimes.
• Developed the Data Maps for Inbound Integrations for the requirements.

Project2: Emerson Industries, USA.
Env: IP 19.9, LINUX.
Application: Siebel Call center, Sales, Marketing

Description: -
Oracle Siebel Sales, call center, Marketing applications has been designed to cater the needs of managing the sales and service/spares of heavy industrial machinery products across the globe. Development and support have been in parallel and complex integrations have been developed using IBM WAS API platform.

Responsibilities:
- Created Workspaces and delivered them for the CR's assigned to me.
- Taken up the CR's and delivered on time.
- Configured the changes in email templates and email configurations.
- Handled Outbound Lead creation interface and supported Business.
- Good in analyzing the production support tickets.
- Configured various Joins, Links and Applets based on the enhancement requests/CR's.
- Configured Workflows within the specified time.
- Have experience in using the DVM rulesets and Runtime events.
- Handled the tasks and sanity during the releases.
- Managed the communication with relevant middleware teams during the test phase.

Project3: Micron CORP.
Env: Env: Siebel 8.1.1.9, IP 13, IP 15.6, LINUX OS.
Database: Oracle
Application: Siebel Call Center.

Description: -
Customer is a high-end electrical manufacturing company in Singapore which fulfills the requirements of a number of industries by offering premium range of Industrial Products in electronics. Call center application has been deployed to address the issues facing by their customers across country.

Responsibilities:
- Involved in developing of Workflows and calling through Script and Named Method on the Applet and Run-time Events.
- Worked on Email Template Attachments based on Requirement.
- Involved in activating the Workflows and LOV's during migration.
- Minor enhancements developed for validations at SR level.
- Created join and links for new requirements.
- Debug the Workflows and update the root cause for some data issue cases.
- Developed the Workflows for diff enhancements.
- Written scripts for various technical enhancements.
- Created custom columns for enhancements.
- Created various Joins, Links and Applets based on the requirement.
- Configured LOV's and Runtime events.
- Coordinated well with different team members effectively in the Project.
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