|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Graphical user interface, text, application, email  Description automatically generated | |  |  | | --- | --- | |  | **RAVINDRA DODDAPANENI**  **Sr. Salesforce Lead Consultant** | | |
| **TECHNICAL SKILLS:**  **SALESFORCE KEY SKILLS:**  1. Salesforce Admin  2.SFDC Developer (Apex)  3. Integration (REST APIs)  4. Lightning Components  5.Lightning web Component  6.Java Script Frameworks  7.Visualforce Pages  8. SOQL & SOSL  9. Process Builder/ Flows  10.Salesforce Security  11.Single Sign On (SSO)  12.Production Support  13.Code Migration (CICD)  **SALESFORCE APPS :**  Force.com Platform,  Service Cloud,  Expérience Cloud,  Service Cloud, CPQ,  Marketing Cloud,  Communistes,  Analytics Cloud,  Platform Events  Data Loader,  Excel, Site.com.  **SIEBEL CRM:**  Siebel Tools 7x & 8,  Configuration,  Siebel Workflows,  EIM & EAI.  **OTHER LANGUAGES:**  Core Java, OOPS, MVC, XML, WSDL,  SOAP, JSON,  HTML5, CSS,  JavaScript, Bootstrap, CSS,  Angular.js, jQuery,  Oracle DB, SQL DB, Toad,  SQL / Oracle, GitHub, CICD  AWS Console. |  | **Professional Summary**   * I am Ravindra Doddapaneni, Certified Salesforce Platform Developer working as a Sr. Salesforce Consultant. For over 15+ years of Information Technology experience, I have specialized in Salesforce technology and worked on various end clients in North America & supported different Salesforce CRM applications. * My Experience includes 13+ years as a Salesforce CRM Development/Consultant and 3 years serving as Siebel CRM Development. * Over the years, I carried out successfully 10 live Salesforce implementations for different global Clients involved in the full life cycle that includes System Study, Analysis, Design, Development, Integration, testing, Deployment& Support. * Expertise in Configuration and Customization, writing custom Apex/Visualforce/Lightning code in the areas of Sales Cloud, Service Cloud, Experience Cloud, Communities, Workflows, Mobile, Single Sign On, APIs, Marketo, Informatica, and integration to enterprise systems. * Extensive hands-on experience in developing Apex classes, Apex triggers, Batch Classes, Schedulable Classes, Visual Force pages, Server-side controllers, Client-side Controllers, Lightning, Lighting Web Components, Platform Events, SOQL, SOSL, web services leveraging the Salesforce API in REST and SOAP Integrations, Salesforce community, Code migration using CICD, Integration with Workday, AWS Cloud, Oracle EBS, SAP& Java applications, Email integration with Marketo, Outlook etc.   **Industries exposure**   * Engineering & Construction, Retail, Financial Services, Technology, Telecom, Healthcare, Government sectors, etc.   **Key Roles played as below.**   * Sr. Salesforce Architect cum Lead, Salesforce Developer / Lighting Developer, Integration Consultant cum Architect, Salesforce Admin, Salesforce CPQ, Siebel CRM Developer, Java Developer, etc.,   **Global Experience (End Clients)**   * Business wire, San Francisco, CA * Autodesk Inc, San Rafael CA * Equinix, Sunnyvale CA * Xerox Corp, German Town, VA * LPL Financial, San Diego, CA * Medtronic’s, Plymouth, MN * Intuit, San Diego, CA * EBAY, San Jose, CA * EMBARQ, San Francisco, CA * Library of Congress, Alexandria, VA   **Education**   * Master of Science (Information Technology@ 2002) * Certified Salesforce Platform Developer |

**Client 1: BUSINESS WIRE, San Francisco, CA (1.3 years) OCT 2022 to Present**

**Roles: Sr. Salesforce Lead /Technical Architect/Support Admin**

Business Wire, a wholly owned subsidiary of Berkshire Hathaway, reigns supreme as the premier global provider of commercial news distribution. It disseminates full-text press releases and regulatory filings from thousands of companies and organizations worldwide to news media, financial markets, disclosure systems, investors, information web sites, databases, bloggers, social networks, and other audiences. I lead the Salesforce Sales applications here, which is the main CRM application for our customers to provide us the information that they want disseminated world-wide.

**Project # Salesforce Sales Application/Kuleana**

* Worked as a **Sr. Salesforce Architect cum Lead** for Business wire & Spearhead the Salesforce Sales Applications, the primary CRM system for Business Wire, overseeing the seamless collection and dissemination of worldwide information from customers.
* I spearheaded the development of comprehensive technical solutions on the Salesforce platform. My responsibilities included designing custom objects, workflows, and data models to meet specific business requirements, ensuring the solutions were scalable, maintainable, and aligned with industry best practices.
* Focused on integrating Salesforce with various external systems using MuleSoft, Heroku, and API technologies (REST/SOAP). I ensured seamless data flow and functionality between Salesforce and other business-critical systems, optimizing processes and enhancing overall system performance.
* Leverage Business Wire's position as a global leader by facilitating the dissemination of full-text press releases and regulatory filings to a diverse array of audiences, including news media, financial markets, investors, and various online platforms.
* Demonstrate proficiency in Salesforce development, utilizing tools such as Apex, Flows, Aura, and Lightning Web Components to optimize the functionality and user experience of the CRM system.
* Manage the integration of third-party applications, including Oracle EBS, LexisNexis, and Outlook, enhancing the CRM's capabilities, and ensuring seamless interoperability with essential business systems.
* Implement AWS Event Bridge to enhance data flow and event-driven architecture, contributing to the efficient handling of business processes within the Salesforce ecosystem.
* Drive the effective utilization of Salesforce Sales Cloud and CPQ modules, TABLEAU, Snowflake, streamlining sales processes, and ensuring accurate and efficient configuration, pricing, and quoting.
* Employ Agile project management methodologies to enhance project delivery efficiency, fostering collaboration, adaptability, and iterative development in alignment with business requirements.
* Enhance the reporting and analytics capabilities of Salesforce by developing insightful reports and dashboards, providing stakeholders with real-time visibility into key performance indicators and business metrics.
* Provide robust Salesforce administrative support, overseeing platform events, ensuring Outlook integration, and utilizing Java Script to customize and optimize Salesforce functionalities in alignment with evolving business needs.

**Environment:** Salesforce Development · Apex · LWC. Flows · Aura · Salesforce Sales Cloud · CPQ · AWS Event Bridge · Business Requirements · 3rd Party Application Integrations like Oracle EBS, LexisNexis, Outlook, Client Trak· Lightning Web Components · Apex Programming · RESTful Webservices · Reports and Dashboards. Outlook Integration. Salesforce Admin Support. Platform Events. Java Script. Agile Project Management

**Client 2: AUTODESK, San Rafael, CA (8 years) Jan 2016 to SEP 2022**

**Roles: Sr. Salesforce Lead /Admin/ Integration/ LWC/Experience cloud developer.**

Autodesk, Inc. is an American multinational software corporation that makes software products and services for the architecture, engineering, construction, and entertainment industries. Over the last 6 years, Worked as a Sr. Salesforce Lightning Developer cum Integration Consultant for Autodesk at the CA location. Successfully completed 3 different Autodesk internal projects such as “Autodesk Experience Cloud Project”, “Autodesk Lightning interface migration”, “Maintenance to Subscriptions (M2S)” and “Multi-user 2 Single user (MU2SU)” Projects for business using different integrated systems environments like SAP, Salesforce, Siebel, workday, and AOE/Java, Heroku, etc.,

**Project 1 # Autodesk Lightning interface migration from Classic:**

* Worked as a **Sr. Salesforce Lightning/Lead Developer** for Autodesk & Worked on migration from Salesforce Classic to Lightning interface.
* Created quick actions for migrating custom JavaScript Buttons and restyled Visualforce pages for lightning.
* Created various Lightning Pages using Lightning App Builder and implemented Lightning web components.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Also embed Lightning Components in the Visual force page by using the new Lightning Out feature by event-driven programming.
* Built customized Lightning Aura and LWC components based on business requirements.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder, and Lightning Component features.
* Created Lightning Components and server-side controllers to meet business requirements.
* Implemented Apex batch classes, scheduled apex, and used custom metadata to store the temporary data.
* Creating Dynamic Lightning Components like Dynamic Lookup and Search on Quote and created Quick action, and Record pages.

**Project 2 # Autodesk Experience Cloud Project:** Autodesk implemented a set of tools and platforms that help businesses to personalize, automate, and optimize customer interactions across various channels, such as websites, mobile apps, and social media. It is built on the Salesforce Sales Cloud & Service could and includes features such as journeys, surveys, live chat, etc., It focuses on providing a seamless and personalized customer experience, across different channels and touchpoints.

* Configured and managed the Salesforce Experience Cloud platform, such as creating custom objects, fields, and workflows, as well as managing user access and permissions.
* Created and automated campaigns, such as email and social media campaigns, to engage with customers.
* Created and managed online stores, products, and transactions, as well as integrating them with other Salesforce Experience Cloud features.
* Created, and managed online communities, such as support portals, to foster engagement and collaboration.
* Analyzing customer data, such as purchase history, behavior, and demographics, to gain insights and inform decision-making.
* Worked on custom solutions and applications using the Salesforce platform, such as visualforce pages and lightning components, as well as integrating with external systems.
* Worked with stakeholders and subject matter experts to understand business requirements and translate them into solutions that can be implemented on the Salesforce Experience Cloud.
* Created seamless, personalized, and engaging experiences for customers using the Salesforce Experience Cloud features such as journeys, surveys, and live chat.
* Unit testing and documenting the solution, including user acceptance testing and technical documentation
* Collaborated with other team members, including project managers, business analysts, and other developers to deliver the project.
* Keeping abreast of new features and enhancements in the Salesforce Experience Cloud platform, and recommending and implementing them as appropriate.

**Project 3 # Maintenance to Subscriptions (M2S/MU2SU):**

* I have worked as a “Salesforce Lead cumIntegration” for this project. Architected and collaborated with interface teams to design web services for CRM systems to integrate them with numerous proprietary systems for Sales, Order processing, and Billing.
* Experienced in Salesforce customization, Visual Force, Salesforce configurations, Apex classes, and Apex Triggers.
* Designed & Integrated salesforce application sync with different systems like Workday, SAP, Heroku, Siebel, Java, and Denodo systems using Tibco middleware.
* configured various objects like Orders, Agreements, Accounts, Contacts, Service Contracts, Assets, Products, Pricing, and Cases.
* Use sandbox for testing and migrate code to stage and production using CI-CD Pipeline.
* Leveraged out-of-the-box rich Einstein analytics to guide forecasting orders, Opportunities to boost win rates
* Integrated Salesforce Sales Cloud with Workday Financial Management using a prepackaged connector.
* Configured the mapping of all sales and custom objects in Salesforce to objects in Workday.
* Worked on Inbound & Outbound integration with a workday to updating customers in Workday when accounts are updated in Salesforce & Integrated main objects like opportunities, contracts, invoices, and resource plans in Workday from Salesforce events.

**Environment:** Salesforce Lighting Components, Sales Cloud, Service Cloud, Experience Cloud, Integration with SAP, Siebel &Workday, Visual Force (Pages, Components, Controllers), Data Loader, Apex Triggers, TIBCO, Java Script, Sales Cloud Einstein, GitHub, CI-CD, Marketo, AWS Console, Emails, Agile, Rest API’s, JSON and MuleSoft.

**Client 3: EQUINIX, Sunnyvale, CA Jan 14 to Jan 16**

**Role: Lead/ Sr. Salesforce Consultant**

Equinix, Inc. provides & manages carrier-neutral data centers and it has more than 100+ data centers around the globe. Salesforce chatter was also deployed & managed on Equinix servers. Equinix replaced its custom quote process by implementing Salesforce CPQ for the products and related services. It uses CPQ features and functionality extensively to create Product Bundles, Generate Quote documents, Discount schedules, and Tier pricing. The Salesforce sales application is implemented to consolidate sales management for all the regions to track their customers, Opportunities in the pipeline, quotes, Orders, work orders, Contacts, Agreements, Price books, and integration with other systems.

**Responsibilities:**

* Customized several Validation Rules, tasks, Workflow rules, Triggers, and Apex classes to achieve complex business functionality.
* Created page layouts, and search layouts to organize fields, custom buttons, custom links, related lists, and other components on a record detail and edited pages.
* Designed, developed, and deployed Apex Classes, Controller Classes, Extensions, and Apex Triggers for various functional needs in the application using the Eclipse IDE.
* Migrated data from external sources and performed Insert, Delete, Upsert, and Export operations on millions of records.
* Developed SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Integration with different external systems like Oracle EBS, Siebel CRM, and Cap Logix using TIBCO middleware.
* Load/Manage the data using Apex Data Loader.
* Mapped and transformed data from various sources into Salesforce using Informatica.
* Automated data migration and transfer between Salesforce and Informatica ETL.
* Developed custom workflows and data validation rules using Informatica to ensure the accuracy and completeness of data.
* Debugged existing code to make sure the logic used in the apex classes is well within the governor's limits.
* Used Jira extensively for user stories creation, backlog refinement, Dashboards, Analytics, and general project management.
* Worked on switching existing functionality from Process builders and Flows to Apex code to improve efficiency and make sure the transactions are well within the governor limits.

**Environment:** Salesforce Sales Cloud (Aura/LWC), Marketing Cloud, Communities, CPQ, Analytics Cloud, Apex Language, Lightning AURA, Visual Force (Pages, Components, Controllers & Extensions), Data Loader, Apex Triggers, MuleSoft, Reports, Angular, Copado, INFORMATICA, Oracle EBS, Eclipse IDE Plug-in.

## Client 4: XEROX CORP, Germantown, MD Feb 12 to Dec 13

**Role: Salesforce Service Cloud Developer**

Xerox Corp has implemented a big new Salesforce service implementation project for SEPTA (The South-eastern Pennsylvania Transportation Authority - Government Project). Worked as a “Salesforce Developer” and Supported service applications which includes web-to-case process, email-to-case process, managing user accounts and enhancements, etc.,

**Responsibilities:**

* Worked with the business group for requirement gathering throughout the planning and implementation.
* Administrated and monitored the company's Salesforce sales cloud application by creating the workflows for automated Case routing, Case escalation, and email alerts.
* Worked with the development team to review and resolve design issues and get required clarifications from the business team.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Supporting web-to-case process, email-to-case process Managing user accounts, tickets, and working with Salesforce Admin-Assist
* Created Batch Apex classes for batch execution and updating of related fields.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards, and graphics) and Report Folders to assist managers in better utilizing Salesforce as a sales tool and configured various Reports for different user profiles based on the need of the organization.
* Assisted Email to the case, Web to the case, customized case page layouts, and case assignment rules.
* Executed security & sharing rules for Field, Record Level & Object for distinctive users at different levels of the organization.
* Worked with various salesforce CRM standard objects Case, Account, Contact, Reports, Dashboards, and Knowledge and created custom Objects, Fields of various data types and established relationships using Lookup, Master-Detail, and created Junction objects.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers, and Visualforce pages (immensely customized using HTML5 and CSS3 for intuitiveness) to develop custom business logic.
* Worked on integration of two instances using Apex REST API callouts and parsed JSON responses provided by third-party systems connected via REST inside Apex classes.

**Environment:** Salesforce Service Cloud, Chatter, Apex, Data Loader, Force.com, Import Wizard, GitHub, Bootstrap.JS, jQuery, Eclipse IDE, Controllers, Visual Force Pages, XML, Triggers, Security Controls, API.

## Client 5: LPL Financial, San Diego, CA Sep 10 to Jan 12

**Role: Salesforce Developer**

LPL Financial is one of the biggest financial Independent Advisor Services companies and it supports more than 12,000 independent and registered investment advisors. Institution Services supports financial advisors at more than 750 regional areas. LPL implemented a custom all-in-one financial solution called the “LPL Salesforce financial app” on the force.com platform. Migrated data from other systems using the Informatica tool into Salesforce Financials. Majorly worked with the following finical objects: Accounts, Contacts, Cases, Activities, opportunities, tasks, and other custom objects like financial holding, Assets & Liabilities, revenue, and Alerts.

**Responsibilities:**

* Automating financial processes such as invoicing, billing, and accounting using Salesforce.
* Developed custom reports and dashboards for financial data analysis and decision-making.
* Integrated Salesforce with other financial systems such as ERP, accounting software, and banking systems.
* Build custom financial apps on the Salesforce platform using Apex, Visualforce, and other tools.
* Implemented security and data governance controls for financial data in Salesforce.
* Provided technical support and troubleshooted for end-users and stakeholders in the finance department.
* Collaborated with other stakeholders, such as finance team, business analysts, and project managers, to deliver projects within time and budget.
* Developed Apex Trigger, Test Methods using SOQL and SOSL queries.
* Migrated data from legacy systems to Salesforce using Apex Data Loader.
* Delivered project reports using the conation of custom objects and standard objects.
* Perform administration tasks as needed, managing custom fields, integration, and data cleanup.
* Designed, developed, and deployed the Custom objects, Components, and Visual Force Pages to suit the needs of the application.

**Environment:** Force.com platform, Custom salesforce financial application, Controllers, Sharing Rules, Windows server 2003, Web services, Triggers, Controllers, Workflows, and Email Updates.

## Client 6: Medtronic’s, Plymouth, MN Apr09 to Aug10

## Role: Salesforce Administrator/Developer

**Responsibilities:**

* Automate processes across the entire sales cycle, centralize data in one system, drive faster and higher-value quotes, self-service portals.
* Create and Customize Custom Objects, Formula Fields, Cross Object Formulas, Roll up summary fields, validation rules, dependent pick lists, and complex page layouts.
* Create complex workflows and Approval processes.
* Implemented Data segregation through Record Types and Field level security.
* Developed and maintained validation rules and custom workflow.
* Created S-Controls to meet new business requirements.
* Followed Agile Process.
* Audited, uncovered, and resolved data integrity issues with legacy systems.
* Complete bulk imports of data using Apex Data Loader.
* Developed and maintained custom reports.
* Batch reassignment of accounts and opportunities based on organizational changes.

**Environment:** Saleforce.com Health platform, Apex Language, Salesforce Marketing Cloud, Visual Force Pages, Data Loader, HTML, GitHub, Java Script, S-Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in.

## Client 7: INTUIT, San Diego, CA May 08 to Mar 09

## Role: Sr. Siebel Consultant

Intuit is a leading software provider of business and financial management solutions for small and mid-sized businesses, consumers, and accounting professionals. They have different product lines like QuickBooks®, Quicken®, and TurboTax® and implemented the Siebel application to manage the product lines and assets using the Seibel Financial application.

**Responsibilities: Design /Data Integration Lead/UCM**

* Involved with Design Documentation for Screen Specifications for Contacts, Accounts, Service Requests, Assets, Billing Profiles, Service Contracts, Activity, Activity Plans, Products, Order/Order Line Items, etc. as per business requirements divided into two EIM persons.
* As an Integration team member worked closely with clients and various teams to collect details of integration touchpoints.
* Performed the Gap analysis (triage and defect analysis) for business data, and processes between the Siebel UCM and Siebel Call Center integrated functionality from the Data Quality perspective.
* Designed and Developed a Batch Interface to load Account and Contact Data to UCM Application, where the data feeds from various applications like Clarify system, CSP, and EBS.
* Led and Coordinated User Acceptance Testing (UAT) while validating the Test Cases, Test Scripts
* Designed and implemented an integration process between a legacy application into Siebel using PL/SQL and EIM.
* Created inbound web services to process the data which are inflow to UCM Application from Oracle EBS, CSP, and UCM application.
* Modified the Contact, Account, and Service Agreement user interfaces as per client requirements.

**Environment:** Siebel 8.0, Siebel Financial Services, Siebel UCM, LDAP, Oracle BPEL, B2B, SOA Suite 10.1.3, EIM, Toad 9.5 for Oracle, Genesys CTI, HP Quality Center, Windows, Oracle.

## Client 8: EBAY, San Jose, CA Sep 07 to May 08

## Role: Sr. Siebel Integration Consultant

eBay Inc. is an American Internet company that manages eBay.com and PayPal, an online auction and shopping website in which people and businesses buy and sell a broad variety of goods and services worldwide. eBay has Implemented Siebel Project Unify - Call center 8.0 applications with a lot of integration with CSI external java application using web services/SOAP.

**Responsibilities: Design/Application/Integration**

* Played the role of Integration Consultant in Siebel 8.0 implementation. Worked closely with Business users, and the development team.
* Successfully implemented the Integration between the Siebel application and CSI external applications with 30 resolution plans.
* Design Interfaces and framework for Siebel Integration with eBay Website APIs and legacy Systems.
* Reduce eBay Research and Resolution processing times from Hours to Minutes through the configuration of Inbound and Outbound Web Services.
* Modified Business Components such as Contacts, Service Requests, and Activities.
* Worked closely with the application team and offshore team.
* Interacted with business users and team leads in correlating business specifications and identifying the external system file system and mapped the external IOs with Siebel IOs using Siebel web services.
* Responsible for the Design, and Development of user interface functionality, workflow rules, interfaces, and Data modeling using Siebel Tools, Siebel VB, Siebel Workflow Manager, and Siebel State Model.
* Integrated Siebel Call Centre 8.0 application with CSI application and Prepared Data mapping sheets, technical design documents and EAI Lookups, Data maps, and Business Services.

**Environment:** Siebel Call Center Application, Siebel 8.0 Tools, HTTP/XML/XSD, Websphere MQ, MS-VISIO, CTI, Web Services, EAI, Workflow Components, and Oracle 10g.

## Client 9: EMBARQ, San Francisco, CA Jan 07 to Aug 07

## Role: Siebel Onsite Lead/Consultant

Visage mobile has become the leading U.S enabler of private label wireless operations. We engaged with different MVNOs like SPRINT NLC, FRONTIER and DISNEY MOBILE. As Technical Siebel Consultant works closely with Preparing Design documents, Online Integration with QAS system, and Boundary System. Handset data will be imported from SAP (Handset database) and rate plan and feature data will be imported from Geneva (Billing System).

**Responsibilities: Design/Configuration/Integration**

* Creating and building loyalty/recognition and reward programs that identify key customer segments.
* Developed complex and critical workflow processes for the EMBARQ business, like outbound WF and Inbound WF for order management enhancements.
* Preparation of Technical Design Specification, Master Setup Document, and User Operations Manual documents for Interfaces/Configuration objects developed.
* Worked extensively on EAI Web Services, EAI Siebel Adapter, Integration Object, and EAI XML Converter.
* Provided production support and was responsible for implementing the enhancements for three major releases.
* Worked on Integration objects and EAI requirements to post XML/HTTP messages to Geneva System using Workflows and EAI Business Services.
* Configured the Siebel 7.8 Sales application and constructed several interfaces with Siebel Analytics.
* Implemented functionality built on the following technology: Siebel User Interface (UI), Campaign Management, Siebel Enterprise Application Integration (EAI), Workflow, and Business Services.

**Environment:** Siebel 7.8.2/Siebel Sales /EIM/EAI/ e-Script/ VBScript / Workflows/Web Services, XML, TIBCO Business Works 5.0, Windows 2003 Server/IIS, VB.Net

## Client 10: LIBRARY OF CONGRESS / U.S. Copyright Office - Washington DC (Federal) May 06 to Dec 06

## Role: Siebel Consultant

Worked as a Siebel Consultant in LOC (Library of Congress). We implemented the Siebel Service application to manage their patents and copyrights. Copyright Office IT reengineering functionality and worked with the requirements closely adhere to Siebel’s out-of-the-box (OOTB) functionality and implemented configuration, customization, data mapping, and Integration.

**Responsibilities: Configuration/ Data Migration/ Reports**

* Participated in the design and configuration of the business object layer including configuring the LC Service Request, LC Authors Catalog, Opportunity, Service Request, Correspondence, Call Reports, Order, Order Line Items, Product, Product Line Items business components.
* Involved in gathering requirements for complete Siebel User Interface (Configuration) activities like Screens, Views, Applets, pick lists, pick maps, drill-downs, links, joins, MVL, MVG, etc. required for Events, Correspondence, Audit Trail, and Activities Module using Siebel Tools.
* Siebel EIM Performed Data Transfer to Siebel 7.0 using EIM.
* Worked with EIM to upload Accounts, Contacts from third-party data for every dealership. Tables involved S\_PARTY, S\_ORG\_EXT, and S\_CONTACT.
* Validated the Dev/QA Server, Prepare Sample data and Load EIM tables, Verify EIM load, Execute EIM Tasks, Verify Logs, Verify Tables, Verify Data from UI, and Remove data from EIM tables.
* Collected Siebel Actuate Report requirements from Businesspeople and developed specific reports using Actuate report Designer Professional.

**Environment:** Siebel 7.0/ Siebel eService/ /Siebel UCM/Oracle 9i/IBM AIX/SQL Server/Actuate 6.3