


# RAJ PANICKER

## CONTACT

 24, Bicester, Oxfordshire OX26 1FJ

 07411297903

 rajagopal.panicker@gmail.com

## SKILLS

- SFDC (Salesforce.com)
- Siebel CRM
- Oracle Sales Cloud Incentive Compensation
- Copado Release Management
- Software Development Life Cycle
- Agile methodologies
- Project Management/Operational Improvement

## ACCOMPLISHMENTS

- Planned and managed multimillion-dollar transformation projects
- Planned and managed multimillion-dollar co-sourcing project transition
- Recipient of Silver Coin from SVP for successful project delivery
- Received accolades from the top management for operational improvements including saving AWS costs, Resource costs and license costs
- Best Innovation award from the CTO for improving the pricing process

## CERTIFICATIONS

- Harvard Business Publishing - RELX Emerging Leader Certification
- Salesforce Certified Administrator - Salesforce (2020)
- Siebel Certified Business Analyst (2006)
- Siebel Certified Consultant (2003)

Experienced Software Engineering Manager with over 22 years of experience and excellent problem-solving, organisational and decision-making abilities. Well-versed in coordinating transformational projects with co-located and off-site teams. Desire to apply expertise to new role with progressive organisation.

## EXPERIENCE

December 2015 to Current

**Software Engineering Manager** *Elsevier*, Oxford, Oxfordshire

- Performing the role of Development Manager for Siebel CRM and home grown Invoicing system along with the Support Manager role for Sales force modernisation project for Elsevier using SFDC application
- Actively involved in transformational projects migrating Sales, Order Management, Invoicing and eCommerce Functionalities from Siebel CRM to SFDC
- Applying project management principles across support services to optimize the operational cost
- Strong experience in onsite offshore model working with large vendors across the Globe
- Manage diverse teams with team members spanning across UK, USA, Netherlands and India

August 2007 to December 2015

**Senior Project Manager** *Infosys*, Chennai

- Transition Management: Led a 30 member team in a successful transition of Siebel services in a co-sourcing model including Knowledge transition, Secondary Support, Primary support and steady state planning. Secured additional business on RightNow support and managed end to end transition

*Results:* The first team to complete the transition successfully in the program and received accolades from the client.

- Service Management: Manage the overall service for the CRM suite of applications that handle USD 2 Billion Revenue. The application Services include Continuous Improvements, Problem Management and Innovation.

*Results:* Acknowledge by client as the most efficient team across IT and manage smooth yearend closures year on year. The innovation idea implemented received CTO award from the client

- System Integrations/Migrations: Project-managed Siebel upgrade from version 7.8 to 8.1 and CRM Desktop integration for Elsevier.

*Results:* Delivered the Elsevier upgrade ahead of schedule and received client certificate

- Enterprise Implementations: Led design and rollout of robust, scalable and Siebel Order Management Solution for Lexis Nexis.

*Results:* Ensured defect-free releases through careful planning, testing and QA efforts.

May 2000 to August 2007

**Project Manager** *HCL Technologies*, Chennai

- System Integration and Migrations : Siebel upgrade from 6 to 7.5 for

Exult. Data Migration from Siebel SQL Server to Siebel Oracle Server for Hewitt. Implemented Siebel to Atlys connector for Convergys

- Enterprise Implementations: Part of team that successfully implemented Siebel sales force automation for HCL America

March 1995 to April 2000

**Developer** *IPA, BHP Engineers, ATL*, Chennai

- Experience in writing COM components using VC++/Visual Basic
- Experience in developing web applications

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## EDUCATION

1994

**Bachelor of Engineering**

**Bharathiar university**, Coimbatore

- Graduate