**Profile:**

A highly focused Program Manager with over 19 years of experience in business application development and systems delivery with a strong focus in managing large programs and high performance teams in the Infrastructure and Business Applications disciplines of IT. Currently manages a multi-site, multi-national team that supports four business-critical projects. Proven ability to manage multiple, complex, cross-functional programs and delivering state-of-the-art IT solutions for these initiatives. I have been accountable for all phases of projects from conception to closure, using various standard Project Management methodologies. I am well versed in all phases of the Systems Development Lifecycle and have good experience with different delivery methodologies including Agile. I have successfully completed several PMP courses and currently working towards a full PMP certification. I have excellent analytical and problem solving skills and have excellent communications and interpersonal skills. Top five strengths from Strengths Finder: Restorative, Deliberative, Learner, Analytical, and Command.

* Well versed with different SDLC methodologies like **Agile, Prototyping, Waterfall and Iterative**.
* Well versed and extensive experience in using different types of Project Management tools for Project Resources & Budget tracking & maintenance like Primavera for resource & budget tracking and forecasting, Clarity for forecasting and tracking of project resources and budgets, EcoSys for project budget tracking.
* Extensive experience of Project management tools (MS Projects & Primavera) and Rational tools in Managing, Tracking and Facilitating **JAD and SCRUM** sessions for **Requirements Management, User Experience Design, Development and Test Management with Release tracking**.
* Very effective in setting up program offices (PMO) and governance for large programs, facilitating **Triage meetings** between Business Leadership, Tech teams to determine Policy procedures for Risk and Issues Management, Project-**Change Control Boards**, Vendor engagement, Workflow processes, **SDLC, SLAs, and Release Management.**
* Maintain, analyze and present Status reports to senior management using Dashboards on SLAs and KPIs during all the phases of SDLC, **Service management.**
* Prepare Project P**olicies and procedures**, How to Guides and workflow diagrams for the teams.
* Extensive experience in Siebel CRM 6, 7.x & 8.x, Oracle & UNIX. Good knowledge of writing test plans, defining test cases.

**Professional Experience:**

**Client: Citi Bank *December 2013–Present***

**480 Washington Blvd., 17th Floor, Jersey City, NJ – 07310**

***Sr. Program Manager***

**LOB:** GIW Statements, AML, Payables & Receivables

* Managing Budget, Resources, Forecasting, scheduling in PTS.
* Project Management & planning. Identify new business opportunities. Prepare RFP
* Client communication, Team building, Task Allocation and conflict Management, monitoring the progress of work, weekly meeting with client and onsite communication, Prepare weekly/monthly status reports.
* Release management, Change Management. Finalizing requirements, Design, Identify alternative solutions, help development team on technical challenges and Estimations.
* Make sure that team is following all client defined processes.
* The teams include business analysts, project managers, technical design and development staff, QA staff, and production support.
* Worked closely with the corporate process improvement team to enhance the SDLC and improving process through metrics collection and evaluation.
* Effectively communications to staff, colleagues, senior/board management (Steering Committee), vendors, customers, and prospects

**Client: SunTrust Bank *February 2013–November 2013***

**285 Peachtree Center Avenue, 24th Floor, Atlanta, GA - 30303**

***Sr. Program Manager***

Managing Budget, Resources, scheduling in Primavera & Ecosys.

* Managed projects with an annual budget of 12 million dollars, and 75 associates reporting directly under me. All four projects are based on the onsite/offshore model.
* Project Management & planning. Identify new business opportunities. Prepare RFP
* Client communication, Team building, Task Allocation and conflict Management, monitoring the progress of work, weekly meeting with client and onsite communication, Prepare weekly/monthly status reports.
* Release management, Change Management, Finalizing requirements, Design, Identify alternative solutions, help development team on technical challenges and Estimations.
* Make sure that team is following all client defined processes.
* The teams include business analysts, project managers, technical design and development staff, QA staff, and production support.
* Worked closely with the corporate process improvement team to enhance the SDLC and improving process through metrics collection and evaluation.
* Effectively communications to staff, colleagues, senior/board management (Steering Committee), vendors, customers, and prospects
* **Anti Money Laundering (AML) –** Under the provisions of the Bank Secrecy Act and various anti-money laundering laws, including the USA Patriot Act, SunTrust is required to have a risk based AML program. In order to accomplish this, SunTrust is risk rating its clients for potential money laundering, terrorist financing or other illegal activity using a form called a “Risk Assessment Form” or “RAF”. AML has defined the questions and formulas to result in a Prohibited, High, or Low risk rating, but each Line of Business (LOB) has “implemented” the form into their process differently. Compliance with the BSA and the USA PATRIOT Act is not optional – it is mandatory failure to properly implement an effective risk based program is considered by regulators to be a safety and soundness issue, and banks who have had such failures have suffered significant fines (e.g., HSBC $1.9B) and have been subject to cease and desist orders that limit their ability to offer new products (e.g., JPMC).

International Wealth Management (IWM) in Miami services the bank’s non-resident alien clients with assets of more than $500,000 on deposit or under management with SunTrust, as well as all relationships with politically exposed persons (PEP) and private investment corporations. Explicitly, the IWM client base is all Automatic High Risk from an enterprise standpoint. Within this Automatic High Risk client pool, IWM has further sub-stratified the risk as low, medium or high, which determines the depth and frequency of certain aspects of their enhanced due diligence (EDD). IWM has been pursuing a solution for risk-rating, monitoring, and reporting on their clients. It is anticipated that the solution for the enterprise will meet the needs of IWM. Given that the risk is highest in this business unit, as well as the fact that the unit is entirely paper based, the current plan is to prioritize IWM as the first LOB to implement the Enterprise solution.

Federal regulators increasingly are requesting continuous client monitoring of expected activity versus actual client activity. Today SunTrust collects the expected client activity, but there is not a means to compare expected activity to actual activity, and alert management activity that may require additional information to reconcile and possibly detect activity that may be suspicious. It is expected the solution will provide a means of comparing projected activity vs. actual activity for high risk clients. It will assist in determining when low risk client activity exceeds thresholds that would require increased monitoring.

* **Compliance Loan Assurance Workpapers System (CLAWS)** **–** Compliance Loan Assurance WorkPapers System (CLAWS) is an internally hosted, MS Access based client-server application that is used by Corporate Risk Management teammates to evaluate the regulatory compliance risk associated with mortgage loans within SunTrust.

A monthly data extract is manually imported to the system from Mortgage Enterprise Database (MeDB, BRIA #706), as well as from Excel spreadsheets with data from Passport and MLCS databases. Users are then allowed the ability to manually create a sample of loan data to review and a data quality control check is executed by responding to a series of questions related to various Federal and State mortgage loan regulations. The system provides reporting functionality via customized spreadsheet views of the sample data under review, which are used to track corrective actions and provide feedback to management.

The purpose of this project is to convert this application from Microsoft Access to a new, web-based front end, with a database back end and improved reporting capabilities (e.g. Cognos). This will allow for a more formalized development process as well as the ability to add and enhance functionality in the future.

The existing IRRIS (Integrated Risk Review Information System) application may be able to serve as the basis for the CLAWS replacement, but this option will need to be evaluated and determined by the development team.

* **Capital Markets System Stabilization –** The Tactical Counterparty Limit Management System (TLMS) is SunTrust’s tool for aggregating trading counterparty credit risk and monitoring exposure against credit guidance lines. This tool is an essential part of the credit risk management strategy for the bank as a whole. Since its implementation several years ago, there have been changes to the regulatory and business environment that require upgrades to the system in order for it to remain an effective risk management tool.

In the wake of the 2008 financial crisis, the regulatory rules for counterparty credit risk have been overhauled. In 2011, several regulatory agencies issued the Interagency Supervisory Guidance on Counterparty Credit Risk. This document focuses on aggregating and monitoring counterparty credit risk across the institution and identifying concentrations of risk in individual legal entities, industries, geographic regions and other obligor groupings. This will require the exposures reported in TLMS to be rolled into the larger credit exposure reporting tools of the bank and additional reporting based on information already available.

In addition to the regulatory changes, there have also been increased requirements around management reporting. Updating the TLMS limit exception logic and automating the Orphan Counterparty Report would provide substantial benefit to the line of business. The orphan counterparties are typically large institutional trading counterparties that do not fall under a credit officer the way a more traditional customer would. SunTrust often builds large exposures to the institutions through normal business and hedging activities. In order to manage this exposure, an Orphan Counterparty Report is used to track this exposure.

This EIS project is aimed at making system enhancements and changes to TLMS (Tactical Limit Management System) in order to bring the system in line with the new regulatory environment. We are looking to meet guidance set by the 2011 Interagency Supervisory Guidance on Counterparty Credit Risk Management, as well as incorporate reporting aspects of the orphan counterparty database, correct/enhance the limit management exception logic, and make improvements to the reporting capabilities in TLMS to better serve the business needs.

* **CRA/Fair Lending Wiz –** Install and Configure the CRA /Fair lending Software from Wolters Kluwer Financial Services, Inc. ("WKFS"). The Software with client and server architecture needs to be installed and configured in test (QA) and production Environments.

Wolters Kluwer Legal & Regulatory provides customers around the world with expert content, solutions, software, and services in the areas of law, business, and regulatory compliance. Wolters Kluwer Corporate Legal Services is the leader in legal process and business performance management. In today’s global environment, we give customers access to actionable information and intelligent tools, empowering organizations to make better decisions and be more efficient

***Environment :*** Java, .Net, C-Sharp, Open Pages, Oracle, db II, MS SQL, SalesForce.Com, Mainframes, Win 2008 Server, AIX & Unix.

**Client: PNC Bank *October 2010–February 2013***

**600 Grant Street, 42nd Floor, Pittsburgh, PA - 15219**

***Program Manager***

Originally developed on Siebel 6.3 version in 2001 and upgraded to Siebel 7.8.2.14(Quick Fix 3). PNC Genesis is Business Critical application with approximately 20,000 users. It is deployed on IBM AIX 5.3 and IBM DB2 v8 is used as backend database. Single Organization deployment and it supports single Currency & Time zone. Single SRF based & supports Highly Interactive [HI] web client only. PNC Genesis is Integrated with multiple (~ 25-30) core banking, product centric, main-frame/.Net application with batch or real time mode

Assembled project teams for large Infrastructure projects, identified and deployed appropriate resources needed to develop and execute project plans and delegated responsibilities. Coached project engineering teams in completing the project-tracking and documentation artifacts as needed.

Corporate & Institutional Banking provides Extensive Treasury Management, Capital Markets and International Banking specifically for the Middle Market Audience.

* Managing Budget, Resources, scheduling in Clarity.
* The budget for this particular project was $ 8.0 M per year where the project was completed under $ 5.0 M which helped the business unit in saving about $ 3.0 M annually
* Project Management & planning. Identify new business opportunities. Prepare RFP
* Client communication, Team building, Task Allocation and conflict Management, monitoring the progress of work, weekly meeting with client and onsite communication, Prepare weekly/monthly status reports.
* Release management, Change Management, Finalizing requirements, Design, Identify alternative solutions, help development team on technical challenges and Estimations.
* Make sure that team is following all client defined processes.
* The teams include business analysts, project managers, technical design and development staff, QA staff, and production support.
* Worked closely with the corporate process improvement team to enhance the SDLC and improving process through metrics collection and evaluation.
* Effectively communications to staff, colleagues, senior/board management, vendors, customers, and prospects
* **RBC Bank -** The Genesis Sales and Service teams have completed a number of enhancements and necessary regression testing to insure that the RBC Bank integration is successful. There are many updates/tasks that need to be completed in preparing for the conversion and in support of our front line teams to begin to sell products within new states coming into our footprint. The changes needed are due to the Laws/Regulations around account titling, loan fees, documentation, etc. Additionally, the Sales team built a new automated process for the systematic loading of branches and employees into Genesis which has eliminated manual entry for the 417 branches and approximately 4800 employees.
* **Wealth Management Opportunity Interface –** All Wealth Management deals referred by Corporate and Institutional Bank employees will automatically populate as CRM opportunities when they close. These deals will no longer need to be manually entered. E-Mail notifications will be sent the night these opportunities post.
* **Equipment Finance Opportunity Interface –** Equipment Finance won business from Info Suite will post nightly to Genesis Customer Relationship Management. These deals will no longer need to be manually entered into Genesis Customer Relationship Management. We have added a new field to track the Equipment Finance Specialty Opportunities as well as we are introducing a new customized Equipment Finance product form.
* **Canadian Subsidiary Tracking –** The ability to track Canadian companies that are subsidiaries of US companies will be added on the Company Profile.
* **Opportunity Detailed Reason –** To help analyze why Credit deals are Lost, a new “Reason Detail” will be added to the Opportunity Result. The field is only applicable to the Credit – Commercial and Credit – Wholesale product lines.
* **New/Lost Client Tracking –** To obtain better information on New & Lost Corporate and Institutional Bank clients, the Office of Performance Management has updated the types.These can be entered on the Companies-WB screen – New/Lost Clients view.
* **Corporate and Institutional Bank Sales Reporting –** Dashboard reports for Sales Administrators, the Office of Performance Management, and power users using the Answers tool have been developed and will be available in January 2012.
* **HAWK Relationship Profile Additions –** The Corporate and Institutional Bank Sales Force Effectiveness committee has restructured the Relationship Profile applet to obtain and input key data. This will enhance the identification of product opportunities.
* **Office of Performance Management Reporting –** To improve Corporate &Institutional Bank Sales Reporting processes, data accuracy, timeliness of reporting, and mitigate manual spreadsheet reports, several updates will occur in CRM. Features to track Plans will be introduced in CRM. These will be expanded into Dashboard reporting during the fourth quarter in preparation for 2012 reporting.
* **CRM Search Dashboard –** Under the Dashboard-WB screen, a new “CRM Search” dashboard will be added. This will allow for searches on Companies, Call Reports, Contacts, and Opportunities allowing for extensive ad-hoc reporting capabilities.
* **Redefined Ratings –** To provide better clarity for rating of Prospects, Products, and Clients, these functions will be separated in CRM. A new Rating system will be implemented and new definitions available. Old ratings will automatically be converted on September 12.
* **New Client Tracking –** To make it easier for the banker the Tracking for New Clients, Lost Clients, and Potential New Clients will be moved from the Companies-WB screen rating view to a new Companies-WB view named “New/Lost.”
* **Bank Client Type Reporting –** To help mitigate confusion, on all CRM Website reports the field “Client Classification” will be placed adjacent to Bank Client Type. Bank Client Type indicates the presence of at least one open PNC account. Corporate &Institutional Bank Client Classification of Non-Primary Client and Primary Client represent revenue generated.
* **University Banking Opportunity Changes –** TheUniversity Banking pipeline information will be expanded to track revenue for Access Schools, Alliance Schools, new contracts, and renewals.
* **Credit-Commercial Line of Credit-Utilization Increase product –** Within the first 12 months of the Line of Credit being used, Commercial Relationship Managers will be able to use the new product “Line of Credit – Utilization Increase” to add incremental revenue when the utilization differs from the originally expected amount.
* **Flagging Business Credit Referrals –** To avoid double-counting of revenue on sales reports, a new field “Opportunity Notation” will be added to track opportunities (referrals from Corporate Banking to Business Credit).
* **Credit-Commercial Fee and NII Enhancements –** One Time Fees will be disabled on all Credit-Commercial products with the exception of the product “Loan Fee Only.” This will support Commercial Banking reporting requirements to ensure fees are separated from interest income.
* **Interfaced Opportunity Message –** Several opportunity products come into CRM via interfaces (from O‟Charlie, Intrader, etc.) when business is won. These products should be entered into CRM for pipeline tracking, but to prevent duplication they will not be permitted to be moved to a “Won” status in CRM.
* **View of Power1 Officers –** Currently only the Companies Primary Salesperson is displayed in the CRM (Officer 1) field. To make it easier for the employee we will now display Officers 2 through Officer 5 on the Companies-WB screen / Credit & Exposure view.
* **Referral Source Profile Report –** A new Referral Source report will be available on the Referral Sources-WB / Referral Source Profile Report view. It will display the Referral Source’s Address, Contacts, Marketing Programs, Team, referred Opportunities, and Call Reports.
* **Definitions Button –** In support of the Corporate and Institutional bank employees we are providing a definitions button that will include guidelines for items such as CRM fields, Ratings and Client Acquisition tracking on the Companies-WB screen.
* **Potential New Client –** To provide the ability for Corporate and Institutional bankers to forecast new clients we had added a new option called “Potential New Client” on the “Under New Client Tracking” screen.
* **SNL Datasource Number –** To support the Financial Institutions Group, a new field on the Company Profile will be available to track the SNL Datasource number.
* **Referral Source Contact Addresses –** We have enhanced the process when entering a new Referral Source contact; you will now be able to copy down the Referral Source address.

***Environment :*** Siebel Call Center, eFinance, eSales, eService, Siebel Mobility, Siebel Tools 7.x & 8.x, EIM, EAI, db II, Win 2000 Server & Unix.

**Client: GUARDIAN LIFE INSURANCE COMPANY OF AMERICA, *August 2008–October 2010***

**7 Hanover Square, New York, NY – 10004**

***Project Manager/Program Manager***

Guardian is one of the largest mutual life insurance companies in America, with 149 years of experience in providing diversified financial solutions, including life insurance, disability income insurance, retirement services, employee benefits and investments.

Manage four major Guardian projects with an annual budget of 4.5 million dollars, and 40 associates reporting directly under me. All four projects are based on the onsite/offshore model. The products we support are used by 1700 Guardian users at four different locations of the company. I have the responsibility for planning, budgeting, analysis, development, maintenance and production support of the applications.

* **Application Transition** – In charge for Planning & Execution of Siebel Financial Services Application from the existing vendor (Deloitte) to new vendor (Mahindra Tech). Mahindra Tech is the new vendor who will take care of the application maintenance, enhancements & Production Support

• **Guardian Life Maintenance & Development** – The Guardian Life extensively uses Lotus Notes as its standard communication, workflow and collaboration platform and has more than 1700 lotus notes applications till date. This project involves application development, maintenance and support of Lotus Notes applications. The team consists of 5 associates who supports existing applications and takes up all new development works on Lotus Notes.

• **Siebel CRM Production Support, Maintenance & Development** – Guardian implemented the Guardian CRM platform with a hosted Siebel application for its Group Services and IM divisions. The Siebel system is used by call center personnel to access customer information, track activities and create Service Requests by sales representatives and support personnel to capture contacts and opportunities. The system interfaces with Dun and Bradstreet's web service, CPS, Genesys (CTI), LDAP and middleware ESM. The environment is built on UNIX and DB2 representing two developments, two UAT and production servers. Mobile access for the sales representatives to the Siebel system is provided using Antenna software. The team consists of 25 associates who support the existing application, and do the maintenance and development of all the future enhancements which will take the organization to the next level.

* Managing Budget, Resources, scheduling in Primavera
* Managed Service management, Governance, Contract documentation, Change Management, Risk and service level metrics.
* Engaged with Guardian Vendor Governance Management to develop an overarching Governance Plan for Off-shoring Service Management. This included Organization Management structure with roles, responsibilities and processes that are to be used to govern the Services.
* Identified Team leads and provided KT plans for Offshore and Onsite service management teams. As PMO Lead initiated and facilitated dialogues between Delivery partner, Client partner and Finance partners.
* Coordinate and lead meetings with Offshore Service Management Lead to define for the Governance system of record for Issue, Dispute and SLA’s so that the program meets the quality, performance and financial objectives.
* Managing Siebel project for Service used by 3 different customer representative Units in PA, WI and WA
* Managing Siebel Application for Sales.
* Upgraded the Current Siebel version 7.5.3.15 to 8.1.2
* Trained the users in using the newer Siebel version 8.1.2
* Managed regular Quarterly & Emergency Deployments
* Selling the vision of Next generation Call Center application to the business
* Estimation, prioritization, scoping of the Siebel project and different cross area project with business users.
* Managing production support by own team of 5 Siebel resources.
* Managed the budget of $3.5M/year to maintain and enhance Siebel CRM.
* Interacting with Business Leads for solving the performance issues.
* Enhancing existing Siebel application for call center Reps to serve the customer better and efficiently.

• **Primavera Systems Administrative Support & Development** – Maintaining and managing TIM TAM LDAP infrastructure. The infrastructure consists of production, UAT, test and SIT environment. Team consists of 5 associates who manage and maintain users in TIM TAM and LDAP. Resolve user issues, fixing the user's problems, resolving tickets and rework. Developing Scripts to fix the user issues and for user management.

• **Domino Infrastructure Support** – Project involves support & maintenance of Lotus Notes users, Domino Servers in Messaging Infrastructure for Guardian Life Insurance Company of America. Team also support some extended messaging systems like same time, Blackberry, Assenter and Iron mail.

***Environment :*** Siebel Call Center, eFinance, eSales, eService, Siebel Mobility, eIndividual Market, Siebel Tools 7.x & 8.x, EIM, EAI, Assignment Manager, db II, Win 2000 Server & Unix.

**PROMERO, 1100 Park Central Blvd., South, Suite 2500, Pompano Beach, FL - 33064**

***Project Manager/Product Delivery Manager July 2008–August 2008***

Promero are recognized leaders in the global market place of contact center software, customer relationship management, work force management, business intelligence and voice recognition software.

Complete setup of Hardware & Software of Siebel 8.x CRM application on Windows 2003 64 bit servers for 50 employees who uses Siebel Sales & Call Center Modules. Installed the software on the servers, customized the application to the business needs, and trained the users, support & development of the application. The complete project was achieved in record time of 8 weeks and delivered under budget which saved about $ 500,000.00 to the organization. Earlier the Organization was using Sugar CRM where it’s primarily used as a contact management system.

• Provide business process model on Service management and Incident Management SLAs for developing and reviewing Daily, Weekly and Monthly reports as part of Operational review meet for Management and Executive leadership.

• Established processes to evaluate RFPs and PO to present SOWS with Resource metrics and Application portfolio mapping with Margin analysis.

• Partnered Client Vendor Governance teams with responsibilities, procedures and organization to support continuous improvement and analysis to facilitate program-level decision making and business transformation.

• Provided Escalation pathway Issues and Disputes and Contract change requests for Program Executives.

• Engaged with Leadership to determine Policy procedures for Project- Change Control Boards, Vendor engagement, Workflow processes, SDLC, SLAs.

***Environment :*** Siebel Call Center, eSales, Siebel Tools 8.1, EIM, EAI, Assignment Manager, MS SQL, Win NT Server 4.0, Win 2000 Server.

**Client: NAVISTAR, 425N Martingale Road, Schaumburg, IL – 60173 *June 2008–July 2008***

***Siebel Product Delivery Manager***

Lead the team which consists of 10 associates in developing Siebel Financial module for the organization which consists of 500 users. Developed the web portal based CRM application for the customers where they can login the service requests directly through the intranet and have the visibility of the status which helped the organization in saving about $ 1,000,000.00 annually.

• Gathered requirements from different departments and Prepared functional documents and designs

• Used eConfigurator to identify cross-sell and up-sell opportunities based on customer profile information and on previous product selections. It then delivers targeted messages and recommendations to ensure that all relevant product options are presented to increase potential sales and average selling prices.

• Transferred product, pricing information from legacy application to Siebel.

• Involved in the loading of IF tables, data cleansing activities.

• Involved in the tuning of EIM processes for faster uploads.

• Extensive work on Product Catalogue and Model Designer

• Defined customizable products, Customizable product workspace

• Configured Rules, Solutions, for various customized models.

• Configured Class Administration for the products.

• Implemented matrix based pricing with customizable products using e-Pricer

• EAI functionality was utilized to check credit status of the account, Used Siebel EAI Adapter, XML Converters and HTTP Adapters.

***Environment :*** Oracle ERP System, Siebel Call Center, eFinance, eConfigurator, ePricer, Siebel Tools 8.1, EIM, EAI, Assignment Manager, Oracle 10g, Win NT Server 4.0, Win 2000 Server & Unix.

**HONEYWELL ANALYTICS, 400 Sawgrass Corp. Pkwy., Sunrise, FL – 33325 *July 2004–June 2008***

***Project Managerr/Siebel Administrator***

Used Project Management techniques to coordinate program effort towards the successful delivery of IT infrastructure projects dealing with data center, network, server and storage components. Effectively managed multiple, parallel projects within time lines per PMO guidelines, policies and procedures. Provided feedback and input to Project Sponsors, Steering and Coordination Committees and Product Owners. Participated in scheduled and unscheduled audits, inventory tracking fire-fights and major hardware relocation and upgrade projects. Created and maintained project schedules, work breakdown structures and status boards. Oversaw all aspects of project activities and supervised/created related documentation and reports.

Siebel Administrator for a global manufacturer and distributor of gas detection devices. Responsible for Siebel application administration for over 800 users globally in the Sales & Service modules of Siebel Version 7.x. Responsible for end user training, issue resolution, application modifications or enhancements, support package implementation, and managing application support outsourcing with an annual budget of 3.2 million dollars

**Application Transition** – In charge for Planning & Execution of Siebel Sales, Service & Call Center Global Application from the existing vendor (Customer Systems, London, UK) to new vendor (Datamatics, Mumbai, India). Datamatics is the new vendor who will take care of the application maintenance, enhancements & Production Support

• Lead Administrator for North America

* Managed 800 Users
* Upgraded the Current Siebel version 7.5.3.15 to 7.8.2
* Managed regular Quarterly & Emergency Deployments
* Managing Budget, resources & Scheduling
* Managing Siebel project for Service used by 3 different customer representative Units in US, Europe and Asia
* Managing Siebel Application for Sales.
* Estimation, prioritization, scoping of the Siebel project and different cross area project with business users.
* Managing production support vendor Customer Systems (UK-9 resources), IBM (Zurich-5 resources) & Datamatics (India-10 resources) and Honeywell’s own team of 5 Siebel resources.
* Managed the budget of $3.2 M/year to maintain and enhance Siebel CRM.
* Interacting with Business Leads for solving the performance issues.
* Estimation, prioritization, scoping of the project.
* Preparing the Project Plan for different enhancement, Upgrade etc.
* Set up the standards for requirement, design, Scoping and gap analysis.
* Performed Application Administration tasks
* Coordinated with remote development teams and administration teams in Europe
* Siebel Administration duties include User Support/Monitoring the servers, User Creation, Maintaining the Mobile Clients, Database Extracts, Database Backups and Server Monitoring.
* Involved in Siebel Server Installation tasks
* Involved in EIM, EIM Mapping, EIM Server Configuration tasks
* User Training {Both Sales & Service}, Generating the new production configuration file, Installation of Siebel, Trouble shooting
* Involved in functional design and translation into Technical specification, along with process flows and Use cases and also performed all Functional and Gap Analysis for Upgrades.

• Identified the Business Objects to be modified to suit the business requirements, defined the object definitions, and identified the Screens, Views and Applets to be modified to facilitate the new business processes and requirements using Siebel Tools and eScript. Configuration was carried out after due approval.

• Customized and added new Siebel GUI layer (Screens, Views, and Applets) objects to add the new functionality per requirements using Siebel tools.

***Environment :*** SAP ERP System, Siebel Mobility, Siebel Sales & Service Module, eConfigurator, eSales, eService, Siebel Tools 7.5.2, 7.5.3, EIM, EAI, Workflow, Assignment Manager, Oracle 9i, Win XP Server, Win 2000 Server.

**Client: ONE CALL MEDICAL, Inc., 20 Waterview Blvd., Parsippany, NJ–07054**

##### Siebel Consultant {Functional & Technical} March 2003–March 2004

One Call Medical is an organization, which participates in Health Care Industry. It acts as an agent for people who are willing to take treatment like, MRI, Spinal Injection & EMG. It maintains a database of all Hospitals, Insurance Companies and Physicians. Patients can call into toll free number to inquire about hospitals, treatments and so on. It all also maintains all its patients’ information.

• Involved in functional design and translation into Technical specification, along with process flows and Use cases.

• Design and development of Business Objects like Contacts, Orders, Payments, Activities and Audit Trail as per customer requirements for their Call Center.

• Designed and configured Screens, Views, Applets, MVG applets, Associate applets, Form applets, Joins and Links,as per customer requirement.

• Worked on Assignment Manager to distribute the work among Sales Representatives, Created Assignment Rules, Assignment conditions according to business requirements, associated the Assignment Manager to Work Flow Process Work Flow Manager

• Extensively worked on Work Flow process to automate the business process, Developed Workflow Process, Process Designer steps, and set up the Process Properties, Used the Process simulator to test the workflow process, Created Workflow Programs, Groups, Policies, Workflow conditions and Actions.

• Developed eScripts and VBC’s based on Business Requirements

• Extensive work on Siebel Tools 7.5

• Analyze and solve the problems faced by Sales and Service department.

• Support, maintenance and trouble shooting of Siebel Sales Application.

• Configured Screens, Views, Applets and Business Logic for Siebel Sales

• Developed eScripts and VB Scripts based on Business Requirements

• Performed Code review and bug fixing

***Environment :*** Siebel Call Center, eHealth Care, ePricer, eSales, eService, Siebel Tools 7.5.2, EIM, EAI, Workflow, Assignment Manager, Oracle Financials 11i, Oracle 9i, Win NT Server 4.0, Win 2000 Server & Linux

**Client: PANASONIC, Secaucus, NJ *October 2002–February2003***

***Siebel and Testing Consultant {Functional & Technical}***

• Analyze and solve the problems faced by Sales department.

• Support, maintenance and trouble shooting of Siebel Sales Application.

• Configured Screens, Views, Applets and Business Logic for Siebel Sales 6

• Developed eScripts and VB Scripts based on Business Requirements. Performed Code review and bug fixing

• Developed test plans, test scenarios and test cases, structured system testing, software documentation from business, technical and functional requirement.

• Verified updates to item tables and order header and order line tables after a particular ordering transaction has been successfully processed and monitored the log for any exceptions thrown during the ordering process.

• Designed various test scenarios for testing the application based on inventory information of items.

• Prioritized defects logged in test director and coordinated their resolution with the development team.

• Automated test scenario for GUI, functionality, security and regression testing using **Quick Test Pro.**

• Performed manual testing for the entire application and reported the defects to the developer using test director

***Environment:*** Siebel 2000 Sales {Opportunities}, Siebel Tools 6.0, Test Director, Winrunner, Win NT Server 4.0.

**Client: AT&T, INSIGHT Division,** **Morristown, Short Hills, Murray Hill, Middletown, NJ**

***Project Manager/ Lead Administrator March 1995–August 2002***

Regularly mentored and trained junior and newly hired staff in the group about the details of our setup and configuration. Made sure to include junior staff when discussing or resolving unusual technical issues. Helped them with routine programming and administration questions on a day-to-day basis.

**Major Projects Worked On :**

• **Corporate Finance Organization**

• **Pre-Billed Data Mart –** Analyzes, Integrates and transforms billing information from various Billers into standardized format of billed usage results as well as reference files in customer/account structure, sales assignment and market information supporting BMD CFO/MSO partners and INSIGHT application.

• **Real-Time Network Volumes Platform –** This tool provides comprehensive data and timely business results on the network usage by customer, strata, product and other dimensions within just 3-5 days of call occurrence. It also reports network usage within days of daily, weekly and monthly results for every toll free numbers and WTN.

• **Real-Time Web –** Real-Time Web is a timely market-leading indicators of all AT&T ABS’s inbound & outbound network traffic. It is a web-based reporting and analytical system using by AT&T Sales Force for tracking of growth, retention, win-back, loss-reduction, promotion tracking, geographical/access analysis, journalization and book-closing processes. It is also integrated with other web applications of AT&T Insight Division for supporting pre-billed analysis.

• **TAPEDB –** It is a tape database that has the information about the tapes (location, owner, expire time, etc.) that are received in datasets and are kept in the tape robot for reading or in the external storage.

• **FLASH –** A family of powerful tools used for market segmentation and results tracking. This is the largest database (218 Gbytes) in the division, with the detailed data residing on an HP machine and the aggregate on two SGI machines with one being on production and one on development.

• **BRPP –** Business Results and Platform Planning is an OLAP tool, provides a single accurate, integrated source of financial and operational information, supporting timely, effective analysis and decision-making for BMD users

• **Small Business and Local Markets Customer Care QA Web Sites –** Small Business Market and Local Market Customer Care Quality Analysts listen and judge conversations between customers and AT&T operators, representatives on pre-defined set of criteria and open-ended comments. The web sites for Small Business and Local Markets Customer Care Quality Analyst has different set of requirements and functionality.

**CACI Federal Inc.**, **1100 North Glebe Road, Arlington, VA – 22201** ***October 1994–March 1995***

***System Analyst/Administrator***

• Responsible for design, development & implementation of database modules for Budget Installation Support Modules (B-ISM) using Oracle 7.0, PL/SQL, SQL\*Plus, SQL\*Forms & SQL\*Report writer 2.0 on RISC 6000 and the operating system is UNIX.

• Actively involved in database administration issues, such as table sizing and role administration. Also worked on developing screens using TAE Plus application and Data modeling using CADRE case tools.

• Created primary database storage structures and modified the structure of the database. Database start-up, shut-down, backup & restoration. Monitored database performance, efficiency and re-established database consistency. Transferred data between the database and external files. Controlled and monitored user access to the database. Manipulated the physical location of the database.

**Computer Skills:**

**CRM:** SalesForce.Com, Siebel 6, 7.x, 8.x Tools, EIM, EAI, e-Sales, e-Service, e-Pricer, e-Configurator, e-Communications, e-Finance, Siebel VB/ eScript, Siebel Call Center, Siebel .COM applications, Workflow Manager, Assignment Manager, Product Catalogues & Server Admin. SalesForce.Com, Oracle OnDemand.

**Hardware:** HP 9000, SUN SPARC, IBM RS6000, AIX, SGI-Challenge series.

**ERP:** Oracle Financials & SAP

**OS:** Unix, Sun Solaris-7;2.6, IRIX-6.5;6.2, HP-UX 11.0;10.20, Linux, Windows-NT/95/98/2000.

**Backup Tools:** Local scripts using dump/restore, HP-Omniback.

**Languages:** K-shell, AWK, Awkcc, C, SQL, PL/SQL, Perl, CGI & HTML.

**RDBMS:** db II, Oracle 10g, 9i, 8.0/7.x, Sql\*net-v8;v2, Oracle Financial Apps 10.7/11, GL & OE, SQL Server.

**GUI/4GL:** Developer 2000 (Forms & Reports ) 6i

**Oracle Tools:** Oracle Enterprise Mgr, Oracle Web Server, Oracle Express Server, Sql\*loader.

**Test Tools:** Win Runner 7.2, Load Runner 7.2, & Test Director 7.0, Clear Quest & Mercury

**Microsoft Tools:** MS Office, MS Project, MS Visio

**Education:**

♦ **Master of Science in Computer Science *December 1994***

Villanova University, Villanova, PA – 19085

♦ **Bachelor of Technology in Mechanical Engineering *June 1986***

Kakatiya University, Warangal, A.P., India

**Certification:**

♦ **Six Sigma – Green Belt**