



RAHUL P RAJ



ABOUT

Diverse requirements are handled and ensure that they always meet above the customer expectations. Take part in business Requirement Analysis, Logic design, Technical implementation of it in the best efficient manner and Testing of the deployments. Always keen to learn new technologies and push the gathered knowledge for implementation.



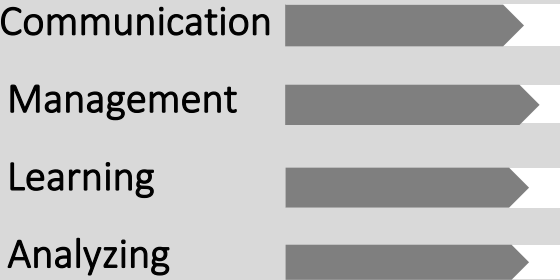
CONTACT

Pandaraparampil H
Polytechnic Road, Kanattupara
Pala PO, Kottayam, Kerala, India
PIN - 686575

+91 8939148428
rahulpraj10@gmail.com



PERSONAL SKILLS



LANGUAGES

	Speak	Read	Write
English	✓	✓	✓
Malayalam	✓	✓	✓
Hindi		✓	✓
Tamil	✓		



WORK EXPERIENCE

8 Years

1 Year, 6
Months
2021 – Present

Senior Associate

@Cognizant

3 Years
2018 – 2021

Senior Software
Engineer

@Benefitalign Technologies, Trivandrum

1 Year
2017 – 2018

Associate Consultant
Siebel CRM

@ Virtusa Polaris, Chennai

3 Years
2014 - 2017

Project Engineer
Siebel CRM

@ Wipro Technologies Ltd



TECHNICAL SKILLS

Siebel

- OpenUI
- Integration
- Configuration
- Workflows
- Scripting
- Admin

SQL

Web

- Javascript
- Angular 2+
- TypeScript
- JQuery
- Responsive Design
- Angular Material
- Clarity
- HTML
- CSS, Sass

Java

- Spring
- Hibernate
- Spring Boot

Ionic & Cordova

Hybrid Mobile App Development



EDUCATION DETAILS

2010-14

B. Tech in Electronics and Communication
Engineering – CGPA 7.95

Govt: Rajiv Gandhi Institute of Technology,
Kottayam

2008-10

Higher Secondary in Science – 96%
Kerala State Higher Secondary Board



PROJECT DETAILS

2014 Nov → 2016 July

■ Lexmark International

- Siebel Call Center and Field Service Implementation in IP13, IP14

Responsibilities Played

- Enabled Location Based Services for the Service Partners
 - Asset movement over google maps with drag and drop approach using GMaps api.
 - Service Request and Activity creation for Asset movement for Multi-selected assets using JQuery, OpenUI and Siebel WFs.
 - Developed Interface for Asset search in Map using JQuery,HTML and CSS in OpenUI
- Various OpenUI upgrades
 - Advanced Tiles for Contacts and Accounts with various CSS transition effects, Image inclusion and bootstrap grid layout.
 - Interface for Siebel Application Search with **Auto Suggestions** for Accounts and SRs
- Implemented new processes in Activity Management
- Integrated Oracle Service Cloud(TOA) with Siebel using web-services
- Integrated Facebook with Siebel [POC] using OpenUI, JQuery ajax and Facebook API and facilitated SR creation via facebook page.
- Nourished and exchanged knowledge in Siebel Scripting, Workflows, Integration and other configurable entities.

2016 Aug → 2017 May

■ Mitsubishi FUSO

- Siebel eDealer Implementation in IP15

Responsibilities Played

- Implemented Mobility solution for Product Configuration in AngularJS
 - Used AngularJS 1 . Http calls were made to Java REST for various entities
 - Integrated with Siebel using Java Data Bean for Quote creation
 - Followed Angular material UI for design
- Implemented Discount process in Pricing with Product Selection and Pricing (PSP) Engine
 - Made use of RSTT, Variable Maps, Discount Matrices etc in Siebel
- Dived into Inventory management process (Cycle Counting, Replenishment etc.)
- Device interfacing in Siebel including QR Scanner, Bar Code Scanner and Camera
 - Utilized HTML5 media device feature for accessing camera
- Web Application development for **‘Service front staff’, ‘Mechanic’ and ‘Vehicle Inspection and verification process’**.
 - Apps were on Angular1 platform with material design added
 - Various device interfaces (Camera, Mic) were incorporated with drag and drop features and auto-zoom features
 - Applications were IFramed into Siebel OpenUI
- Siebel Integration with external **‘Vehicle Certificate’** and **‘Account’** systems.
 - Accessed REST resources of external system using Http Transport Business service
 - Custom view is made with bootstrap grid layout.
 - JSON data format is framed and consumed for data transfer

2017 Jun → 2018 July

■ Citi Bank

- Siebel Financial Services – IP2016

Responsibilities Played

- Application Configuration and Enhancement
- Product API development with Siebel REST and Angular1
 - Created and Exposed a Data Sync Service BS as Siebel REST Service
 - JSON data structure is used for integration
 - Angular Material layout is used for UI

■ Citi Bank

- Various Integration tasks using JDB, JMS Que and Siebel IOs
- Development of Marketing Portal for Campaigning
 - Interfaced Campaign Load, Launch and Schedule with Portal
 - Developed custom schedule process
 - Enabled attachment creation and reading for e-mail treatments.
 - Inclusion of email offer content (HTML Content) in Portal
- Fixed UI upgrade issues

■ Optima Health

- Siebel Financial Services – IP15

Responsibilities Played

- Extended Support for the Open Enrollment
 - Renewal Process is re-designed for increased data volume to handle renewal letter generation, Reminder notifications and Auto-renewal processes
- Agent Load interface is developed
- Various CRs including batch termination and Integration Queue processing were taken up.
- Incubation of new resources into project.
- Daily monitoring of automated processes are taken care
- BIP Reports
- Created and Scheduled reports in BIP

■ Recon Product

- Multi-tenant insurance coverage handling application integrated with US. Federal Marketplace (FFM)

Responsibilities Played

- Java Upgrade of the project to OpenJDK 11
- Custom Report Generation and Thymeleaf integration
- FFM Integration
 - EDI File Processing and its Acknowledgment file generation
 - 834 Confirmation/Term EDI generation process
- Integration with Carrier system
 - Carrier EDI Generation and its response processing
 - Payment Extract and responses
 - Issuer related batch term and reinstatement processes
- FFM Reconciliation
 - Full membership RCNI extract and its reconciliation with FFM AUD files.
 - RCNO analysis
- Internal Portal for Administration
 - Developed Internal UI for administrating the processes and file handing
 - Update flows for handling FFM HICS and Client Requests
- Gained knowledge in EDI file structure and its health domain implications.
 - Processes are developed to handle various transactions including Enrollment, Demographic, Benefit Change, Manage Member, Terminations, Re-Enrollment and Renewal.

- **KeyBank**
 - Siebel Financial Services – IP22.6*Responsibilities Played*
 - Leading the offshore support team
 - Interact with users for various incident resolution
 - Code reviews, Release activities, Server maintenance and monitoring
 - Technical training to new joiners



CAREER ASPIRATIONS

I would like to focus more into

- **Data Science and Data Engineering**
- **Envelope CRM** – a CRM implementation for Retail

★ PERSONAL WORKS

- **Care Your Car**

This Hybrid mobile app can be used to find nearby vehicle service centers, listing their *services, service costs, contact details, instant service request creation via SMS* and many more. Integrated with google maps, this app provides you real time service for your vehicle.

Available @Ionic market place: [Care Your Car with Tile Navigation](#) and GitHub: [CareYourCar](#)

 - Used Ionic Hybrid Mobile App development platform coupled with Cordova
 - Used Angular2 and Typescript resources
 - Direct deployment of app apk files with Android SDK libraries
- **Follow Their Steps**

Ionic hybrid mobile app which can be used to track the location of your beloved ones. It included the provision to share the location of ‘Sharer’ with a ‘Watcher’ in his contact list. The ‘Watcher’ can track the location in Google maps. Also, it provides direct calling options, contacting the nearby Help Centers, push notification to the Watcher.

 - Enabled Google Firebase Authentication.
 - Firebase is used in the back end to store the sharer locations.
 - Enabled Firebase push notification.