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☎ CONTACT

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⚓ **TECHNICAL SKILLS**

**@** Cognizant

**1 Year, 6 Months**

**2021 – Present**

**Senior Associate**

**Senior Software Engineer**

**3 Years**

**2018 – 2021**

**@** Benefitalign Technologies, Trivandrum

**1 Year**

**2017 – 2018**

**Associate Consultant Siebel CRM**

**@** Virtusa Polaris, Chennai

**3 Years  
2014 - 2017**

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**2010-14**

**2008-10**

**B. Tech** in **Electronics and Communication Engineering** – CGPA 7.95

Govt: Rajiv Gandhi Institute of Technology, Kottayam

**Higher Secondary in Science –** 96%

Kerala State Higher Secondary Board

🎒 **EDUCATION DETAILS**

🔧 PERSONAL SKILLS

**Communication**

**Management**

**Learning**

**Analyzing**

👤 ABOUT

**D**iverse requirements are handled and ensure that they always meet above the customer expectations.

**T**ake part in business Requirement Analysis, Logic design, Technical implementation of it in the best efficient manner and Testing of the deployments.

**A**lways keen to learn new technologies and push the gathered knowledge for implementation.

🌎 LANGUAGES

Speak Read Write

English ✅ ✅ ✅

Malayalam ✅ ✅ ✅

Hindi ✅ ✅

Tamil ✅

**RAHUL P RAJ**

💼 **WORK EXPERIENCE** **8 Years**

* **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.

* **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 Certificat****e’* 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

**2014 Nov → 2016 July**

**2016 Aug → 2017 May**

🏆 **PROJECT DETAILS**

**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

🏆 **PROJECT DETAILS**

* **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

**2017 Jun → 2018 July**

**2018 July → 2021**

* **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.

* **Care Your Car**

This Hybrid mobile app can be used to find nearby vehicle service centers, listing their s*ervices, 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*](https://market.ionic.io/themes/tile-navigation) *and GitHub:* [*CareYourCar*](https://github.com/rahulpraj10/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.

★ **PERSONAL WORKS**

I would like to focus more into

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

👔 **CAREER ASPIRATIONS**

* **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

**2021 November → Present**

*Last Updated On 29/01/2023 17:31 IST*