

Rikki Goswami

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## OBJECTIVE

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To become an expert in S/W development and provide quality service to the clients. I am always open to sharpen my skills and obtain challenging and growth oriented opportunity in the field of Siebel Development and Design.

## EXPERIENCE SUMMARY

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- Over **5.5 Years** of relevant experience in development, implementation and management of full Software Development Life Cycle Siebel applications.
- Oracle **Siebel 8 Consultant Certified Expert**.
- Technical experience includes Siebel CRM in Configuration, Order Management implementation in the Telecommunications and Hospitality domain.
- Worked on **Siebel Open UI/Configuration/Scripting/Workflows/EAI, Product/Pricing Configuration** related to Order Management.
- Expertise in working with **Java Script, JQuery, CSS, HTML** related to Siebel Product Configuration and Open UI.
- Sound Knowledge of **Agile** Methodology.

## CURRENT EMPLOYMENT

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Working as a **Consultant** in Tata Consultancy Services Ltd. since Oct' 2014.

## ACADEMIC BACKGROUND

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**Bachelor of Technology in Computer Engineering** with **73.4%** in aggregate in **2009** from the College of Technology, G.B.P.U.A. & T., Pant Nagar, India.

## ACHIEVEMENTS

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### Tech Mahindra Ltd.

- Received the **“PAT on the Back”** award for the valuable contribution in major **One-Siebel** Project Releases in Tech Mahindra Ltd.
- Created the **Sales Order Wizard** implementation which has improved the User Experience and Performance in placing Orders.
- Have received various accolade from the Oracle Support team regarding various Product UI implementation, improvements and also determining a lot of Performance Bugs in the Product.
- Developed various **Automation** for Product Field Settings, PDQs, Pricing Matrices, LOV deployment and for exporting various kinds of Siebel Object XMLs during **Siebel 7.8 to Siebel 8.1 migration** which has extensively reduced the deployment time and also removed the errors which used to occur during manual task.

### IBM India Ltd.

- Received appreciation and accolades from the senior management for learning the Project

functionality in a very short period.

- Appointed as the development SPOC during the System Testing phase within 2 months after joining the project.

#### **Tata Consultancy Services Ltd.**

- Received appreciation from the Customer and higher management for successful Open UI Upgrade working as a solo developer.
- Commended for learning all the necessary skills required for a Siebel Open UI Upgrade in a very short span of time.

### **PERSONAL SKILLS**

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- Comprehensive problem solving abilities.
- Good verbal and written communication skills.
- Desire to acquire knowledge and always willing to take an initiative.
- Ability to work in group and flexibility.

### **WORK EXPERIENCE**

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#### **1. PROJECT : ONE-SIEBEL-SDLC (JUL 2010 - AUG 2013)**

- **Organization** : Tech Mahindra Ltd.
- **Client** : British Telecom (BT)
- **Role** : Developer

#### **Description:**

One-Siebel is the CRM platform which has been deployed to Major Business, Global Services British Telecom Northern Ireland. Project scope allows major Wholesale Customers to place Orders & track its progress. It is also used to store Account, Inventory and Product information.

Order creation on **One-Siebel** can be done via following 2 Channels:

- One-Siebel Internal Application - Used by Call Centre Agents.
- One-Siebel External Application (BT.Com) - Order entry by the End Customer.

#### **Role & Responsibilities:**

- Involved in designing and implementing business requirements in Siebel.
- Taken up calls with Business Analysts, Designers, Testers and other Developers to discuss the new requirements and their feasibility.
- Worked mainly on Siebel Product Configuration, Siebel Configuration and Siebel EAI.
- Have participated in discussions to minimize the Defect count.
- Prepared Unit Test Plans and construct Test Cases based on user stories.
- Resolved post deployment queries raised by client by arranging demos.
- Participated in Daily Scrum calls, Iteration Planning and Defect calls.
- Supported the Weekly Migration Activities by resolving the encountered conflicts.
- Provided bug fixes during and support for Go-Live Activities.
- Grooming of new Team members related to various Product UI enhancement skills which cannot be found even in Siebel Bookshelf.

## 2. PROJECT : Tele2-CRM-Child-Project (SEP 2013 - JAN 2014)

- **Organization** : Tech Mahindra Ltd.
- **Client** : Tele2 Netherlands
- **Role** : Hybrid Developer/Tester

### Description:

Tele2 Netherlands Holding N.V. is a major telecommunications company operating on the Dutch and the Belgian market.

Tele2 Netherlands is currently using the Tele2 Sweden's Siebel application for its own usage by modifying the existing functionalities and implementing any new functionality as required. It mostly uses Accounts, Contacts, Product Configuration for its implementation.

### Role & Responsibilities:

- Direct Calls with Client to discuss requirements and the Estimations.
- Worked as a SPOC for all the Product e-Configurator UI related modifications as per the Client's requirement.
- Participated in Daily Scrum calls and Iteration Planning.

## 3. PROJECT : VODAFONE SPAIN - PUNTOS PHASE II (JAN 2014 - OCT 2014)

- **Organization** : IBM India Ltd.
- **Client** : Vodafone Spain
- **Role** : Developer

### Description:

Vodafone Spain is a subsidiary of UK-based global communications provider Vodafone Group. In addition to wireless voice services, which account for the bulk of sales, Vodafone Spain also provides text messaging and other data services such as the wireless news and multimedia programming.

Vodafone Spain is one of the major and complex Siebel implementations across the Globe. Major implementation includes Puntos Phase II which allows a user to avail various kinds of offers in over to existing service and cost.

Puntos Phase II involves Order Management to place Telecom Orders with the help of agents. It is mostly used to provide Offers w.r.t. an Order and its Value.

### Role & Responsibilities:

- Continuous development over the existing Phase I code.
- Taking up calls with Business Analysts, Designers, Testers and other Developers to discuss requirements and their feasibility.
- Have participated in the Improvement/Clarification for any new Business Requirement to minimize the Defect count.
- Working as a development SPOC in case of any issue or defect to provide quick resolution and minimize the time wastage during communications between the tester and the concerned code developer.

- Frequent knowledge sharing within the new team mates as the functionality is pretty wide and it is difficult to adapt to such a huge project as a new team member.

#### **4. PROJECT : CARNIVAL SIEBEL SUPPORT (OCT 2014 - PRESENT)**

- **Organization** : TCS Ltd.
- **Client** : Carnival Cruise Lines
- **Role** : Developer/Project Lead

##### **Description:**

Carnival Cruise Lines (CCL) is one of the largest Cruise Lines in the world, based on passengers carried. It is head quartered in Miami, Florida, U.S. It currently has 25 passenger ships and offer cruises of 3-18 days to different parts of world like Caribbean, Mexico, Alaska, Canada, Bahamas, Hawaii, Bermuda and Europe.

Carnival has engaged TCS to maintain and enhance its critical applications including Call Center, Reservations, Sales & Marketing, Accounting and Shore Excursions which are developed on multiple platforms including Web portals, Client Sever and Mainframes.

Carnival currently implements its Call Center management through Siebel Call Center application in which major Siebel Entities like Leads, Opportunities, Household, Appointments, etc are being used. Computer Telephony Integration a.k.a. CTI is a major part of the application and is used by Personal vacation planners to create and opportunities in discussion with Leads.

##### **Role & Responsibilities:**

- Continuous enhancement of existing requirements and new development.
- Daily interaction with Client to discuss the progress of Tasks and other pending issues.
- Weekly calls with the Business team and Customer to discuss the project health and Improvement plans.
- Working as a sole developer to manage all the requirements and their resolutions.
- Working as a Project Lead in TCS to manage all the Billings, Project reviews and other internal processes.
- Worked with Oracle Support to resolve major Performance issues.

#### **SIEBEL TECHNICAL EXPERIENCE**

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##### **Open UI (IP14)**

- Have extensive knowledge of Java Scripts, JQuery, HTML, SWT, CSS as required for Open UI implementation.
- Worked on Browser script migration to PM/PR files.
- Provided resolutions for the existing HI features which were not provided as part of IP14 OOTB package.

##### **Configuration/Scripting/Workflows/EAI**

- Worked on designing and configuring Applets, BCs, BOs, Business Services, Links, Joins, Views, Screens, Pick Lists, Bitmaps, MVGs/MVLs, Icon Maps, Symbolic Strings, User Properties etc.
- Have a sound knowledge of Service Flow Workflows and eScript.
- Have worked on IOs, ICs, Inbound/Outbound Web Services, Data Maps, etc.
- Have worked on various Application level objects like Run Time Events, DVMs and RCRs, Signals, Runtime BS, Server Messages, etc.
- Have done the analysis of Log files related to the Defects and Performance issues.

#### **Product Configurator/Pricing Administration**

- Creation of Attributes, Classes and Products, Smart Part Number, Relationships, Linked Items and Product Rules.
- Worked extensively on SWTs and Java Scripts to provide better User Appearance for the Product e-Configurator page for Internal As well as External Users.
- Worked a lot on PSP Workflows during the earlier stage of Siebel experience.

#### **PERSONAL PROFILE**

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<b>Date of Birth</b>	: Sept 26 <sup>th</sup> , 1985
<b>Father's Name</b>	: Mr. Anil Goswami
<b>Marital Status</b>	: Married
<b>Nationality</b>	: Indian
<b>Current Location</b>	: Noida
<b>Permanent Address</b>	: Rajiv Juyal Marg, Majra Road, Dehradun, Uttarakhand. Pin Code - 248171
<b>Correspondence Address</b>	: 534/3, Gnd. Floor, Vasundhara, Ghaziabad, Uttar Pradesh. Pin Code - 201012
<b>Current CTC</b>	: Rs. 8,34,310/- p.a.