

OBJECTIVE

To be recognized as an efficient & competent individual having good interpersonal and technical skills. Being a hard worker with a positive attitude.

EXPERIENCE SUMMARY

- Totally 6 years of Experience in IT industry with sharp edge latest diamond Technologies.
- Worked as IT Consultant with Celcom project BSS IT TRANSFORMATION & OCBC Bank (Malaysia)
- Overall 2.8 years of Onsite experience with Celcom in Malaysia and OCBC bank
- Over 4 years of hands on experience in Siebel & Telecom and banking domain testing experience of 7.x.x & Siebel 8.x.x applications.
Experience in Siebel Applications with exemplary skills in the areas of Siebel Configuration, Workflows, escript & Testing experience of product and plan roll out.
- Good Knowledge on Application Architecture & Siebel Development Life cycle (SDLC)
- Worked on Siebel call centre, Siebel Financials, Siebel communications knowledge of Siebel domains in sales and order management, Opportunity, activities, etc
- Around 2 years of development & implementation experience in Oracle Incentive Compensation (OIC)
- Worked on all environments SIT/UAT/Prod and assessed SIT test reviews assisted users on UAT environment during project roll out phase and releases.
- Assisted users on quick fixing the bugs at various level of discussions with developers and Business analysts.
- Quick knowledge grasping of other technologies and adapt easily based on situation requirement
- Good knowledge on web services
- Performed UAT & SIT assistance to Users to make sure everything working fine
- Involved major part of GST roll out and other activities with users working applications in banking environment.
- Good Knowledge on Siebel architecture concepts
- Experienced in Siebel application development, Implementation and maintenance.
- Expertise in Test case design and Test case execution
- Dedicated team player with strong communication skills and ability to handle multiple tasks simultaneously.

STRENGTHS

- Specialized in Siebel CRM implementations & Oracle Incentive compensation project
- Worked on Implementation Project & Support project
- Currently working for OCBC bank on E2 power payroll (subsidiary of ocbc bank)
- Worked with Accenture team and challenged few tasks in BSS IT Transformation implementation for celcom project .
- Worked for TCS via (Diksha Technologies) in DNA (Finland Telecom Project) in Chennai.
- Strong Experience in Telecom Domain.
- Experience of Banking domain 9 months of various areas like consumer banking, corporate banking etc
- Specialized in Siebel Configuration using Siebel Tools.
- Designing capabilities in Siebel User Interface, Business Object, Business Components and Data Object layers

- Strong in Configuration, Scripting, and Workflows. And EAI
- Configured Pay Groups, Roles, Resources, Plan Elements, Compensation Group, Calculating Incentives in OIC
- Designed end to end new implements in OIC to achieve output result
- Maintain Payment Batches, Rate Tables, Rate Dimensions, Formulas, Rate Dimension & Expressions in OIC
- Configured plan elements, Compensation plans & Lookups in e-business suite.
- Understand of good knowledge in CRM resource manager in Siebel e-business suite(OIC)

ACADEMICS

- M.C.A from Anna University (Chennai)-2009 Passed Out
- B.com from Madras University (Chennai)- 2006 Passed Out

TECHNICAL SKILLS

- Core Skill : Siebel Configuration, Scripting and Workflows, Oracle Incentives(OIC)
- Application : Siebel Call Centre, Siebel Sales, Siebel e-communications.
- Languages : C, C++
- Platform : Windows XP, Windows 7 and Linux
- Scripting Languages : JavaScript, eScript, HTML, XML
- Database : SQL Server , Oracle

OCBC (BAU support)
<http://ocbc.com.my> (via) E2 power (Subsidiary of OCBC bank)

OCBC Banks largest shareholder by a big margin is the Lee Group of Companies. Founded by Lee Kong Chian. the Lee family continues to exert a large influence on OCBC Bank, with two board seats occupied by Lee Seng Tee and Lee Tih Shih. OCBC Bank has assets of more than 224 billion SGD. Based on Bloomberg, in 2011 OCBC is the number one of World's 10 strongest \$100 billion assets banks

Platform:

Siebel CRM

Duration:

February (2015) to December (2015)

Roles and Responsibilities

- Understands the business vision, works with the business to build on it with suggested improvements and delivers a result that meets or exceeds expectations.
- Functional Responsibilities: requirements gathering, application design, configuration, module setup, writing training guides, training end users, and production support.
- Technical Activities: interfacing with users, identifying functional and technical gaps, estimating work, designing custom solutions, programming, scheduling, producing documentation, and providing production support.
- Raised Minor,,Standard,Significant,Emergency SAR for day to day daily BAU activities.
- Handled support team with support phone 24 /7 to troubleshoot issues at any time
- Resolved day to day BAU investigations,enquires,issues reported by users
- Worked for ITSR testing involvement and development changes migration rollout for release activity.
- Closed ITSC service cases within a stipulated period of time.
- Worked on RCA (Root cause analysis) of problem situation,comparison of existing behavior and new behavior on various activities.
- Make sure all Siebel users will work without any trouble
- Fixing the issues and enhanced the system improvement
- Worked on Data centre schedule down (DCSS) and DR activities Malaysia whole bank wide.
- Responsible for collecting, understanding, and transmitting the business requirements for the project, and translating these into functional specifications
- Worked on Integration testing from Siebel to SIBS (AS400) end to end.

- Checked and verified the SOA logs
- Sort it out system slowness based on checking long performance query

CELCOM (BSS IT TRANSFORMATION)

<http://www.celcom.com.my/> (Via) Encora Technologies Malaysia

CelcomAxiata Berhad, **Celcom**, is the oldest mobile telecommunications company in **Malaysia**. Celcom is one of a member of the **Axiata** group of companies. Being one of the very few companies in Malaysia to originally obtain a cellular phone license, it successfully introduced mobile telephony in Malaysia through its ART-900 (Automatic Radio Telephone) service, using first generation (analogue) **ETACS** (Extended Total Access Communication System) specifications of the United Kingdom, a derivative of the US-AMPS (Advanced Mobile Phone System) technology. The ETACS ART-900 was started using the prefix "010". Celcom now uses the dialling prefix identifier of "013" and "019" and offer digital GSM (Groupe Speciale Mobile), an originally European standard, now largely a world standard for mobile communications

Platform:

Oracle Incentive Compensation (OIC) - Oracle e-business suite

Duration:

January (2013) to November 2014

Roles and Responsibilities

- Created Roles & Resources
- Handled Support issues in Oracle incentives for dealer short paid issues
- Calculated monthly and Mid month incentives for Dealers
- Adjusted commission for shortpaid process for celcom dealers
- Configured Pay Groups, Payment Batch, Approvals
- Configured more on groups, Roles and responsibilities for requirements of dealer specification.
- Run transactions manually and tested in SIT, UAT for production assurance.
- Resolved the incentive short paid tickets based on celcom compensation plan.
- Mostly worked on Implementation project based on requirement.
- Excluded some of the resources (dealers) for incentives rejected by Celcom
- Created Rate Dimensions & Rate Tables as per CR Requirements.
- Worked on Territory management in Oracle incentives.
- Regularly attend team meeting get requirement analysis from Celcom DRM team.
- Configured Plan Elements, Compensation Plans, Formulas & Expressions,
- Worked on Troubleshooting of shortpaid issues for unpaid Dealers
- Import / Export in OIC
- Unit Testing In OIC

DNA (Via) Diksha Technologies - Bangalore for TCS

<http://www.dna.fi/yksityisille/Sivut/Default.aspx>

Platform:

Siebel 8.0 ecommunications & Tools

Duration:

April 2012 to December 2012

Roles and Responsibilities

- ✓ Read the High Level documents, understood the requirements and designing the low level documents.
- ✓ Experienced in Siebel e-communications
- ✓ Expertise in Siebel- Config, eScripting, EAI, Siebel's Rule based Engines (Workflow, Assignment Manager, etc)
- ✓ Modification of **Business Components** fields.

- ✓ Practice of Siebel SDLC (Siebel development Life cycle)
- ✓ Expertise in Product configuration & unit tests components well.
- ✓ Modification of various **Applet, Controls, Screens and Views**, toggles.
- ✓ Modifying Scripts (**e-Script**) for customized functionality.
- ✓ Adding **Views** to Responsibility and assigning responsibility to users.
- ✓ Modification of **Links/Multi value links** to implement various functionalities required by the user.
Developed **Inbound and Outbound EAI WFs** and **BS** to handle the requirements.
- ✓ Created **Integration Objects, Integration components** to support Integration
- ✓ Worked on **Data maps** to map the External and Siebel Messages
- ✓ Prepared test cases to meet the requirements.

M&T

<https://www.mtb.com/personal/Pages/Index.aspx>

Description:

M&T group is a full-range financial services provider founded on cooperative principles and is a global leader in sustainability-oriented banking. and it having large number of specialized products to suit their customer requirements. Their Products are Mortgage Repayment, Education Loan, Health Savings Plan, Online Banking Visa Credit Card. M&T Bank had 738 domestic offices located throughout New York, State Pennsylvania, Maryland, Delaware, New Jersey, Virginia, West Virginia, and the district of Columbia, and full service commercial banking office in Ontario. In this Project release provides an overview which involves the key functionalities in the Siebel, which is to Create Contact/Account and create Opportunity with the Products available in the M&T and validate customer information

Platform:

Siebel 8.0 Call Centre Application and Tools

Duration:

August 2009 to April 2012

Roles and Responsibilities

- ✓ Involved in support activities
- ✓ Created orders as per requirements. Troubleshooting SR and tickets.
- ✓ Worked on Drilldowns, MVG Applets, Links & Joins
- ✓ Worked on Binocular search, User properties, Multivalue links.
- ✓ Involved in SIT and UAT testing
- ✓ Worked on Toggles.
- ✓ Worked on scripting, Customize buttons. Business services.
- ✓ Worked on Data values, Links, LOV
- ✓ Worked on Business Objects, Business components, Fields & Columns.
- ✓ Prepared **Impact Analysis Forms (IAFs)** and Low Level Designs For the Enhancement Requests and Fix Requests
- ✓ Consequent in Siebel CRM and Analyze and resolve trouble tickets Siebel CRM and other interfaces SQL and PL/SQL
- ✓ Involved in **SIT** to ensure system integrity.

PERSONAL PROFILE

Name : Kiran Kumar

Sex : Male
Marital Status : Engaged (Marriage on January 29th 2016)
Nationality : Indian
Languages Known : English and Hindi, Kannada, Tamil & Telugu

Statement of Purpose

I have been consistent in my career objectives. My experience has given me the confidence to adopt myself to the rapidly changing technology and to complete the assignments on time.

Place:Kualalampur

Date:

