B PEDDA REDDAIAHREDDY

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Professional Summary

Reddaiah Reddy has 5+ years of experience in IT industry involving 5.3 years of relevant experience in **Siebel CRM.**

As a Siebel Consultant, I have been involved in **Configuration, E script, Work Flows,** Enterprise Application Integration **(EAI), Siebel open UI** and **Siebel Admin.**

Education

Degree	University
B sc(MPS)	Sri Venkateswara University, Tirupati
MCA	JNTU, Hyderabad

Experience

Organization	Designation	Duration
Accenture services Pvt. Ltd.	SE Sr. Analyst	(11/2014 – Till Date)
CMC Ltd.	Senior Software Engineer	(01/2014 – 10/2014)
Tata Consultancy Services Ltd.	Software Engineer	(08/2010) – (12/2013)

Technical Skills

Tools	Siebel 8.1/7.8 , Putty, WINSCP, TOAD
Siebel	Configuration, e Script, Work Flows, EAI, Siebel Open UI, Siebel Admin
Data Bases	Oracle, SQL Server 2005
Languages	CSS, HTML, Java Script, J Query, SQL, unix
Domain Industry	Financial Services, Telecom, Banking, Hospitality
Domain Application	Siebel e communications, Partner Manager, Financial Services

PROFESSIONAL AND PROJECT EXPERIENCE

Key Areas and Strength

- Good Knowledge in Siebel Configuration
- Worked in Siebel open UI activities.
- Performed activities in Siebel Administration
- Excellent Analytical and trouble shooting knowledge
- Effective Communication & Presentation Skills
- Good experience in Client Interactions & Requirements Gathering.

Projects Profile

1.	Project Name : Integrated Sales and Catering Application(ISAC)	
CLIENT	Starwood Hotels & Resorts, USA	
ROLE	Team Member	
ORGANIZATION	Accenture Services Pvt. Ltd., Bangalore, India	
TEAM SIZE	Project :11	
DURATION	(11/2014) – (Till Date)	
Environment	Software	**Tools:** Siebel 8.1.1.11 **Environment :** Siebel (Configuration, e script, Work Flows, EAI, Open UI) **Database :** Oracle 11g

Project Description

Starwood Hotels & Resorts Worldwide, Inc. is one of the leading hotel and leisure companies in the world with more than 1000 properties in 97 countries and 145,000 employees at its owned and managed properties. Starwood Hotels is a fully integrated owner, operator and franchisor of hotels, resorts and residences with the internationally and renowned brands.

The ISAC applications consists of Selling, Plan & Capture Orders, fulfill & Pay and Analyze & Reports and the application mainly focus on the generating business, Create Orders, Payment of the customer and reports generation.

Contribution

As a team member, was responsible for

♦ Involved in Siebel open UI 8.1.1.11 upgrade from 8.1.1.10 Application.

♦ Involved in Expand/Collapse for Application Menu.

♦ Created PM/PR files using J Query in Siebel open UI activities.

♦ Involved in Siebel open UI 8.1.1.11 issues in the Application.

♦ Developed external applications using Symbolic URL's.

♦ Developed Virtual Business Component with custom code.

♦ Developed Data Validation Manager based on status fields.

♦ Worked on various aspects of Siebel constructs like pick lists, Applets, Views.

♦ Implemented the Declarative Configuration alternatives using Data Validations, User Properties.

♦ Customized the application using Siebel e Script.

♦ Involved in Work Flows to develop Business Scenarios.

♦ Worked on defects, Unit Testing for the application.

2.	Project Name : Customer Care & Billing	
CLIENT	America Movil, Mexico	
ROLE	Team Member	
ORGANIZATION	CMC Ltd., Hyderabad, India	
TEAM SIZE	Project :6	
DURATION	(01/2014) – (10/2014)	
Environment	Software	**Tools:** Siebel 8.1.1.10, TOAD **Environment :** Siebel (Configuration, e script, Work Flows, EAI, Siebel Open UI) **Database :** Oracle 10g

Project Description

The American Movil telecommunications provides mobile telephony, Fixed lines, Fixes broadband access, Digital television subscribers and internet services.The Customer care & Billing (CC&B) project involves developing and maintaining Siebel applications. The CC&B consists of two systems and a

middleware. The Siebel CRM is the core of CC&B where the orders is processed and the Kenan is responsible for calculating and generating bills for the customers. The TIBCO middleware is for transmitting and receiving messages between kenan and Siebel systems.
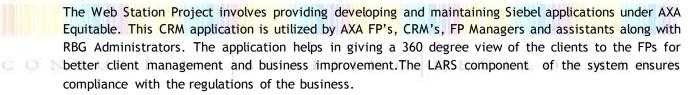
Contribution

As a team member, was responsible for

- Developed Siebel portlets based on Siebel Open UI.
- Created popup child applets based on Siebel Open UI.
- Developed PM/PR files in Siebel open UI for the application.
- Involved in Siebel open UI 8.1.1.10 issues in the Application.

- Developed Inbound Web Service from external interface based on sales order number
- Created HTTP transport for scenarios.
- Customized the application using Siebel e Script.
- Worked on Business Services to implement business functionality.
- Extensively worked on EAI interacting with external systems using Workflows.

3.	Project Name : Web Station	
Client	AXA Financial Services, New Jersey, USA	
Role	Team Member	
Organization	Tata Consultancy Services Ltd., Chennai, India	
Team Size	Project :5	
Duration	(02/2012) – (12/2013)	
Environment	Software	Tools: Siebel 7.8, TOAD Environment : Siebel (Configuration, e script, Work Flows, EAI, Admin) Database : Oracle 10g

Project Description

The Web Station Project involves providing developing and maintaining Siebel applications under AXA Equitable. This CRM application is utilized by AXA FP's, CRM's, FP Managers and assistants along with RBG Administrators. The application helps in giving a 360 degree view of the clients to the FPs for better client management and business improvement.The LARS component of the system ensures compliance with the regulations of the business.

Contribution

As a team member, was responsible for

- Developed MQ Series with EAI outbound requests.
- Developed inbound Data Mapping requirement.
- Extensively worked on EAI interacting with external systems using Workflows.

- Written e Script code to meet the client requirement.
- Customized and Configured Siebel e Business Applications using Siebel Tools.
- Ensured best practices were followed by the Configuration and deployment team.
- Worked in Siebel Administration issues.
- Responsible for Developing, supporting & maintaining the Siebel application.

4.	Project Name : Sales
Client	Mony Life Insurance Company Ltd., USA
Role	Team Member
Organization	Tata Consultancy Services Ltd., Chennai, India
Team Size	Project : 4
Duration	(08/2010) – (01/2012)

Environment	Software	**Tools:** Siebel 7.8 **Environment :** Siebel (Configuration, e script, Work Flows, EAI, UNIX) **Database :** SQL server 2005

Project Description

The Wholesale Contact Management system provides the Mony Sales whole salers with a web-based CRM tool with access to client information, contract data and relationship building capabilities. Automated batch interfaces provide daily updates to Wholesale Contact Management for client and associated contract data as well as employee info that is used to insure proper access and maintain required visibility.

Contribution

As a team member, was responsible for

- Configuration in Siebel tools based on customer requirements.
- Involved in Work Flows to develop Business Scenarios.
- Developed e Script code to meet for business purposes.
- Modification / creation of BO layer elements Business Components & Business Objects.
- Configuration Activities which includes modification & creating UI elements Applets, Views.
- Created Dynamic Applets and MVG's .
- Created Static and Dynamic Drilldowns to navigate the user to the appropriate views of the required customer accounts.
- Developed e Script code to meet for business purposes.
- Involved in Work Flows to develop Business Scenarios.

Personal Details

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