

Professional Summary

Siebel CRM Consultant with 3+ years of experience in CRM system optimization, workflow automation, and API integrations. Adept at Siebel Workflows, Assignment Manager, REST API integrations and Siebel Open UI, enhancing system efficiency and streamlining business operations. Proven expertise in financial services and public sector, optimizing Siebel CRM solutions to improve data retrieval, customer onboarding, and workflow automation.

Technical Skills

CRM & Siebel Development:

- Oracle Siebel CRM, Siebel Open UI, Siebel Workflows, Assignment Manager, Siebel Workspaces
- Business Components, Taskflows, Virtual Business Components (VBC), External Business Components (EBC)

Integration & APIs:

- Siebel Web Services, REST API, Siebel EAI

Database & Querying:

- SQL, MySQL, Siebel Escript
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Professional Experience

Siebel Consultant | Saudi Business Machine (SBM) | Feb 2024 – Present

- Developed **REST API integrations**, improving system performance by **30%**.
- **Enhanced Siebel Components** usability by optimizing workflows, leading to a **25% efficiency gain**.
- Executed 50+ test cases, reducing system errors and **ensuring 99.9% uptime**.
- Configured **Virtual Business Components (VBC) & External Business Components (EBC)** to optimize data processing.

Associate Consultant | Speridian Technology | Oct 2022 – Feb 2024

- Spearheaded **Onboarding Module implementation for Allied Bank**, cutting onboarding time by **30%** through Taskflow automation.
 - Configured **Siebel Assignment Manager** for **Saudi Telecom Company (STC)**, improving case resolution efficiency by **35%**.
 - Implemented **Siebel Web Services** for **Community Development Authority (CDA) Dubai**, reducing service request turnaround by **25%**.
 - Led customization of **Siebel Open UI** for clients in **banking & Public Sector**, improving system usability and adoption.
 - Trained **5+ new consultants** on Siebel configuration, workflows, and integration best practices.
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Key Projects

Riyad Bank | Siebel CRM Enhancement

- Designed and implemented REST API integrations, improving system performance by 30%.

- Optimized Siebel Components to develop Web services, reducing UI response lag by integrating ReactJs with the Siebel.
- Configured Virtual Business Components (VBC) & External Business Components (EBC) for faster data retrieval and streamlined operations.

Allied Bank Ltd. Pakistan | Siebel CRM Implementation

- Led Onboarding Module customization, optimizing Taskflows, Workflows, and Siebel Objects, reducing onboarding time by 30%.
- Configured Siebel Applets, Business Components, Joins, Links, and Picklists, improving system automation.
- Developed and integrated Siebel Web Services (EAI, REST API) for seamless third-party banking integrations.
- Provided SQL-based data retrieval solutions, enhancing financial reporting and decision-making.

Saudi Telecom Company (STC) | Siebel CRM Enhancement

- Implemented Service Request Module enhancements, streamlining customer issue resolution.
- Optimized Siebel Open UI components, improving response time and user experience by 35%.
- Configured and automated Siebel Assignment Manager, reducing manual intervention.

Community Development Authority (CDA) Dubai | CRM Optimization

- Provided end-to-end Siebel CRM production support, resolving 40+ system issues and ensuring uptime.
- Conducted business analysis & gap analysis, streamlining workflow automation.
- Developed SQL-based data retrieval solutions, improving query efficiency by 25%.

Education

BS Computer Engineering | Comsats University Islamabad, Lahore Campus

Certifications

- **Google Data Analytics Professional Certificate** (2023) (To understand the Data Visualization in CRM Context more efficiently)
- **Siebel CRM Development**

Languages

- **English:** Professional Working Proficiency
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