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| Mayuri  Dhingra | +91 9654014528  mayuridhingra@gmail.com |

More than 8 years of Experience Siebel CRM Technology. I have worked with Public and Private Sector Clients in Education and Insurance Domain.

# Work Experience

### Jan 2012 – may 2018

## Developer/Project Lead/Onsite Coordinator/LTI, Mumbai

* Siebel CRM Developer/Lead/Onsite Coordinator for an educational body of Govt of India
* Requirement Gathering/Analyzing client’s business requirement
* Coordinating with the team and client for implementation of the Change Request
* Experience in working with SQL queries for various complex data required by client
* Experience in Co-ordination with third parties.
* Configuration of UI and Business entities using Siebel tools
* Experience in trouble shooting application for End-User
* Performing unit testing of applications to ensure the functionality of application before distribution
* Deliver customizations within the agreed timelines
* Training given to end users on a public platform in various cities

## Senior Software Developer/ITGI, Gurgaon

### June 2018 – Till date

* In House Development Project in Insurance Domain
* Requirement Gathering from the User, Development of the Change Request and performing unit testing of the Application before sending it for UAT
* Worked with external team for Inbound and Outbound Integrations
* Training given to the end user
* Maintained Required Documentation including User Manual

**Education**

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| **Degree** | **College** | **Percentage** | **Year of passing** |
| B. TECH. | Career Institute of Technology and Management | 82 | 2011 |
| Class XII | Blue Bells Model Senior Secondary School | 83.4 | 2007 |
| Class X | Blue Bells Model Senior Secondary School | 83.6 | 2005 |

**Skills**

* Siebel Configuration
  + Configuring BC, BO, Applet, Screen and Views
  + Configuring Dynamic/Hierarchical Picklist
  + User Properties/Links/Joins/MVFs/MVLs
* Siebel eScripting - Worked on e-Script for developing object embedded code and business services for several complex validations and manipulations of the data
  + Applet/BC Server Scripting/Browser Scripting
  + Business Services (Server and Client Side BS)
* Siebel Workflows
* Integration
  + Outbound Integration Web Service
  + Inbound Integration Web Service
  + Outbound Integration Using Java Business Service (JBS)
* Advanced Excel – Expertise in working with Excel for making Reports as required by client
  + Vlookup/Hlookup
  + Conditional Formatting/Concatenations
  + If/Else Conditions
  + Pivot Table
  + Worked on Macros etc.
* SQL – Worked on various complex queries using If/Else/Case/When/Having Conditions
* Speaking in public, to groups, or via electronic media for End User Training
* Thrive in a team environment and work well with others