**Saurav Agrawal**

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* Having 8+ Years of IT Experience in Siebel CRM
* Experience in implementing multiple full life cycle Siebel Implementations with Siebel Version 8.1//7.7 which include Development, Support and Enhancement
* Worked on Siebel Call Center, Siebel eCommunication, Siebel Sales and Siebel Field Service application
* Hands on experience in Siebel and BI Publisher Integration and BIP Reports implementation
* Hands on experience in monitoring and troubleshooting Server Components
* Priority: Quality, Schedule and Content
* Experience in leading short and medium size Team
* Excellent exposure to SDLC
* Worked as Business Analyst for Macro design of the Business requirements
* Knowledge Product Configuration using Oracle CPQ
* Team player with good analytical & Interpersonal Skill

**CRM Skills\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **Domain** | : | Telecom, Electronics & Peripherals, Semiconductor |
| **Functional** | : | Sales, Marketing, Lead Management, Customer Support, Order Management |
| **Technical** | : | Siebel Configuration, Workflows, eScripting, BIP Reports |
| **Methodologies** | : | Agile, Waterfall |

**Employer Details\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Previous Organization : **Wipro Technologies** (Kolkata)

Period : Aug 2014 to Aug 2016

Job profile : Technical Lead

Previous Organization : **IBM India Ltd**. (Bangalore)

Period : Nov 2011 to July 2014

Job profile : Package Solution Consulatant

Previous Organization : **Polaris Software Lab Ltd.** (Gurgaon)

Period : Mar 2009 to Oct 2011

Job profile : Consultant

Previous Organization : **Marx Technology** (Client: Polaris Software Lab Ltd., Gurgaon)

Period : Jan 2008 to Mar 2009

Job profile : Associate Consultant

**Education\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Completed **Master in Computer Application** from Biju Pattnaik University and Technology, Orissa, INDIA, 2005

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**Proficiency\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Tools and Technologies

* CRM : Siebel 7.7, 8.1
* Siebel Skills : Siebel Tools, Configuration, eScript, Workflows
* Siebel Verticals : Siebel Communications
* Siebel Horizontals : Siebel Call Center, Siebel Sales, Siebel Field Service
* RDBMS : Oracle
* Languages : SQL, VB Script
* Tools : VSS, Toad
* Operating Systems : Windows 2000/XP, Linux.

**Project Profile\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Project #4**

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| **Name of the Project** | **Lexmark Siebel - AMS** |
| **Duration** | Aug 2014 – Aug 2016 |
| **Organization** | **Wipro Technologies** |
| **Role** | Team Lead |
| **Team Size** | 10 |
| **Description** | Siebel CRM is implemented as IT Solutions to mange and provides Services to Customers of Lexmark that includes Managed Print Services, Location Based Services and Break-Fix. It is integrated with other Applications such as SAP, Portal, and PeopleSoft via Web methods and Amind. AMS project is about to provide Production Support and System maintenance. |
| **Responsibility** | * As Lead of Siebel - AMS Team responsible for Incident and Problem Management. * Being part of AMS Team worked on complex Incidents and Problem Tickets. * Provided and prepared Solution Document for Change Request raised against Incidents and PR. * Automated various processes for System Monitoring. * Provide support to other Teams supporting downstream application. * Responsible for keeping backlog count of Incidents in control and achieved the record of zero backlog. * Mentored Team members and help them to deliver their work items. Responsible for Team’s performance. Team’s Contribution recognized as Tower of the Year across the Lexmark Account. * Worked on various levers to improve productivity such as Visual Board, Team Hurdle and Value Stream Mapping. * Learned Oracle CPQ and provided Support. |

**Project #3**

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| **Name of the Project** | **New Provisioning** |
| **Duration** | Nov 2011 – July 2014 |
| **Organization** | **IBM India Ltd.** |
| **Role** | Involved in Development, Production Support and Macro Design |
| **Description** | The project includes various releases for the time frame between Nov 2011 and May 2013. And each release consist of several work item i.e. eRequest, Internal Clarification, CR and MOCA. All work items are introduced to enhance the existing Business Process, implement new Business Process as per Business Requirements. The Project is in the Phase that requires Production Support also and it covers resolution of TFRs and NTRs to rectify the defect existing in the Application. There are numbers of Practitioner divided among several teams for e.g Macro, Build, Testing, Mutli Channel working on the project from various locations. |
| **Responsibility** | * As member of Siebel - Macro Design (Process) Team for various Releases responsible for Macro Design for the assigned work item. * Responsibility to get clarification from Analysis team on the Business Requirement related to work item. * Preparation of Design Documents * Closure of review comments raised by Internal Reviewers and Client. * Provide support to understand the functionality to Build and Testing team. * Working with other team member where needed * As part of Development and Production Support Team, responsible for development of assigned work item (eRequest, TFRs and CQs). * Worked on Proposal Templates functionality and customized it to generate the Proposals in PDF using PDF995 Tool. * Customized the Contract generation functionality that requires concatenation of various PDF files in single PDF file and store it back to Siebel File system as Quote Attachment. * Worked on Siebel and BI Publisher Integration and implemented BIP Reports. * Worked on Performance tuning of Proposal generation. |

**Project #2**

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| **Name of the Project** | **Cadence CRM** |
| **Duration** | Mar 2009 – Oct 2011 |
| **Organization** | **Polaris Software Lab Ltd.** |
| **Role** | Involved in Development and Production Support |
| **Description** | This includes various releases and every release targets to implement various **ASR** (Application Service Request) for the different modules – Marketing, Sales, Customer Support and Order Management. |
| **Responsibility** | * Worked on ASR for Customer Support and Marketing Modules. * Implemented Submit Email Exception for SR Creation for specific client. * Implemented RCR, which finds Solution going to be expired after 90 days and creates an Activity under it, on daily basis. * Modified existing AM Rules to route the Activities belongs to Kanji Solutions to Kanji Users correctly. * Functionality to notify SR Owner’s Manager when Customers convey his willingness to contact him through submitting the Survey. * Prepared VB programs to manipulate Solution Notes, Contact Records and to automate post DB Refresh tasks. * Prepared Forecast Datasheet using MS Excel to automate and leverage the UAT of Forecast module. * Modified the existing functionality of sending Survey to Customers when Service Request is closed. * Worked on Memory Leak issue on CIR and other custom component. * Prepared EIM Script to create new Product Class, their mapping with existing Support Product and update Product Class of Service Request, Activity and Solution. * Implemented RCR to handle bounced email during Marketing Email blast to minimize the load on Exchange Server. * Enhanced the Unsubscribe Email process. * Worked on Production Issues and Tickets. * Had been in Onsite for 14 weeks for gathering requirements and to provide Production Support. |

**Project #1**

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| **Name of the Project** | **Cadence CRM (Lead Flow Management)** |
| **Duration** | Jan 2008 – Mar 2009 |
| **Organization** | **Polaris Software Lab Ltd.** |
| **Role** | Developer |
| **Description** | The release majorly targets Marketing Lead Flow module and the various ASR (Application Service Request). Marketing users need a new and improved approach to capture and route the leads correctly. The leads will be routed to an AMT, AX, FMPL or Inside Sales based on several assignment rules specific to each marketing event. This will ensure that the qualified leads get immediate attention and also enable marketing users to promote the leads to a technical campaign or an opportunity.  Apart from Lead Flow module it also includes ASR for the different modules – Marketing, Sales, Customer Support and Order Management |
| **Responsibility** | * Created new Applets, Views and Screen for Lead. * Customized Business Objects, Business Components, Applets, Views, Screens and Application to match requirements using Siebel Tools. * Configure and customize Business Components using Joins, Pick Lists, MVGs, Drilldown and BC User Property. * Implemented Audit Log functionality for Lead records. * Worked on eScript at Business Component and Applet Level to implement special features. * Worked on Home Page and Personalization. * Worked on Access Control Mechanism. * Setup Test Logon for user by adding views to responsibilities. * Configure M:M relationship between Solutions and maintain log of their relationship through Audit Trail. * Modified the F9 functionality of Email Outbound Activity creation to bring the Product information from Service Request. * Implemented Workflow Process using Business Service to notify contact regarding modification made to Service Request. * Worked on eScript at different levels to implement Complex Business rules. * Customized BOs, BCs, Applets, Views and Screens to match requirements using Tools. * Worked on eScript at Business Component and Applet Level to implement special features. * Implemented Online Help Documentation for Lead Flow module. |

**Workshops/Training Programs\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Oracle BI Publisher 11g R1: Fundamentals
* Siebel 8.1.x BI Publisher Reports
* Oracle CPQ

Personal Information\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **Gender** | : | Male |
| **Nationality** | : | Indian |
| **Languages Known** | : | English, Hindi, Oriya |
| **Personal Interests** | : | Socialize with People and Cooking |