**P Kavirajan**

**SUMMARY**

* Siebel Professional with 12 years of experience in implementing Siebel Call center, Siebel Finance, Siebel Warranty, Siebel Life Science (field Service)
* Good knowledge on Field service functionality which like Service activity creation, Time tracker, Part tracker, Price list creation and activity assignments.
* Designed Contracts, Entitlement and Service Billing functionality for GE Healthcare Siebel applications.
* Good knowledge on warranty management, UV and NV vehicle support system.
* Excellent knowledge of warranty registration, insurance, insurance extensions and rematch.
* Extensive knowledge of Siebel sales application from lead qualification to PO procurement.
* Developed sales analytic report for field engineer evaluations.
* Siebel Development/Enhancement/Support
* Good hands-on Siebel Open UI warranty module
* Hands on experience in Siebel Configurations, workflows, Scripting, Assignment Manager, BIP(Parametrized) Reports, EAI, Webservices, EIM, SQL, PL/SQL, RDBMS concepts
* Strong technical, analytical & problem solving and debugging skills
* Hands on Salesforce Support, Salesforce Data loader, Snowflake, Reports & Dashboard using Power BI
* Good knowledge on software Development Life cycle and excellent documentation skills.
* The ability to provide solutions from a functional & technical perspective, Great team player.

**PROFESSIONAL CERTIFICATIONS**

* Professional training Certification on Oracle 8.2 Siebel Universal Customer Master (MDM) from Oracle University
* Certified and trained in Process Champion Workshop(TM)

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| Operating System | Windows 2003, 2008, Server versions, Microsoft Windows XP, Vista, Windows 7 |
| Database | Oracle 11g, SQL Server 2005 |
| Domain | Manufacturing , Sales & Healthcare |
| CRM | Siebel CRM, Siebel Open UI, Snowflake, Saleforce Dataloader, Salesforce Reports |
| Languages  | C, Java, Weka 3.5 |

**EXPERIENCE SUMMARY**

**Organization:** Birlasoft (India) Limited

**Role:** Technical Specialist

**Duration**: Aug 2022 to till date

**Project:** Ansys Inc

**Client:** Ansys Customer eSales

**Project Description:**

Meeting the computing capacity demands and maintenance challenges for customer's business and engineering needs, especially as engineering simulation models become more complex and require more compute cores for timely solution. Ansys’ partnership with many of the leading hardware and software providers can make finding answers to your day-to-day challenges easier. Our HPC and cloud solutions can take the load off your on premise servers and transfer it to the cloud, on a pay-as-you-go basis. You’ll never have to worry about exceeding your computing capacity again. The Ansys Learning Forum is the go-to place for students, educators, researchers and industry engineers to engage with peers and Ansys experts. Search by topic of interest, join a conversation in progress or post a question or response. Free registration.

**Roles & Responsibilities:**

* Monitor and address ad hoc based salesforce/Siebel request.
* Data Abstract using snowflake, and reporting dashboards.
* Handle large data request with the help of Salesforce data loader, snowflake and SQL developer
* Facilitate testing in end to end flow of the interfaces during release.
* Create salesforce report for channel partner customers
* Active member for salesforce and Siebel customer support platform
* Address all L3 open issue in Siebel and salesforce.
* Involved in regular calls with product owners/clients to understand issues and new enhancements
* Monitor the Siebel application on daily basis

**Organization:** Birlasoft (India) Limited

**Role:** Senior Software Engineer

**Duration**: Aug 2017 to July 2020

**Project:** Wells Fargo Equipment Finance

**Client:** Wells Fargo Wholesale Banking & Leasing Solutions

**Project Description:**

Wells Fargo & Company is an American multinational [financial services](https://en.wikipedia.org/wiki/Financial_services) company headquartered in [San Francisco](https://en.wikipedia.org/wiki/San_Francisco), California, with central offices throughout the country. It is the world's second-largest bank by [market capitalization](https://en.wikipedia.org/wiki/Market_capitalization) and the [third largest bank in the U.S.](https://en.wikipedia.org/wiki/List_of_largest_banks_in_the_United_States) by total assets. Its wholesale banking segment contains products sold to large- and middle-market commercial companies, as well as to consumers on a wholesale basis. This includes lending, [treasury management](https://en.wikipedia.org/wiki/Treasury_management), [mutual funds](https://en.wikipedia.org/wiki/Mutual_fund), asset-based lending, commercial real estate, corporate and institutional trust services, and capital markets and [investment banking](https://en.wikipedia.org/wiki/Investment_banking) services through Wells Fargo Securities. The main business unit associated with this activity is Wells Fargo Capital Finance

**Roles & Responsibilities:**

* Coordinate with Interface/Middleware team to test, resolve and implement changes
* Facilitate training to users and team members on every rollout and enhancement
* Facilitate testing in end to end flow of the interfaces
* Involved in adding, customizing changes for the service requests raised by the application(s) users to the respective working environments, which involves migration of Workflows, BRP’s, BS, Employees, Reports, Quick Links, DVM, Web Services & Custom Components
* Implementing the customization and enhancement with the HLD Design based on the User Specifications
* Involved in regular calls with product owners/clients to understand issues and new enhancements
* Monitor the application(s) health and vulnerabilities on a daily basis

**Role:** Associate Consultant

**Duration**: Nov 2015 to March 2017

**Project:** Yamaha Warranty

**Client:** Yamaha Corporation

**Project Description**

Yamaha Motors Corporation, USA (YMUS) is the US sales wing of Yamaha Motors Corporation (YMC). Motorsports and Watercraft are the main category of products sold by YMUS. In addition to these, YMUS also sells ATVs, Snowmobiles, Golf Cars and other products.

YMUS uses Mainframe based in-house application to carry out the Warranty related tasks of the Company. The front end application called YDS - Yamaha Dealer System (YMBS, in case of Marine Boats) is used by dealers for registering a new purchase or a claim. GFAST maintains Parts and Payment details. SAP is the Inventory Management system of YMUS which holds Products, Dealer, Dealer Product Line (ADL) information. Owner and YES Sales details are created and maintained in McKenzie Application. Yamaha also uses Siebel (v 8.1.1.14) as its CRM system.

Maintenance Cost of current Warranty Application of Yamaha (Mainframe) is quite high. Siebel Warranty Management System promises complete warranty management capabilities, including warranty administration, claims management, warranty settlements, supplier recovery, and business intelligence.

 **Roles & Responsibilities:**

* Leading a team of 3 members for AMS Yamaha warranty module
* Involved/initiate daily calls for onsite/offshore connect for defect, gap an requirement analysis
* Involved in the CR creation based on business priority based on releases
* Created tool to monitor daily based jobs(Inbound/Outbound)
* Involved in the end to end scrum phase from development to testing along with HLD and BRD
* Involved in Business meetings to take up CR based HPQC defects
* Worked extensively on eScript, Workflow and other configuration logics to achieve business logic
* Have a good hands on Open UI for Yamaha warranty module, with JS and vanilla theme file modifications
* Proficient with Siebel Tools and Client in configuration and customization of Siebel Objects at multiple levels like Screens, Views, Applets, Business Objects, Business Components, Links, Joins, Drill Downs, Pick lists, Pick Applets, MVG, Associate & Shuttle Applets and User Properties.

**Role:** Software Engineer

**Duration**: Aug2013 to Oct 2015

**Project:** GEHC Life Science CPQ

**Client:** General Electric (GE)

**Project Description**

GE Healthcare provides transformational medical technologies and services that are shaping a new age of patient care. Headquartered in the United Kingdom, GE Healthcare is a $17 billion unit of General Electric Company. This project provides a solution for the US Canada Instance of the GE- Diagnostic Imaging for the sales processes and Clinical Systems for the service processes. GEHC Siebel LS CPQ is a eMedical vertical application which follows agile methodology to implement new requirements and enhancements on Siebel eMedical implementation. The functional processes include Account management, Territory management, Opportunity management, Product & pricing management, CPQ (configuration, pricing and quoting process)

Basically assigning the Accounts and its affiliated objects (like Oppty, Sales IB and Contact) based on Territory to the list of sales Reps (Positions) uses the Territory Management. Service Request includes the creation and management of Service Request for use within the Siebel Sales, Service, and Marketing process areas. Service Activity contains details of action performed by FE including tracking of time trackers, expense trackers and part trackers that are entered by the FE, in the process of debriefing. The information of the parts replaced by the FE is passed back to Oracle through the Stock Decrement interface. The Siebel Finance Module allows for controllership in policy definition, billing, and invoice generation, accounting and financial data needed to make critical business decisions. And this project is also providing the solution to Contract, Warranties, Entitlements, Preventive Maintenance, Invoice Generation, and Asset Swap which are related to the Service products. This project is developed using Agile software development frameworks and methodologies.

 **Roles & Responsibilities:**

* Participated in the Brain storming session for BI Publisher Reports
* Installing the patch to support BI Publisher
* Installing BI Publisher server and setting up the environment (Integration of Siebel with BI Publisher)
* Developed new rtf file in which the report functionality is built
* Created BI Publisher report for Simple, Group, Master Detail Reports of Actuate.
* Created BI Publisher reports with complex mathematical calculations
* Customized Integration Objects with Parent Integration Component and Child Integration Components to Generate the XML files used for designing rtf files
* Involved in uploading reports on BIP Reports Template Screen which uploads the rtf files in the BI Publisher server
* Involve in regular calls with product owners to understand new requirements
* Involving daily Stand-up calls with clients for status updates on release deliverables
* Prepared document for the Design phase
* Preparing LLD design document based on user requirements
* Responsible for preparation of the Impact analysis and effort estimation documents for new requirements.
* Given KT to other teams at the end of release after the completion of user story
* Involved in Design and Automation of business rules using Siebel workflows.
* Involved in Customizing the Siebel Application using Siebel Scripting.
* Created indexes to improve the performance.
* Worked on the performance issues & Ensure work is in line with Siebel Best Practices.
* Created the RCRs, Runtime Events, Workflow Policy, User Properties, eScript for invoke the workflow Process.
* Configuration of Siebel Application to support the client’s business requirements using Siebel Tools.

GEHC HCIT Program – USA

Release 1

* Involved in product backlog grooming with product owner.
* Involved in discussion for 8.1 Siebel upgrade.
* Involved in demonstrating the development that was completed in the sprint.
* Designed copy contact functionality for the VAR Customers.
* Responsible for enhancement design for the Service Billing module.
* Reviewed the design for the enhancements with Design review team
* Updated the customization documents for the design review team to approve
* Involved in updating the High Level Design documents.
* Participated on all meetings like Daily Standup calls, Scrum Call.
* Updated the tasks in rally for the user stories on daily basis
* Reviewed the OQ updates done by the team.
* Owned the cutover document preparation for project and reviewed the document with CM team, DB Team and project team.
* Post production support for R4.1 requirements.

Release 2

* Design enhancements for the contract and entitlements module.
* Designed Auto Asset and Auto Entitlement creation for the interface contracts
* Designed Asset Hierarchy process for the contracts.
* Deduplication design for merging duplicate contacts
* Implemented the Multi Organization Structure.
* Involved in POCs to check the feasibility of the requirements.
* Rolled out iHelp design and trained the content management team to use iHelp for end users training.
* Involved in all GE Process like ‘Design reviews’, ‘Code Migration’ etc.
* Responsible for Defect fixing

Release 1

* Configuration of Siebel Application to support the client’s business requirements using Siebel Tools.
* Configured Data Objects Layer as per customer requirements.
* Customized screens, views, and applets to meet acceptance requirements.
* Configured different kinds of Picklists, State models.
* Configured Drilldowns, MVGs, BC View Modes
* Created Workflows for the automation of the application according to client requirements. And also written Business Services to extend the functionality
* Worked extensively in configuring business components, business Objects, joins and links
* Involved in Customizing the Siebel Application using Siebel eScripts.

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**Role:** JuniorSoftware Engineer

**Duration**: Jul 2011 to June 2013

**Project:** Siebel Integration with Mobility

**Client:** Ivy Mobility Solutions Ltd, India

Ivy Mobility Solutions Ltd mobilizes the customer’s Field Force around the globe with intuitive and easy-to-use mobile solutions. Well known for focusing on understanding the customer needs, IVY Mobility provides industry specific solutions in the field of Life science, Insurances, Hospitality, Health care, Retail Ware House Field Serving, Banking & Manufacturing.

IVY Mobility has an ideal mixture of resources at all levels.

IVY mobility interested in building a new interface between SmartRep(Mobile & IPAD Product) and Siebel Application as a Pilot project/POC as the first phase using web services and later on full fledge integration using a middleware integration layer. This initiative is taken from IVY Mobility as process of enhancing their Mobile solution products (SmartRep, SmartRetail) to improve their product sales by identifying and targeting the customers who use Siebel CRM.

**Responsibilities**

* Engaged in understanding the requirement for integration between Siebel Application and IPAD application
* Prepared the document for the Design phase
* Created the Siebel objects BC and IO with specified userkeys for Activity BC
* To transfer the data from Siebel Application to IPAD application Integration was done using Webservices.
* Created Inbound Web Service to send the Master Entity Data to the mobile application
* Configured few UI, Business layer, Data layer changes to accommodate few IPAD fields
* Data exchange carried for Activity entity and Executed testing of data transfer between the systems by soap UI
* Customized Applets, Business Components, Business Objects, Views, Screens and Application according to the client requirement
* Customized Joins, Links, Pick list, MVGs (Multi Value Group)
* Performed Administration task included User creations, LOV Creation, User Responsibility Creation, Deploying the workflow, Workflow Policy Creation
* Have involved in EIM Import process for Account and Contact entities
* Running the component through GUI and command line as well
* Importing data into Siebel base tables from interface tables through EIM jobs
* Prepared IFB Files for the EIM Process
* Trouble shoots the EIM Process by populating the Error flags, Trace flags and SQL Trace flags

**EDUCATION**

Bachelor of Information Technology, Anna University India

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