

Profile Highlights	Salesforce CRM & Mulesoft	Oracle CX-Sales Cloud/CPQ	Other Training/Certifications
Email: Kumarsundarraaj@gmail.com Phone: +91-9176632155	 		<ul style="list-style-type: none"> • Siebel 7.x/8.x • Siebel Analytics • Informatica Cloud - ICRT • Dell Boomi

KUMAR SUNDARRAJ

Enterprise Implementation Architect Manager (Cloud Enterprise Platform)
(Application Integrations/Data Integrations/Cloud Integrations)

EXECUTIVE SUMMARY

- Resourceful and Delivery with Quality focused IT & System and Solution Architect with 20 years of experience in technical and functional background in CRM & ERP products - Oracle CX (SAAS),Salesforce, Siebel and Middleware products like Informatica Cloud, MuleSoft, Ultra ESB for Integration Solutions.
- Work with team to influence proper standards for development, governance and operational life cycle.
- Expertise in architecture, design, development and integration strategy for Enterprise applications
- Expertise in Analyzing and Gathering Requirements, Build Business Process Workflow (using Visio), Derive & Develop Data Model, Perform fit gap Analysis, Design and Solution
- Manage & handle broader stakeholder to develop solutions and recommendations.
- Support Validate/Review of functional and Technical Architectural Solutions performed by the Architect Review Board
- Define Strategy and Execute/support System Integration Testing, User Acceptance Testing and Deployment till Postproduction Support
- Business Process Re-engineering for financial Engines used in financial transactions in CRM/ERP Applications
- Experience using agile development methodology to conceptualize and deliver software

EXPERIENCE SUMMARY

- Experienced in executing complex enterprise projects, business analysis, designing, developing, architecting and delivering business applications using COTS products Siebel, Oracle and Middleware products in web, cloud and enterprise environments.
- Application Architect - Experience in key Industry business processes and practices including but not limited to Case Management, Field Services, Order Management, Lead and Opportunity Management, Retail Sales, financials & Investments, Utility & Energy, Road Transport, Telecom and Public Sector
- Integration Architecture - Expertise in API/Design Integration Solutions using - Mule ESB, Anypoint Studio, Cloud Hub
- Hands on experience in building enterprise solutions using REST API, SOAP Services, Workflows and EAI.
- Experienced in Oracle ERP cloud,SFDC,Oracle CPQ integration, security configuration, connected, data loader and import wizard apps.
- Delivered solutions liaising with cross-functional team, technical and senior management team in an agile scrum/waterfall environment.
- Build Software (SAAS) Specifications which includes Technical and System Architecture, Interface and touch points with downstream and upstream systems.
- Expertise in providing overall API technical leadership working with Business, BAs, Tech lead, Scrum Master to clarify requirements and set technical direction for the team.
- Hands on Experience implementing APIs using API led connectivity, API design fast approach using Mule Designer, API Exchange, API gateway.
- Good understanding of AWS Cloud/Azure/Google Cloud services enabling to handle End to End Implementations

TRAININGS & WORKSHOPS: Siebel – Analytics, Core Consultant, Open UI,8.0 New Features, Oracle SOA,BPEL, Oracle CX – Sales Cloud, Oracle Integration Cloud Services, Dell Boomi, Big Data Tools and Techniques.

Certified in SFDC Admin 201 certified in 2016/2020, Trained in Oracle CPQ 2020 By Oracle University and Webinars in Sales, Service Cloud in Salesforce,Informatica Cloud,Mulesoft(4) and Oracle CPQ 2020

EDUCATION QUALIFICATION: Bachelor of Engineering (Mechanical) from Madras University – 1996 passed.

TECHNOLOGY and Frameworks

CRM	Salesforce.com, Oracle CX – Cloud , Oracle CRM Siebel 8.1, Siebel 15,
Salesforce	SFDC, Oracle Engagement Sales & Service Cloud Visualforce, Apex, Triggers and Workflows
Languages and Databases	Visual C++, JAVA, VB, Python, Java Script, HTML/XML &CSS, AngularJS Oracle, SQL Server
Middleware	Knowledge in Oracle Fusion Middleware, ESB, BPEL, MQ Series, Dell Boomi,Mulesoft Any point Platform
PM Tools	MS Visio, Jira, MS Project, HP Quality Center, MS-Office
Other Emerging Area	Knowledge in AWS/AZURE Services and Big Data Tools – HDFS,MapReduce,Hive,Pig,Sqoop etc.,
Architecture Framework	Good understanding of Zachman and TOGAF Framework

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PROFESSIONAL EXPERIENCE

Wipro – Enterprise Implementation Architect Manager

Oct 2017 - Until Date

Client: UK/US Client

Since Feb2020 till date

- Leading the integration solutions between salesforce and Android Apps/Backend end systems
- Configuration of workflows/Outbound messages in Salesforce for Synchronization Services between the applications
- Platform support for Mulesoft Any point platform for Scalability and Monitoring the API usages
- Design solutions using Adapters like File,DB,Email,SFTP,XML using protocols like HTTPS/SFTP and FTP
- Customizing PL/SQL Blocks for Backend processing of offers/credits
- Designs POC Solutions for integration patterns for microservices in API implementations using Any point Platform

In Addition Supporting presales solutions as part of the unit level initiatives in CRM/ERP Implementations and integrations solutions and Cloud Infra services – AWS Migrations.

Client: UAE Based client (Aug 2019 to Feb 2020 date)

- Leading the SaaS Integration tasks between Oracle ERP, Salesforce using Informatica Cloud PaaS platform – ICRT - Application Integration Services.
- Interface area includes the Invoice Creations, Customer Management and Receipt Creation etc.,
- Handled Integration between salesforce and Oracle Cloud (Fusion) using Informatica cloud-ICRT Application Integration process
- Configure Salesforce Objects and Workflow /Outbound message/Apex Classes for triggering the Web Services
- Implement Automations using Process Builder and Flow Builder
- Reconciling API services between Enterprise Applications and Middleware Applications like Mule and Informatica Cloud ICRT services

Client: JTI (June 2018 to April 2019)

- Lead design and development effort to extend enterprise cloud solutions that supports enterprise Sales & Services business operations.
- Estimate, Design and Plan for the Data migration, SaaS and PaaS solutions
- Design Backends for Multi country Role out /API Resources model in Oracle Mobile Cloud Services /Mulesoft
- Define Solution for process related to Route Setup (Route, Route Allocation, Manage Inventories and Route Settlement) and Administration, Schedule Appointments for Retail Customers, Simulation of Approval Process (Process Cloud Service), Promotion Setup, Pricing and Product Setup
- Configuration of MCS user profile for Supporting Mobile App functionalities related to Dynamic Dashboard and Context Sensitive Payloads
- Define the Payloads as required for Mobile Apps and provide valuable inputs to Mule API design
- Drive the Analysis and Optimization techniques for MCS API Design and recommended optimized API Orchestration patterns
- Recommended and Improved usage of MCS Architecture Components - Realms, Platform API, Custom API Design, Connector APIs, Offline Synchronization Capabilities
- Define Push Notification configuration and Setup in Sales Cloud and connectivity with Mule/MCS through REST API services
- Driven the end to end design to cover the functional flow cutting across components and features of the respective components
- Tracking of Use case closures end to end covering both technical and Functional Aspects
- Entity Relationship considerations and ERD diagram and Data Dictionary Details of Sales Cloud Consumer Goods (Engagement Cloud – Sales/Service)

Wipro - CRM Enterprise Application Architect

Client: Daimler (Mitsubishi Japan) - (Oct 2017 to May 2018)

- Liaising with cross-functional team to implement the CRM solution for various immigration programs using Siebel Automotive.
- Lead and contribute to the initiatives to build New Vehicle Sales Solutions in CRM systems.
- Lead and contributed to the data segregation effort to support multi-org visibilities, build application and data security procedures.
- Coordinate and Implement Design details, change requests and perform release efforts.
- Streamlined the development and release management activities to improve the software delivery cycle across operations.
- Apply development best practices to ensure quality deliverables.
- Involved in strategic discussions and decision on client deliveries / Program Management along with Leadership Team

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Accenture Solutions India - Technical Manager
Clients: Texas Instruments USA

March'2017–Sep' 2017

- Implemented Integration solutions using Oracle HCM and Dell Boomi for Enterprise Applications like Taleo,ADP,SAP,Salesforce
- Lead a team of engineers to assess the existing CRM platforms across the line of business and propose a new solution and roadmap for seamless Integration Solutions for Various Business Scenarios.
- Evaluated different systems (Salesforce.com, ADP and Taleo related Interface) to create fit gap analysis and high-level solution proposal.
- Lead global delivery team to leverage offshore delivery resources during the technical design, development and testing phase of the projects.
- Conducting technical review and ensuring best practices.
- Lead a global team to modernize the HCM Implementation using COTS products Oracle HCM Cloud
- Lead global delivery team to co-ordinate design and build efforts and ensuring best practices for Custom deliverables and Frameworks

Contract - Principal Architect, Auckland, New Zealand
Client: Vector Energy (Gas)

Oct'2015–Apr'2016

- Requirement Gathering and Process definitions for logistic business to deliver Gas Cylinders for Commercial and Domestic consumers
- Developed technical approach to modernize Logistics Application (Work Wave) to Cloud Migration and Integrations with Siebel (Sales) and Define Route Planning and Optimization processes.
- Designed and Developed REST API interfaces and conversion of SOAP to REST API in Ultra ESB Middleware (Open Source)

Independent Consultant (Application Architect Manager)

May'2015–Oct 2016

- Worked for Pre Sales Solutions for Oracle, SFDC and Open Source related products
- Done Architecture solutions for presales for Data migration, Application integrations between Siebel, Salesforce, and Other legacy applications.
- Fitment Analysis for Sales and Service cloud functions, Team Selling, Territory Management, Solutions, Lead Management, Campaign Management, Data loads & Migration techniques.
- Solutions around User setup, Profile setup, Object creation, UI and page layout, Visual force pages, Workflow rules, Approval processes, Business processes, Assignment rules, Reports/Dashboards, Products and price book setup, Enabling Chatter and feed tracking, Deployment using Change sets etc.,
- Force.com development/customization using APEX, Visualforce, Triggers, Workflows, Validation Rules Approval Processes, SOAP, REST, Schedulers

Infosys – Senior Technology Architect

May 2014 –April 2015

Client: Ministry of Transportation, Toronto, Canada (Solution Architect/Systems Development Manager)

- End to end solutions/System Development involving Siebel/Oracle ebiz/OPA/OpenText/IBM middleware/Siebel UCM/OEDQ
- Conducting Workshop for Requirements & Scoping
- Represented the solutions and Design in ARB (Architecture Review Board) following the standards as per Zachman Framework
- Logical & Physical Designs Architectural deliverables in Zachman Framework using Power Designers
- Design and Review of Business, System and Information Architecture
- Review of Interface design in IBM Web Sphere through Web Service integration
- Drive Data Migration design and Development
- Fit gap Analysis of Open UI ability to support AODA (for disability) features

Data Migration Architect -Siebel, Service Master, USA

Dec 2013 –Apr'2014

- Lead a team and created Tech Memos for solution recommendations, performance testing & tuning approach for the CRM Migration Project.
- Planning for the Data migration sequence
- Recommendation of Approaches and any changes on the configuration
- Co-ordination with team at onsite and offshore
- Manage the Offshore development team for delivery throughout the project phase
- Improved application performance for key UI interfaces/services to meet performance SLAs.

Program Lead

Jun'2011 – Nov 2013

Client: Elsevier Publishing Oxford

- Lead the Siebel Open UI Migration to Siebel Open UI (2012)

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- Lead the Siebel email Response – Upgrade
- Siebel Solution Design in order management and Sales and Services processes
- Handled Clinical Key Projects in media Application for B2B and B2C business area. Area of development includes Order Management, Product Configuration, Pricing (PSP), Configuration around RowSet Transformation tool kit and related Workflows

IBM India - Application Architect

Jan 2010 – May 2011

Client - Vodafone Greece: Siebel sales 7.8 (CRM Architect)

- Worked as Siebel Architect in Telecom (OSS/BSS stack) implementation using ESB for Vodafone Greece
- Provide Solution for the Business Process implementation which involves Order Credit Vetting, Service Delivery, Communication, Survey Process etc.,
- Lead the team for transformation from Siebel 2000 to Siebel 8 for Fixed Line Processes and Integrations
- Co-ordination with CRM Technical Leader at onsite and the team at offshore

Client - Carrefour France: Siebel sales 8.x (Manager)

- Worked as Siebel Project Manager in managing sales application for Carrefour France
- Requirement Analysis, Estimation and Design for EAI interfaces

Carnival Cruiselines - Senior Technical Architect

Oct 2007 – Aug 2009

Client - Carnival Cruiselines - Siebel sales 7.8

- Performance tuning for the Siebel Upgrade Application and fixing upgrade issues
- Requirement Analysis and Design & Detailing for Custom Dedup Engine Project
- Owned Oracle Customer Data Hub Project from Siebel Front.
- Owned Deduplication projects for the Entire Lead database
- Handling TAM and Siebel Expert Services on the Issue basis and Overall Relationship.
- Liaising with the Business Managers and Sales Directors and President Sales
- Responsible for Strategic planning for project plans, Execution and Releases for CRM releases

Hexaware Technologies Inc USA - Technical Architect – ACS Maryland USA

Aug 2006 – Oct 2007

Client – ACS MD USA - Siebel sales 7.8 (Implementation Architect)

- Owned the solutions and implementation of Call Center, Order Management and Field Services
- Responsible for Requirement, Business process Design and Design Sign off
- Handled Expert Services Review on Code and Configuration
- Lead the team on Data migration, Analytics for Design and Development
- Developed the Custom financial Solutions in Siebel Sales Application driven by Requirements derived from Mainframe Application
- Responsible for Overall Architecture for Siebel Roll out

Cognizant Technology Solutions – Consultant

Mar 2006 – Aug 2006

Client – Franklin Investments, San Mateo, CA, USA (CRM Consultant)

Avenue Replace Project - Data mart and Siebel Analytics Implementation, which includes:

Scope includes Order Management, SAM Data Mart– Sales and Asset Management, SOLAR – Enterprise Application used for setting up Dealer, Branches, Agencies, Territory Management and Financial Advisors.

HCL – System Analyst

Nov 2003 – Mar 2006

Clients (Siebel Consultant/Upgrade Consultant)

Hewitt Associates, Charlotte NC, USA
 Upgrade Consultant – McData Corporation, Broomfield CO, USA
 EIM Consultant – Akibia Consulting UK
 Configuration Consultant – Extreme Networks

- Setting up of Siebel Server, Actuate Server etc., in Windows Cluster

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- Design and Develop for EIM,Configuration, Workflow and Business Services
- EAI - Fax Server Integration using Lotus Notes Scripts – Agents and Outlook Migration
- Support and Maintenance for users around - 1300 Nos
- Implementation of Siebel 7.5.3.4 (Sales, Service, PRM) and Oracle 8i
- Setting up of Siebel Server, Actuate Server etc., in Windows Cluster
- Design and Develop for EIM,Configuration, Workflow and Business Services
- EAI - Fax Server Integration using Lotus Notes Scripts – Agents and Outlook Migration
- Support and Maintenance for users around - 1300 Nos
- Developing the Scripts for the Entities. The scripts include EIM Load script, DOS Batch Scripts, Post EIM Update scripts and Integration Outbound scripts for Export from Siebel database.
- Server Administration – Adding up users, Extracting Database
- Solving the UAT issues and Involved in the production Go Live Activities.
- Migration of data from the Call center application to the Oracle Apps staging table.
- Customization includes Addition of BCs, Applets, and Views as per the User Requirements

Ramco Systems – Systems Analyst:

Oct 2000 to Nov 2003

Client Details:

- Speediplus – (GE –Interlogix - Sales Application – GE Inc USA) - Siebel Consultant
- QUASAR Honeywell, Arizona - Siebel Consultant
- DHL Sales – Singapore - Siebel Consultant

ERP product Development and Java Projects – Design Engineer

- Siebel Configuration,Workflow,Server Administration, Data Migration
- HRMS Solutions 4.0 E Applications Product Engineering – Visual Basic, Java ,SQL Server and Oracle Migrations

Convergent Software – Software Engineer:

Aug 1999 to Oct 2000

Client: Cosine Communications Inc – USA

- WEB Enabled ROI – (Cosine Communications Inc – USA) – Java and Oracle, ERWIN, Apache Web Server
- Internet Startup CD – BPL India Ltd – VC++

Course Completion Certificates:

Name of the certificate	Authority
AWS Well-Architected Training	Amazon Web Services
AWS Cloud Practitioner Essentials Security	Amazon Web Services
Oracle Sales Cloud 2018 Certified Implementation Specialist	Oracle University
EIOQUA Solution Engineer Specialist	Oracle Partner Network
Service Cloud L2 (Internal Wipro)	Digital Next - Oracle Service Cloud-Functional-L2
Oracle CPQ Cloud	Digital Next - CPQ Cloud-L2-Digital Next (Inhouse)
AWS Certified Solutions Architect – Associate (Exam Readiness)	Amazon Web Services
Siebel Certified (7x and 8x)	Oracle University
Siebel Analytics Architect – Certificate	Oracle University
Sales Certified Admin – 201	Salesforce 2016 and 2020
Oracle CPQ 19D	Oracle University
Mulesoft 4.3.5	Mulesoft – Virtual training