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SWATANTRA SINGHAL
Siebel Developer with 6.8 Years of Experience

SKILL HIGHLIGHTS

- **Primary Skills:**
  - Siebel CRM: Configuration, E-Scripting, Workflow, EAI, OpenUI.
  - Database: Oracle, SQL
- **Secondary Skills:**
  - Programming Languages: Python, C Programming Language, Core Java
  - Web Technologies: HTML, CSS, JavaScript, Siebel OpenUI.
- **Domains:**
  - Public Sector, Call Center, Banking and Financial Application

SUMMARY

- Experienced in Siebel application configuration as per the business requirement with extensive use of configuration, scripting and workflows.
- Worked on implementation of Siebel Application as per the oracle recommendations to increase the quality and performance of the deliverables.
- Interaction with the business to understand the requirement and convert the same technically.
- Experienced in implementation of Siebel OpenUI to achieve the UI requirements.

PROFESSIONAL EXPERIENCE

- **Tech Mahindra Ltd.,Pune**   **FEBRUARY 2019-TILL DATE**

  Project: Sumeru   **February 2019 – Till Date**
  Client: Vodafone India Limited
  Role: Team Lead
  Team Size: 10
  Responsibilities:
    - Extensively used web-service based integration to communicate with the external system.
    - Configuration of Queue based integration using EAI JMS Transport.
    - Synchronizing and coordinating with other streams in-order to find defect and resolve.

  Environment: Siebel Financial Services, Siebel IP 2015, Oracle SQL 11g

- **Synechron Technologies, Dubai**   **APRIL 2018-JANUARY 2019**

  Project: Oracle Siebel CRM   **April 2018 – January 2019**
  Client: Confidential
  Role: Sr. Associate – Technology (Consultant)
  Team Size: 10

  Responsibilities:
    - Configuration of Siebel objects and customizing the existing flow as per the business requirement.

- Creation of Siebel Integration Services to interact with the external system using Siebel Enterprise Application Integration.
- Extensively used Business Component and Applet based scripts along with Business Services.

Environment: Siebel Financial Services, Siebel IP 2015, Oracle SQL 12g

- **IBM India Pvt. Ltd., Noida**   **NOVEMBER 2017 – MARCH 2018**

Project: Lead Management System   **November 2017 - March 2018**
Client: Indian Oil Corporation Ltd.
Role: Siebel Consultant
Description: This project is used to store the details of already existing customers and to generate the new potential business by converting the leads to new customers.
Team Size: 15+

Responsibilities:
- Configuration and customization of Siebel Out of the box "Lead Management system" to achieve the business requirement.
- Worked on configuration of Siebel provided Vanilla Service Request flow to match the requirements of IOCL Grievance Management System.
- Configuration of Siebel Integration Services to interact with external system (IOCL Portal).
- Creation of EAI Data Map to transform the data as required.
- Synchronizing and coordinating with other streams in-order to find defect and resolve.

Environment: Siebel HTIM & Siebel Public Sector, Siebel IP 2016, Oracle SQL 11g, Oracle Fusion Middleware for Integration

- **Birlasoft Ltd., Noida**   **JUNE 2016 – NOVEMBER 2017**

Project: ATLAS System   **June 2016 – November 2017**
Client: Xerox Pvt. Ltd.
Role: Siebel Consultant
Description: ATLAS system is used to handle the customer's grievance, Campaign management and Purchase orders.
Team Size: 6
Responsibilities:
- Customization of Business layer objects like, BusComp, BusObject, Views.
- Configuration of Siebel Objects types and definitions using Joins, Links, and attaching them using Join Specifications.
- Worked on application level changes like Views-Responsibilities, Data Validation, LOV's, Runtime events.
- Extensively used Business Component and Applet based scripts along with Business Services.
- Creation of RCRs (Jobs) for repeating jobs.
- Creation of EAI Data Map to transform the data as required.
- Responsible for Unit testing to remove defects thereby improving quality and performance.
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Environment: Siebel Financial Application, Siebel IP 2016, Oracle 11g.

- **Infosys Ltd., Pune**   **FEBRUARY 2014 – MAY 2016**

Project# 1   **Jan 2016 – May 2016**
Client: Dubai Customs, Dubai
Role: System Engineer (Siebel)
Description: This is development project involves configuration and maintenance.
Team Size: 6
Responsibilities:
- Worked on configuration of Siebel Objects, Scripts & Workflows.
- Customization of Audit trials.
- Responsible for Unit testing to remove defects in the development process thereby improving quality and performance and which also helped to reduce the gap between the requirements.
- Participated in the Knowledge sharing sessions with the team members to increase the domain and functional knowledge within the team.

Environment: Siebel Public Sector, Siebel IP 2015, Oracle 11g.

Project# 2   **Jun 2014 – Dec 2015**
Client: A Norwegian Certification and Classification Org (Det Norske Veritas)
Role: Siebel Configurator
Description: This is development project involves configuration and maintenance.
Team Size: 20
Responsibilities:
- Extensive customization using Siebel Tools including Business Service. Involved in design and development of User Interface Layers like Applets, Views, and Screens.
- Customization and logical grouping of Siebel Objects types and definitions using Joins, Links, and attaching them using Join Specifications, and Business Object Components.
- Involved in customization of Static and Dynamic pick lists.
- Customized MVG using MVLs, MVFs, and MVG Applets.
- Managed administrative data off-shore like Views, Responsibilities, Data Validation, LOV's
- Responsible for Unit testing to remove defects in the development process thereby improving quality and performance and which also helped to reduce the gap between the requirements.

Environment: Siebel Public Sector, Siebel IP 2013, Oracle 10g.

EDUCATIONAL QUALIFICATION

- Bachelor of Engineer (Computer Science and Engineering) from Institute of Technology and Management Gwalior, Madhya Pradesh (2009-2013) with an aggregate of 71%.

TRAININGS/ CERTIFICATION

- Certified Associate in Python Programming (PCAP-NP-31-02)
- Certified Entry Level Python Programmer (PCEP-30-01)
- Oracle certified Java Associate Programmer (IZ0-803).
- Salesforce Certified Platform Developer I (SU17)
- Oracle Siebel CRM Training – Infosys, Mysore
- Oracle Siebel Open UI Training – Infosys, Pune
- HP Certification on C Programming.
- HP Certification on Java.

PERSONAL DETAILS

- Name   : Swatantra Singhal
- Date of Birth   : 15th August 1991
- Father's Name   : Mr. Radhakrishna Singhal
- Permanent Address   : 14, Singhal Sadan, Shastri Marg Kailaras, Distt. Morena (M.P.)
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