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| Swapnil Belsare  **Address :**   |  |  | | --- | --- | | B-902, Regalia, Dutta Mandir Road, | | | Wakad Pune 411057 | | | swapbel@yahoo.com | | Mobile : 9850357716 | |
| **Education** | |  |

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| Qualifications | MCM (master’s In computer management)  IBMR, Pune University, Maharashtra India. |

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| **Professional experience** |  |

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| Profile | * Over 20 years overall working experience with certification in Project Management Professional (PMP), Certified SAFe 5 Scrum Master, * Oracle CPQ Cloud Service 2019 Certified Implementation Specialist * Configuration of Product and Commerce Process using Oracle CPQ Cloud. * Siebel Configuration Open UI, Siebel Integration, Workflows, E-Scripting Developments, Unit Testing, Client Interaction, Onsite Implementation, Go Live and Production support. Function and Technical experience in Siebel CRM * Strong design and development knowledge, in Siebel CRM, Oracle database as a backend good at SQL required for the support. * Experience in leading and managing Agile teams. Handled multiple roles – Siebel Architect, Siebel Technical Team Leader, Packaged Application Enablement, Siebel Consultant * Experience in working collaboratively with diversify team located in various geographies. * As a Team Lead Managed and Executed software projects for Telecommunication Airline, Finance and healthcare in Multiple release. * Good communication skills, interpersonal skills, self-motivated, quick learner, team player. * Tech Mahindra worked as Sr, Technical Associate on OneView Project in Design build Project for BT in Siebel 78 and 8.0 with 1st Onsite Agile team for the OneView Team in Sheffield UK, * Baroc Technologies worked as software engineer in developing Hospital Management System using Visual Basic and SQL server as a backend. * Travel to Client location in Basel and Zurich in Switzerland for implementation of the hospital Management system. * International experience of about 2 years working for UK’s largest Telecom company British telecom. * Travel to Warsaw ( Poland) for the Siebel Project implementation of Siebel project for D2H company * Salesforce Planform Developer I |
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| Key Skills | * Oracle CPQ, CRM Siebel 7.8, 8.1 IP2015, IP2016 Siebel Configuration, E-Scripting, Workflows, Order Management, Siebel Integration, Open UI * Agile Project Implementation and waterfall Model * Development Tools: SOAP UI, TOAD, SQL Developer * RDBMS: Oracle 11, 12c * Languages: Visual Basic, Java Script, Oracle SQL * O/S: Windows, AIX, Linux   **Certification / Badges (acclaim)**   * Project Management Professional (PMP) November 2017 * Oracle CPQ Cloud Service 2019 Certified Implementation Specialist * Certified SAFe 5 Scrum Master May 2020. * Oracle Sales Cloud 2016 Certified Implementation Specialist * Salesforce Planform Developer I * Salesforce Trailheads 25 Badges * IBM Agile Explorer * IBM Blockchain Essentials * Travel & Transportation Industry Foundations * Enterprise Design Thinking Practitioner * Architectural Thinking |
| Career History | **13/2010 - to date**  **IBM India Pvt. Ltd., Pune, India**  **Roles: Sr. Software Engineer, Team Lead, Consultant, Architect,**  **Key Responsibilities:**   * Design and develop application using Siebel and Oracle CPQ Cloud. * Responsible for leading development team in delivering Siebel functionality over multiple releases * Report to customer and higher management about impediments issue and status. * Design and develop Use Cases in Siebel. * Supported senior architect by developing POC for design of customer responsibility. * On client support for the AMS project and also on Production deployment. * Responsible for effective communication between the project team and the Product Owner. Provide day to day direction to the project team and regular project status to higher management / Customer. * Work with Product Owner in translating business requirements into Functional Requirements creating backlog, sprint plans, refining backlogs * Managing and controlling the development of the CR and defects. * Provide support for testing team including handling faults raised by the test teams and carrying out various proactive maintenance activities, to minimize fault levels. And Fixing the Fault raised by testing teams * Reducing the large number of outstanding faults when the project was initially taken over * Building up a very strong customer support and communication structure * Attending retrospective after each nitration and release and contributing to the same Preparing the test plans and doing sanity and Unit testing of development. * Used Performance Improvement Tools such as David and iSARM for analysis of the Siebel and code improvement Based on the analysis the Siebel Application Performance was improved   **Key Technologies** Oracle CPQ Cloud , Siebel 7.8, 8.1, IP 15, IP16 Siebel Configuration, Siebel Order Management, Workflow, E-Script, Siebel Integration  **Tools** : Soap UI, David, SARM,  **12/2005 - 03/2010**  **Tech Mahindra Ltd., Pune, India**  **Roles: Sr. Technical Associate (Developer), Module Lead**  **Key Responsibilities:**   |  |  | | --- | --- | |  | * Was part of various team like Customer Management, Order Management, Customer Care. * Responsible for managing scope, planning, tracking, change control, aspects of the module. * Provide day-to-day direction to the team and regular project status to the customer. * Responsible for effective communication between the team and the customer. * Responsible for design build and unit testing of Siebel Application. * Code Review, Performance improvement reviews. SARM Log analysis. * Support various testing phases like SIT and UAT. * Support Production application. * Integration of Siebel Application with external system using MQ. * Part of Agile Team Daily Standup Scrums, updating burn down charts,   **Key Technologies:** Siebel 7.8, 8.0 Siebel Configuration, Siebel Order Management, Workflow, E-Script, Siebel Integration. |   **03/2000 - 12/2005**  **Baroc Technologies Pvt. Ltd, Pune India**  **Software Engineer**    **Roles: Software Engineer (Developer)**  **Key Responsibilities:**  Analysis, development, Daily Work Dispatched to Switzerland client was responsible for end to end delivery.  **Key Accomplishments:**  1) Implemented UI Visual Basic Coding using Visual Basic Language , . 2) Implemented Test Creation and Delivery of modules.  3) Implemented Complex Code Logic for OCX Control and DLL.  4) Preparing schedules for work, attending the various calls, to track the project status and management reviews with in the project. 5) Act as a central coordination point for the various support activities  **Key Technologies:** Visual Basic, SQL Server, Oracle as backend. |
| Assignment History | **03/2018 – Till date**  **AT&T**  **Oracle CPQ Cloud Consultant**  Implemented the My Price Soultion for the AT&T for Mobile and Wireline product. Design and develop Product configuration and Commerce process using recommended Item Rules, hiding rules. Manging the offshore team for design and develop of the Custom reports using BML in HTML Attributes. Design and development in CPQ Cloud using Configuration, Commerce, Document Design and understanding of integration available. Implemented Multiple Custom Financial Report for Quotes in the Oracle CPQ Application using BML Scripting, HTML Templets, HTML Attribute.  Lead reporting team. Design and Development of myPrice Oracle CPQ Cloud implementation for AT&T. There was requirement for the client for implantation of financial Report for each Quote. The Custom Financial Reports like Proforma, Deal Summary, Site Solution Summary, 3PASoED etc. for each Quote was designed, developed in my price. The Report support all 40 product implemented in Myprice The Proforma Report is design and developed in such a way that it can give financial information not just based on contract Term Period of Quote but user can select different years from 1 to 11 years provided to see financial Indicators such as Revenue, Expenses, New Capital, Existing Capital etc. The additional manually enter values in excel Template which will also process and used for financial Reporting. Multiple Filters can be applied to this report which can display the results based on Product or Grouping, based on different cost used in Quote etc. Export Line Item Grid will export all the Line item Details to the Excel file which can be used as a reference by Sales and Pricer.  **Tools**: Oracle CPQ Cloud, BML, HTML.  **09/2018 – 03/2019**  **Vodafone Turkey**  **Sr. Siebel Consultant**  Manage small team of the developers and design and developed West Word, OpenUI, Data Cleansing, MCare functionality in siebel for the Vodafone Turkey. The unit testing and Quality of the delivery was maintained. Support was provided for the SIT and UAT testing. There was very issue raised and Delivery was accepted by the customer.  **Key Technologies** Siebel IP 2015 Siebel Configuration, OpenUI, Workflow, E-Script, Siebel Integration  **Tools**: Soap UI, David, SARM  **01/2018 – 09/2018**  **FinAir**  **Siebel Architect**  Currently working of the Performance improvement project for the CFS and Loyalty applications used by FinAir. Managed the Performance project for planning the SARM Test cases and David tool run, based on the David Report and SARM report objects the Configuration and code was analysed for application performance. Based on that analysis of the David and SARM the object and code has been identified and improvement and re-design was recommended. The Implementation was done based on design and best practices applied for the configuration and code fixes.  The SQL’s that were taking lot of time also has been identified and new index was created to improve the performance. Some Execution plans were identified with the help of the DBA to tune at database level. There were some legacy Workflow policy and Audit trails that were identified which were inactivated for the performance Implementation of the Most Critical Object that will give large performance benefit. There were some interfaces identified for the re-design involving other system. The recommending it be implemented at a later stage with other system changes.  GDPR project was implemented for both Loyalty and CFS application.  The Requirement was that all the data older than 10 years with certain criteria need to be deleted for the CFS and Loyalty. Design and development were done with aggressive timeline for implementation.  The all Members Data and Case data gets deleted based on the user request on based on rules as required by GDPR. The Client was happy with implementation and was done with aggressive time line.  **Key Technologies** Siebel IP 2015 Siebel Configuration, Loyalty, Workflow, E-Script, Siebel Integration  **Tools**: Soap UI, David, SARM,   |  | | --- | | **03/2017 – 11/2017**  **Etisalat Mobily**  **Sr. Siebel Consultant**  Worked extensively in Customer Management, Service Request, Order Management. Delivered the Change Request, PBI for the project.  Analysed and fixed the defect in the scheduled time line. Also worked in the AMS for analysed, Solution and fixed the defect/PBI in the scheduled time line. Project. PBI was delivered as per the agreed priority. Managed the time of self and team  Implanted the Validation for the Order Submission SIM SWAP functionality for the Call Barring/Unbarring. Service Level Email updating for sending the Email to Service Owner. Email Update done at Siebel Application if rejected by the external system old Email is re-set in Siebel.  **Key Technologies** Siebel 8.1.11 Siebel Configuration, Siebel Order Management, Workflow, E-Script, Siebel Integration  **09/2016 - 01/2017**  **Aditya Birla Payment Bank Client**  **Sr. Siebel Consultant**  I have worked as team lead managing the team of 7 developers. The Best Practices were followed and as prime responsibility for the quality for the project reviewed the design, code, HLD, LLD before it reached the client. Worked extensively in Customer Management, Lead, Service Request. As a Development assigned the task to them according the skill set and availability and guide and help them in resolving the technical issues. Lead the team with example maintained the quality of the project deliverable code reviews.  Delivered work products across 2 phases interacted with the client for the detailed requirement.  Developed functionality using Open UI to show only relevant fields to user.  Developed Module for Customer Account Creation and update.  **Key Technologies** Siebel IP 2016 Siebel Configuration, Siebel Order Management, Workflow, E-Script, Siebel Integration | | **04/2016 - 09/2016**  **Slovak Telecom**  **Sr. Siebel Consultant**  I worked in Siebel Configuration, Workflow, e-Scripting. As a Development assigned the task to them according the skill set and availability and guide and help them in resolving the technical issues. The complex work product was delivered with high quality. Worked extensively in Customer Management, Customer care, Order Management Area of the Siebel CRM Implementation. I have worked on New, Modify, Promotion Upgrade, Disconnect and all life cycle of the Order Management.  I have delivered the Project work products as Technical development, Design, Performance and Code Quality. I identified the risk and highlighted it to the project manager. I have personally interaction and collaborated with local geo team to resolve any issues. Involve the new technical and non-technical solution to the project issues.  **Key Technologies** Siebel IP 2015 Siebel Configuration, Siebel Order Management, Workflow, E-Script, Siebel Integration  **4/2015 - 04/2016**  **IBM, India**  **Sr. Siebel Consultant**  **Client: Vodafone Czech Republic**  I have delivered the Project work products as Technical development, Design, Performance and Code Quality. I identified the risk and highlighted it to the project manager. Involve the new technical and non-technical solution to the project issues. Worked in release cycle of delivery designed low level details and developed Configuration, Validations. I worked in Siebel Configuration, Workflow, e-Scripting. I worked on the defects and resolved the defect finding the root cause for the defect so there are no occurrences of same defect. The Production defect analysed, and technical solution was provided to fix the defect resolving the defects.  **Key Technologies** Siebel IP 2016 Siebel Configuration, Siebel Order Management, Workflow, E-Script, Siebel Integration | | **09/2013 - 03/2015**  **IBM, India**  **Sr. Siebel Consultant**  **Client: Vodafone Greece**  I have delivered the Project work products as Technical development, Design, Performance and Code Quality. I identified the risk and highlighted it to the project manager. I have personally interaction and collaborated with local geo team to resolve any issues. Involve the new technical and non-technical solution to the project issues. Resolved any issues between the Team found the workaround for the issues. I am involved in the Siebel SARM Logs analysis to improve the performance of the system and maintain the expected standard of the system. The team is located at multiple locations. I managed the pune location making sure the all the deliverable from the team is on time and expected Quality. As a SME for the project guided the team members to and ensured the compliance of the project process. I have managed all the Project planning to development process and delivery. Creating of the Task activities, Estimation task, assigning the resources to the task. Managing and controlling the development of the CR and defects. The Quality records like Human resource plan, user’s responsibility and accessibility list, Risk and issue logs and unit test plans user id’s list etc. was maintained. Documenting and maintaining the On Boarding and off boarding Process for the Project resources the change request and managed the delivery of the change request in agreed time frame. I worked in Siebel Configuration, Workflow, e-Scripting. As a Development assigned the task to them according the skill set and availability and guide and help them in resolving the technical issues. The complex work product was delivered with high quality. The Best Practices were followed and as prime responsibility for the quality for the project reviewed the design, code, HLD, LLD before it reached the client. The Quality documents for the project were maintained. The knowledge transfer sessions were organized for the new members as well as existing team members, so everyone gets the functional and technical details required for the execution of the work that will be the high quality. Resolved any issues between the Team and geo. Found the workaround for the issues. Analysed and fixed the defect in the scheduled time line. Also worked in the AM for Analysed and fixed the defect in the scheduled time line. Project and TT delivered. TT was delivered as per the agreed priority. Managed the time of self and team. I have run the david tool for the project to identify and correct code related finding that can impact performance.  The Major Work product The Project work delivered and code review done. GR1101244 : Stolen device GR1101224 : VBC COPS Operational Improvements GR1100943 : Shops Support Personalized Treatment GR1101819 : Winback Campaign Changes Siebel Non GSM Billing Accounts missing BRM mandatory fields Czech : Simple fix Credit Management Flexible discount Hide Contract information Refactoring WSC\_Login\_Page Design  **Key Technologies** Siebel IP 8.1.11 Siebel Configuration, Siebel Order Management, Workflow, E-Script, Siebel Integration | | **12/2010 - 08/2013**  **IBM, India**  **Team Lead Order Management**  **Client : N (Poland)**  Siebel Team Lead Development for Blue Vanilla. Siebel 8.1.2 CRM.  ”Delivered work products across multiple phases and change request and consistently met client expectations and adhere to the IBM Policy and Procedure, help client maximum value. I have worked as team lead managing the team of 7 developers. Worked extensively in Customer Management, Customer care, Order Management Area of the Blue vanilla Siebel CRM Implementation. I have worked on New, Modify, Promotion Upgrade, Disconnect and all life cycle of the Order Management I have managed all the Project planning to development process and delivery. Creating of the Task activities, Estimation task, assigning the resources to the task. Managing and controlling the development of the CR and defects. The Quality records like Human resource plan, user’s responsibility and accessibility list, Risk and issue logs and unit test plans user id’s list etc. was maintained. Documenting and maintaining the On Boarding and off boarding Process for the Project resources the change request and managed the delivery of the change request in agreed timeframe. I worked in Siebel Configuration, Workflow, e-Scripting. As a Development assigned the task to them according the skill set and availability and guide and help them in resolving the technical issues. Lead the team with example maintained the quality of the project deliverable code reviews. The activities between Geo and GD project team are co-ordinate to make sure project development is on schedule. I worked on the defects and resolved the defect finding the root cause for the defect so there are no occurrences of same defect. The Production defect analysed, and technical solution was provided to fix the defect resolving the defects. The delivery objects and versioning for the various keeping the records with the object deployed in the INT and UAT and Prod. Provided Support to Client 24 X 7, shift weekend support.  • Worked in release cycle of delivery designed low level details and developed Configuration, Validations. • Delivered the Order Date Calculation Functionality for all type of Order i.e. New, Modify, Promotion Upgrade, Disconnect. FDO(Future Dated Order), Start HD and Multiroom, nod, premium, Multiple Tools that will benifit client Functionality which has good business value for the customer. • Working in Siebel using all the tools and developing the working software with designing applets, Pick lists Workflows E-scripting. • Preparing the test plans and doing sanity and basic development testing. • Provide support for testing team including handling faults raised by the test teams and carrying out various proactive maintenance activities, to minimize fault levels. And Fixing the Fault raised by testing teams. • Liaison with the Geo Team and testing team to determine nature of Defect, Defect resolution, etc. • Attending the End to end calls for early resolution of Defect. • Reducing the large number of outstanding faults when the project was initially taken over • Building up a very strong customer support and communication structure • Attending retrospective after each nitration and release, and contributing to the same. • Order Management, Customer Management, Customer Care.  **Key Technologies** Siebel IP 8.1.7 Siebel Configuration, Siebel Order Management, Workflow, E-Script, Siebel Integration | | **04/2010 - 12/2010**  **IBM, India**  **Sr. Application Consultant**  Client: LT GICL Project: Siebel CRM Date: April 2010 to December 2010 Environment: Siebel CRM   Roles and Achievements: LTGICL has engaged IBM to create a Full end to end solution for the new general Insurance business they are starting for the Indian market. IBM has been given the sole responsibility to deliver the infrastructural, organisational, architectural IT solutions for the general Insurance business.  Responsibilities: I was employed as the Technical Team Leader for the development of Siebel configuration solution. I am currently involved in analysis phase of the project for the functional and non-functional requirements. Work of the POC for the DuDup Logic and TAT (Turnaround Time Calculation) to eliminate the weekend and holiday from data calculation.  LTGICL functional requirements for the Service request module process flows; clarified these with the LTGICL business owners in an analysis workshop formal one to one meeting with the owners and user and refined the business processes by identifying instances of work effort. I also translated the analysis processes into Functional designs for use by my programming team.  **Key Technologies** Siebel IP 8.1.5 Siebel Configuration, Siebel Order Management, Workflow, E-Script, Siebel Integration | | **12/2005 - 03/2010**  **Tech Mahindra Ltd, India**  **Sr. Technical Associate**  Develop and Design for BT Retail One View CRM Sheffield UK.  Lead the Order Management and Service Assurance Team for the release R11, R12, R13, R14, ccp10 to ccp 18 over 14 Release have be deployed in the Prod was responsible for the follows –  • Worked as a Team Lead and performance Champion. • Worked using agile methodology for delivering the Designed and developed work in each interactions for • Designing and developing the interfaces for the PSTN and Broadband i.e. T2R and WLR3. • Understanding the User Stories and breaking down into smaller tasks and sizing them. • Working in Siebel using all the tools and developing the working software with designing’s applets, Pick lists Workflows E-scripting. Worked on XML, XSLT development for sending Outbound and inbound messages. • Preparing the test plans and doing sanity and basic development testing. Supporting the test Stub for the R11 and R12 releases. • Provide support for testing team including handling faults raised by the test teams and carrying out various proactive maintenance activities, to minimize fault levels. And Fixing the Fault raised by testing teams. • Liaison with the User support group and help desk to determine nature of fault, fault resolution, etc. • Attending the End to end calls for early resolution of faults. • Reducing the large number of outstanding faults when the project was initially taken over • Building up a very strong customer support and communication structure • Attending retrospective after each nitration and release, and contributing to the same. • Liaison with the user group support and help team to determine nature of fault, fault resolution. • Functional and Technical Knowledge of the Order Management.  **Key Technologies** Siebel 7.8 Siebel Configuration, Siebel Order Management, Workflow, E-Script, Siebel Integration | | **03/2000 - 12/2005**  **Baroc Technologies Pvt. Ltd, India**  **Software Engineer**  Misa - Medical Information System and an Accounting system Misa is a Medical Information System and an Accounting system. It is complete ERP for hospital Management system. It handles every dept. in the hospital from Planning, Administration, Accounting, Salary system, and the main aim is to handle all patient related data of a patient attending treatment in a medical unit such as a hospital, rehabilitation clinic, other health resorts or even a general practice of an individual doctor. Most other software is concentrating either on administrative data or medical data. The main aim of Misa is to deal with administrative and medical data inside one system so that unnecessary redundant data entry and data storing can be prevented to increase acceptance, reduce costs and improve data quality. The most important data are: Patient address, Case data, Procedures, Medical history, Guarantors, Movements, Diagnosis, Therapies, and Accounting. Misa is divided into 3 parts. • Medical Information system • Resource management • Accounting system. • Salary System • As a Team Leader (with a team size of 3) of the application development and support group was responsible for the follows  Preparing schedules for work, attending the various calls, to track the project status and management reviews with in the project.  Act as a central coordination point for the various support activities  Other Activities:  Provide second line support for the Misa including handling faults raised by the corona and carrying out various proactive maintenance activities, to minimize fault levels. Basic testing. Arranging the dispatches to corona. Liaison with the user group support and help team to determine nature of fault, fault resolution. Work with corona to solve system bug.  Environment: Visual Basic 6.0, SQL Server 7.0, SQL Server 2000 and Ms Access  Agenda & Coplan3  Coplan3 is Hospital Planning system for Beds, Operations or even can be used for the day-to-day appointments of doctor, consultation, visits to patient etc. with Reports required for it like the Daily Operation report. Coplan3 is Hospital Planning system for Beds, Operations or even can be used for the day to day appointments of doctor, consultation, visits to patient etc. with Reports required for it like the Daily Operation report. This system has a graphical user interface with different types of Views for the user, which is implemented with OCX.  As a Team Leader (with a team size of 3) of the application development and support group was responsible for the follows  Preparing schedules for work, attending the various calls, to track the project status and management reviews with in the project.  Act as a central coordination point for the various support activities  Other Activities:  Provide second line support for the coplan including handling faults raised by the corona and carrying out various proactive maintenance activities, to minimize fault levels. Basic testing. Arranging the dispatches to corona. Liaison with the user group support and help team to determine nature of fault, fault resolution. Work with corona to solve system bug.  Environment: Visual Basic 6.0, SQL Server 7.0, SQL Server 2000 and Ms Access  Fibu  This is a Financial Accounting System accounting system. Master Data maintenance, which includes all type of Accounting Transactions booking. Like Cash and Bank Transactions, Debtor, Creditor etc. and also include budgeting. It has facility to make Batch automatic payment as well as manual payment Facility. Software was also used for generating the various reports accounting and MIS reports.  As a Team Leader (with a team size of 3) of the application development and support group was responsible for the follows  Preparing schedules for work, attending the various calls, to track the project status and management reviews with in the project.  Act as a central coordination point for the various support activities  Other Activities:  Provide second line support for the Fibu including handling faults raised by the corona and carrying out various proactive maintenance activates, to minimize fault levels. Basic testing. Arranging the dispatches to corona. Liaison with the user group support and help team to determine nature of fault, fault resolution. Work with corona to solve system bug.  Environment: Visual Basic 6.0, SQL Server 7.0, SQL Server 2000 and Ms Access | |
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| **Other relevant information** |  |

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| Membership in professional Organisations | Project Management Institute (PMI)  SAFe Agile Scrum Master |
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