

Swapnil Gangrade

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ACADEMIC QUALIFICATIONS

B. E	Computer Sci. & Engg.	LNCT, RGTU University	2011
CLASS XII	Math-Science	Shri Agrasen Vidhyalaya, Indore	2007
CLASS X		St. Joseph's Convent School Khandwa	2005

PROFESSIONAL CERTIFICATIONS

Salesforce Certified Platform Developer I	Dec 2020
Oracle Cloud Infrastructure Foundations Associate 2020 certification	July 2020
BCS ISEB Foundation Business Analysis Certification	Mar 2015
Microsoft certification in HTML5 with JavaScript and CSS3	Aug 2013

PROFESSIONAL EXPERIENCE

Oracle – Bangalore, India	Telecom Domain – Senior Consultant	Oct'19 till Date
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Application Description: A Siebel CRM application for Sri-Lankan telecom company and an Oracle in-house cloud fusion application.

Skills & Tools Used: Siebel IP17, Oracle CPQ (Configure, Price, Quote), Oracle Sales Cloud, Oracle Policy Automation, JavaScript, CSS and Rest API.

Role Description: -

- Working as a **Solution Architect**.
- Worked on **Pre-Sales** of Siebel IP20. Implemented **Rest API** solutions.
- Change requests **development, technical architect review** of Siebel development within team.
- Working on an oracle **cloud** fusion application in quoting area.
- Developing case studies, providing solutions and supporting the order to revenue cloud application in Oracle **CPQ**.

Accenture – Bangalore and Norway	Insurance Domain - Application Development Team Lead	May'17 - Oct'19
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Accenture – Newcastle Upon Tyne and Mumbai	CRM Application for Pension Department (UK) – Application development Senior Analyst	Aug'14 –Apr'17
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Application Description: A Siebel based CRM application for Norway and Denmark citizens of languages Norwegian and Danish And A Siebel based CRM application for UK citizens dealing with Health & Public Sector & providing them a mode to avail different benefits (like Pension, disability allowance etc.)

Skills & Tools Used: Siebel Open UI, EAI, Configuration, Workflows, Scripting, Upgrade, JIRA, Toad, SQL, Clear Case, UNIX, VBA. SFDC – CRM, Visualforce, Apex, JavaScript and CSS.

Role Description: -

- Worked as a **Solution Architect**.
- Acquired 1 year of hands-on experience on **Salesforce CRM** implementation.
- Led a team of **8** members effectively. **Led 2** areas i.e. Application maintenance and development releases.
- Worked as a **release** coordinator. Handled the version control of deliverables.
- Worked on **Agile** methodology. Used **JIRA** to schedule and track the deliveries for each **sprints**. Used **burn-down** charts.
- **Gathered** and verified the **feasibility** of requirement by involving different **stakeholders**, suggested better feasible solutions to go about what a client wants to achieve and checking negative impact to the live application.
- Communicated & **analyzed** client's needs to incorporate new functionalities in the application.
- Resolved **performance** issues in the application.
- Created new capability within the team to handle developments on VB Script, Unix Scrip and **Batch Jobs**.

Infosys Pune, India	CRM Based Application for the Aviation Company- Systems Engineer	Nov'11 - Aug'14
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Application Description: Three Siebel based CRM applications for US aviation company.

Role Description: -

- Worked as Siebel **developer**.
- Actively involved in all phases of Siebel application **upgrade** from 7.8 to 8.1 version.
- Analyzed **log** files to find solution to Siebel application related problems.
- Created and ran **testing** scripts for unit testing and link testing
- Resolved the **performance** issues in the application

ACHIEVEMENTS

Oracle, Accenture & Infosys	Nov'11-Till Date
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- Upgraded Skill for Salesforce CRM and got certified in SFDC.
- Completed cloud trainings in Oracle in Oracle CPQ, Oracle Sales Cloud, Oracle Commerce Cloud and Oracle Policy Automation
- Received **ACE** award at Accenture level in Dec 2017.
- Appreciation mails received twice from clients and On-shore release manager for individual and team-work in the Accenture UK client side.
- Received 800 Performance Points for being hardworking, dedicated and showing flexibility at work.
- Received 6 months training from Infosys on C++, RDBMS, Java, UNIX, PLSQL and Siebel.