

# ANKITA DASH

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## PROFESSIONAL SUMMARY

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Experienced Siebel Developer with **7+ years' expertise in Integration, Web Services, EAI, Order management, and Open UI**. Proven track record of success in delivering seamless solutions, specializing in enhancing user experiences and optimizing system performance.

## CORE Competencies

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Siebel eScripting	JavaScript	HTML
Jira/HP QC/OTM	Product Configuration	Defect Tracking
Siebel Admin Tasks	Siebel Open UI	Siebel Test Automation
Siebel EAI/Web Services SOAP	SQL Developer/ Microsoft SQL	Order Management and Configuration

## CERTIFICATIONS

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- Oracle Cloud Infrastructure (OCI) Foundation's certification 2021.
- Oracle Cloud Infrastructure 2023 Foundations Associate
- AWS Certified Cloud Practitioner
- Chemicals and Petroleum Industry Jumpstart

## Experience Summary

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- Over 7+ years of experience in the Siebel Development for Petro Chemical project, Telecom project as well as licensing domain project.
- Expertise & core focus on the Development of Applications in Telecom domain with Agile Methodology
- Worked extensively in Siebel and has an in-depth knowledge of **Siebel 8.1, 15.0, 19.5, 20.8, 21.1, 22.1**
- Major contributor in **upgrading Siebel from 21.1 to 22.1** and more.
- Evaluate and prioritize Defect Reports and Change Requests.
- Worked & gained rich experience in **Order Management, Configuration, Integration.**
- Worked & gained rich experience in **Product Configuration.**
- Also involved in management activities like development and capacity planning, estimations and delivery plans.

- Thorough knowledge of Tools configuration / Script / Workflow and Siebel Admin.
- Rich experience in Siebel Upgrade Related Issues, Development and modification of UI and related solutions.
- Involved in creating Automation tools for Siebel Development and Deployment.
- RCA - Root Cause Analysis, Defect Triage, Troubleshooting, Problem resolution and Change Management.
- Able to learn / grasp early and update oneself on the needed technical and functional skills for effective deliverables.

## WORK EXPERIENCE

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**IBM India Pvt Ltd**

**Jun 2022 - Till Date**

Project : Indian OIL Pvt Ltd

Product : Chemical and Petroleum Industry

Tools & technology: Software Development, Working in Siebel tools, Integration, Webservices, configuration, scripting.

### Project Description:

- **IOCL** is a diversified, integrated energy major with presence in almost all the streams of oil, gas, petrochemicals and alternative energy sources. It has one of the largest customer interfaces in India.

Siebel plays a crucial role in Indian Oil's operations by ensuring seamless supply chain management and enhancing customer satisfaction. It is extensively utilized to manage LPG bookings, billing, and delivery processes nationwide. Additionally, Siebel efficiently handles the management of Indian Oil's Retail Petrol business, contributing to its smooth operations and customer service.

### Roles & Responsibilities:

- Worked mainly in Retail module wherein I have successfully delivered 2 major complex projects Door to Door Delivery and ECTS Payment project.
- Designed integrated inbound/outbound webservices in Siebel, optimizing for performance and seamless data transactions.
- Interacted with IOCL client, delivering requirements and results promptly. Managed end-to-end code migration to UAT and production environments.
- Provided production support, resolving tickets within SLA timeframes.
- Managed a 5-member team for the retail module, overseeing technical design and guiding integration deliverables. Provided support to ensure successful implementation of requirements.
- Skilled in resolving issues and delivering complex project requirements effectively.

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**Dassault Systemes****Dec 2019- June 2022**

Project : Digital Enterprise Systemes

Product : SOLIDWORKS

Tools & technology: Software Development, Working in Siebel tools, Siebel client, configuration, scripting, Open UI and Siebel Admin tasks.

**Project Description:**

**SOLIDWORKS** is **used** to develop mechatronics systems from beginning to end. At the initial stage, the software is used for planning, visual ideation, modelling, feasibility assessment, prototyping, and project management. The software is then used for design and building of mechanical, electrical, and software elements.

Siebel is used by the sales team to manage licensing of the product as well as managing customer's data.

**Roles & Responsibilities:**

- Worked on Open UI web development using JavaScript, CSS, HTML
- Developed, Configured Unit tests, Troubleshoots as well as documented simple and complex changes and requirements in the project as per designs.
- Identifies and resolves problems and issues with moderately complex software designs using agreed methods and standards.
- Accountability to ensure requirements are delivered to agreed quality and timescale as per coding standards and Performance checklist.
- Provided GO LIVE support during Production deployment.
- Proficient in understanding the architecture, scope and functionality.
- Works on User Stories as per design with minimum defects alone as well as in collaboration with colleagues.
- Worked on campaign management, through knowledge of lead and opportunity journey.
  - Successfully helped the team to upgrade Siebel from 19.5 to 20.8 and then to 21.1
- Capable of handling production tickets and interacting with BA as well as end users.

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**Tech Mahindra Ltd****Nov 2015- Nov 2019**

Project : CRM-OneSiebel-SDLC

Client : British Telecom, UK

Tools & technology: Software Development, Working in Siebel tools, Siebel client, configuration, scripting, Open UI.

## Project Description:

**One Siebel** is a strategic CRM platform for facilitating online ordering and tracking of orders. The project involves working in 3 channels of order placement (B2B, Internal and Portal), which requires thorough knowledge of customer experience and product understanding. Application supports the operations for the following product lines: 21C Data services, PSTN, ISDN, Feature line, WBC, WBMC, NGNCC, WBBC and NGNCC products. It is one of the four applications that together form BT's Customer Management Platform serving two major Lines of business: BT Wholesale and BT Global Services.

## Roles & Responsibilities:

- Technical skills and knowledge include hands-on experience of Siebel Tools and Client to configure various **Siebel objects like Applets, Controls, Business Components, BC fields, Business Services and Workflows.**
- Hands on experience in Siebel configuration, JavaScript, eScript, VBCs, Browser Scripts, DVMs, Run Time Events and List of Values.
- Got exposure to Siebel EAI – **Workflows, Data maps, Integration Objects, Product Model, Price Lists, Signals, Favorites and Categories.**
- Sound knowledge of **Agile Methodology** and used Siebel Power Communications as well as Portal applications.
- Functional skills include Requirement's analysis, Impact analysis, Journeys of various 21CN products and development.
- Worked on B2B issues involving xml channel order placement.
- Sound knowledge of **pricing, RSTT, successfully implemented complex pricing scenarios** for HE products.
- Creating Unit Test plans, encompassing impacts of the code configured, debugging code and fixing defects or faults if any.
- Involved in fixing bugs and issues during **Siebel upgradation from 8.1 to Siebel IP15.**

## Education

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- Completed **Bachelor of Engineering (E&T)** from Shri Shankaracharya Engineering College, Bhilai with **9.05 points out of 10** in 2015.
- Completed Higher Secondary Examination (**12th**) with **79% in 2011** and Senior Secondary Examination (**10th**) with **82% in 2009** respectively from Kendriya Vidyalaya.

## EXPERIENCE

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Currently working as **Package Specialist in IBM Pvt Ltd**, from June 2022 to till date.

## DECLARATION

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I hereby declare that the data furnished above by me are true to the best of my knowledge.

Ankita Dash