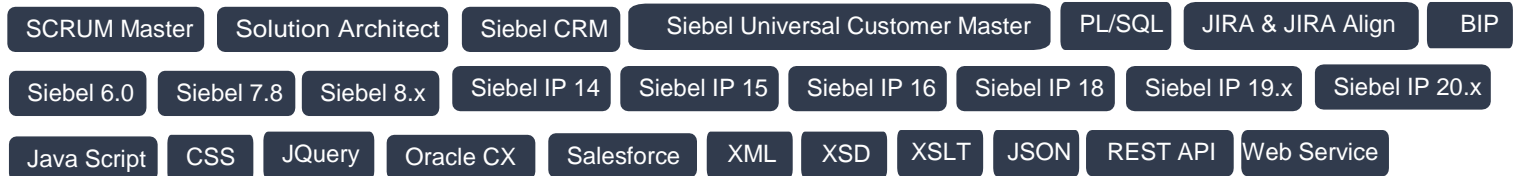# Nitin Gupta
Technical Lead

Solution Oriented IT/Software Professional with 13.5 Years' Experience as Solution Architect and Scrum Master with a demonstrated history of working in the information technology and services industry. Specialized and Skilled in CRM Software like Siebel CRM, Salesforce, Oracle CX, Oracle Customer Hub (Siebel UCM), Siebel Open UI, SQL and Oracle BIP.
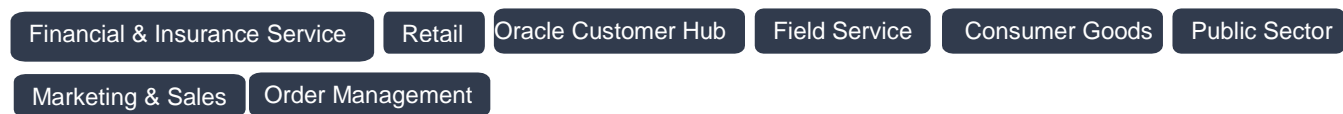
✉ nitin.siebel@gmail.com   📱 +91-9916471903   🗓 13 July, 1984   📍 Bangalore, India   in linkedin.com/in/nitin-g-73520813

Skills

SCRUM Master   Solution Architect   Siebel CRM   Siebel Universal Customer Master   PL/SQL   JIRA & JIRA Align   BIP

Siebel 6.0   Siebel 7.8   Siebel 8.x   Siebel IP 14   Siebel IP 15   Siebel IP 16   Siebel IP 18   Siebel IP 19.x   Siebel IP 20.x

Java Script   CSS   JQuery   Oracle CX   Salesforce   XML   XSD   XSLT   JSON   REST API   Web Service

CRM Business Area

Financial & Insurance Service   Retail   Oracle Customer Hub   Field Service   Consumer Goods   Public Sector

Marketing & Sales   Order Management

Career Experience

Lead Consultant
Infosys Technologies Pvt. Ltd.
Bangalore, India
December 2021– Till Now

Technical Lead
Legato Health Technologies (Anthem Inc. USA)
Bangalore, India
December 2018 – December 2021

Senior Consultant
Capgemini India Pvt. Ltd.
Bangalore, India & Sydney Australia
March 2014 – November 2018

Solution Engineer
Oracle India Pvt. Ltd.
Bangalore, India
March 2013 – February 2014

Senior Systems Engineer
Infosys Technologies Pvt. Ltd.
Bangalore, India
July 2011 – February 2013

Systems Analysts
Invenger Technologies Pvt. Ltd.
Mangalore, India
April 2009 – June 2011

Education

Bachelor of Technology in **Computer Science and Engineering** from Shri Ram Murti Smarak College of Engineering and Technology, Bareilly affiliated to Uttar Pradesh Technical University with 72 % (Aggregate) in 2008.

Training & Certifications

- Completed Hands On training in Siebel CRM.
- Completed Hands On training in Siebel UCM (Universal Customer Master).
- Completed training in Oracle Fusion CRM.

Languages English & Hindi

Projects

1. **One Point Medicare Siebel CRM** **(Anthem Inc. USA)**
   This project is related to Sales of Health Care plans to Senior Members using lead and prospects creation process using Siebel CRM.
   Roles & Responsibilities: Developing technical solutions to diverse operational problems as part of Software development & Support. Managing team of 20 personnel, Delivered in- depth Siebel CRM Software training, imparting knowledge of best practices for protecting data and minimizing errors. Utilized agile methodology to keep operations moving smoothly. Code and process review, Facilitates Scrum framework, sprint planning, backlog grooming, daily scrums, sprint reviews and sprint retrospectives. Worked with Business or prospective customers to develop integrated solutions and lead detailed architectural dialogues to facilitate delivery of comprehensive solution.

2. **NRMA (National Roadside Motoring Assistance)** **(Capgemini India & Australia)**
   NRMA being Australia's largest roadside assistance company is implementing Siebel CRM for their Group Memberships System (GMS) as part of GOE program. We are implementing Marketing, Sales and Service modules along with integration of multiple legacy systems through Oracle Fusion (GIP).
   Roles & Responsibilities: Configuration of Workflows, Run Time Events and RCRs (Repeating Component Request) as per design, Siebel e scripting, Integration of Siebel with external system. Siebel – BIP integration for In - House Member Generation process in GMS application in techno functional role.
   Writing customized Business Services using Siebel e-script, UI changes and Customization of BCs. Worked on In House Member Generation process in GMS application in techno functional role. Worked on Bulk Upload module for the creation of Accounts, Contacts, Orders etc. for the data received in a predefined format from the External System. Case, Service Request management, Order, account, Contact Management, Siebel Marketing, Siebel Field Service. Worked on Siebel Smart Script, iHelp, Task based UI to enhance customer CRM UX experience.

3. **Integrated Judiciary Management** **(Oracle Inc. USA)**
   The project aims to design an integrated judicial system for case management which include the steps starting from the case creation till sentencing of that case.
   Roles & Responsibilities: Analysis of business/functional requirements and translating them into technical solution. Designing High Level Design document and Low Level Design document for the project. Configuration of Workflows, Run Time Events and RCRs (Repeating Component Request) as per design. Siebel – ORS (Oracle Real Time Scheduler) integration. Siebel – BIP integration.

4. **Kraft Saturn Enhancement** **(Infosys Technologies, Belgium)**
   The project aims to complete CRs for Saturn systems of Kraft for of Employee Hub using Siebel CRM 8.1 as per business requirements.
   Roles & Responsibilities: Analysis of business/functional requirements and translating them into technical solution. Designing High Level Design document and Low Level Design document for the project. Configuration of Workflows and RCRs (Repeating Component Request) as per design. Writing customized Business Services using Siebel e-script, UI changes and Customization of BCs. Multilingual implementation on UI for different geographical users.

5. **AHOLD Employee Hub** **(Infosys Technologies, Netherlands)**
   The project aims to design of Employee Hub using Siebel UCM 8.2 which consumes the data from PeopleSoft (HR-Box) in Near Real time mode and sends the related data to the downstream systems in near real time or batch mode through inbound and outbound using JMS Transport.
   Roles & Responsibilities: Analysis of business/functional requirements and translating them into technical solution. Gathering requirements from Onsite Solution Architect. Designing of workflows for inbound process from PeopleSoft (HR-Box) and outbound process to the downstream systems using

JMS Transport via Oracle WebLogic. Configuration of Workflow Policies and RCRs (Repeating Component Request). Configuring Integration Objects for sending the Employee data in a hierarchy through Outbound and receiving same through inbound via JMS with the help Oracle Fusion Middleware. Writing Business Services for Workflow Process having responsibility of sending Employee related data in Full/Delta Batch.

6. **CRN B2B Data Synchronization**   **(Invenger Technologies, USA)**
The project aims to design and maintain data synchronization from CRN (Customer Restoration Network) to HEART and vice versa. It includes creation of IO for providing Enterprise Application Integration services, B2B trigger code on Business components for sending the updated data, UTC conversion for system date time and login field. XSLT and XSD are used for Data transformation and validation while Data Synchronization CRN to HEART or vice versa.
Roles & Responsibilities: Configuration of Integration Components, Business Components, Applets, Links, Joins, Business Services, MVG Applet, Pick Applet, Picklist etc. Designed customized Workflows to meet business process.   Locking and Routing logic for Claim records Synchronization from CRN to HEART. Creation of Integration Objects for Data Synchronization from CRN to HEART. Implementation of UTC Calculation for System Date Time and LOGIN Fields. Worked on XSLT and XSD for Data transformation and validation while Data Synchronization CRN to HEART or vice versa. Designing of internal tools for fixing production issues during data Synchronization.

7. **ARP Retrieval Process changes**   **(Invenger Technologies, USA)**
The existing workflow used for retrieval was modified to include conditions for handling claims which are active and inactive in Siebel 6 system separately. B2B components were modified to handle active and inactive Siebel 6 claims separately. Also a new workflow was created to send an acknowledgement message to ARP database (upon receiving a response from Siebel 8 system) for a Siebel 6 inactive claim.
Roles & Responsibilities: Designing of workflows for sending Siebel 6 Inactive Claims and receiving a response from Siebel 8 system. Configuration of Workflow Policies and RCRs (Repeating Component Request). Configuring Integration Objects for sending the data through Outbound.

8. **POTS (Payment on the Spot)**   **(Invenger Technologies, USA)**
POTS is related to payment of claims on the client or customer site using cheques or cash cards with the help of iPhone or a phone which decodes the QR Code generated by the CRN system. It also includes escalation of the Claims to the supervisor in case of not processing of payment.
Roles & Responsibilities: Configuration of Workflow Policies and RCRs (Repeating Component Request). Configuring Integration Objects for sending the data through Outbound and receiving via inbound. Writing Business Services for Workflow Process having responsibility of sending POTS Payments to external devices, receiving acknowledgement from them and escalation of the Claims to the supervisor in case of not processing of payment.