**Nagaraju**

**Nafaraju.379442@2freemail.com**

**Objective**:

 Seeking a growth oriented position that will contribute to the growth of the

Organization and also enrich my professional experience and facilitate Career growth.

**Work Experience Summary**

 Having around 7 years of experience in covering Requirement Analysis, Functional Design Document preparation, Technical Design preparation and Implementation of different modules of Siebel Application for the Customers.

**Experienced in:**

* Configuration
* Scripting and Workflows
* Integration using Web services / VBCs / EBC Components
* Experienced in Siebel EAI.
* Worked in Siebel Communications, Siebel Call Center / Siebel Versions 8.1, 8.0, 7.8.
* Expertise in Configuring ASP.net pages and integrating with Siebel.
* Quick learning and great adaptability to changing Technologies.
* Worked in Data Validation Manager.
* Knowledge in BI Publisher and ETL Tool (Data stage Manager).
* Good Expertise in Using Agile Methodology in Siebel Application with **Version one**.
* Good in configuring the Batch Jobs using MAESTRO Job Scheduler and shell scripting.

**Professional Experience:**

Presently working as **Senior Consultant** in **HCL Technologies Limited**, **Chennai** from 20th April 2015 to till date

Worked as Associate Consultant for **Wipro Technologies**, **Pune** from Feb 14 2011 to Apr 14 2015.

**Academic Profile:**

Passed M.C.A(Master of Computers and Application) from JNTU Anantapur, Andhra Pradesh

**TECHNICAL SKILLS**

**Technology Tools**

**CRM SIEBEL** Siebel Call Center 7.8,

 Siebel Communications 8.0, 8.1.5.

**Programing Language** Asp.net, C# .net

**Scripting Languages**Siebel script, Java Script

**Databases** Oracle 11g, Oracle 9i, MSSQ.

**Development Tools** Siebel 7.8, 8.0, 8.1.5.

**ETL** Data Stage

**PROJECTS#:**

**Client WALT Disney, United States**

**DurationApril 2015– Till Date**

**Domain Sales, Marketing and Campaign Management**

**Project Description:**

SUP - Groups and Sports is a customized CRM application of Siebel Sales module (version 8.1.11 SIA), which has two major components Groups and Sports.

The key Business functionalities carried out by Groups and Sports applications are explained below.

**Groups**

Resort/Park Sales and Services (RPSS) use Siebel application for Group sales opportunity management and closed sales fulfillment. Applies sales force automation tools to the business processes for RPSS from the initial receipt of a lead through the group departure. Online Interface populates the opportunity and booking details from Siebel to Disney Sales and Catering System (DSCS) and hence avoids the re-typing of booking information in DSCS.

**Sports**

Disney Sports Attractions of Walt Disney World use the SUP Sports application for Event management and volunteer contact management. The Disney Sports Attractions organization hosts a wide variety of sports events at both the Disney Wide World of Sports (DWWS) complex and at off-site locations. Participants in both team and individual events come from around the United States and other countries to compete.

**Position : Senior Consultant**

Role/ Contribution

* Development and supporting 6 Siebel applications for Disney.
* Administrating, supporting, Configuration and Coding, Testing and Build, code promotion from Lower to higher environments.
* Tracking the Project development using Version one and preparing the Release documents, Functional and Technical Design Documents.
* Unit test Cases execution and defect fixing
* Preparation of Build Notes, Monitoring the Releases, Executing the Builds.
* Code Migration across Environments like DEV,SIT,UAT and Prod
* Configuring the Web based Reports with Asp.net, BO Reports and 3 BI publisher Reports.
* Visited the client location together the requirements and Coordinating with Client team for requirement analysis and implementation.

**Project:**

**Client CITI Group Inc., United States**

**DurationMarch 2013 –April 2015**

**Domain Marketing and Campaign Management**

**Project Description:**

Marketing Resource Management (MRM) project is being conducted for Cards Division of a leading Financial Services client to transform their Marketing Planning, Funding, Budgeting, Execution and Invoicing processes

The project is in multiple phases, the key ones being:

* Marketing Planning, Funding and Budgeting
* Campaign Execution.
* Marketing Optimization and Prioritization Automation
* Full Year Forecasting and Invoice Management

Role/ Contribution

* Coordinating with Client and Onsite team for requirement analysis and implementation
* Configuration and Coding
* Unit test Cases execution and defect fixing
* Preparation of Build Notes
* Code Migration across Environments
* Implemented the functionality of P&L Mass load
* Web based BI Publisher Report.

**Project TELENOR Hungary**

 **(CRM Transformation Phase (1.0)**

**Client Telenor, Hungary**

**Duration June 2011 – Jun 2012(Phase 1.0)**

 **Sept2012 – Jan 2013(Phase 1.5 and Phase 2.0)**

**Project Type Siebel Greenfield Implementation**

**Project Description**

 Telenor Hungary, a member of the international Telenor Group, is a major force in mobile voice-based and broadband services The Company has been present in Hungary for nearly twenty years, and its services are used by some 3.6 million people nationwide. Phase-1 of the CRM transformation would consist of building the end to

end integrated framework to enable the T2R (Trouble to Resolution) business process.

 This Phase of the CRM transformation helped the Telenor business to Enhanced Customer Service and 360 degree view of the customer information. Siebel is integrated with other 3rd Party Application like ICA, Pandocs and IVR. Siebel is made as a master for Account, Contact and Address Entities whereas Billing is mastered byPandocs (Amdocs)

**Position : AssociateConsultant**

**Role/Contribution** ·

 Understanding Requirements and performing Gap Analysis

* Preparation of Functional Design document
* Preparing Low Level Design documents for the Requirements

**VBC**

* Configuring VBCs to display data from External Systems.
* Creating Business Service to handle interaction with External System

(for VBCs)

**Configuration**

* Customized the out-of-the-box using Siebel Tools creating
* and modifying business objects, business components, views, screens and applets.
* Created and Customized Extension Tables, Columns.
* Involved in the configuration of Static & Dynamic Pick lists
* Using Joins and LOVs and User Properties.
* Customized Pick Applets, Associate and configured MVGs using Links, MVLs and MVFs.
* Workflows /eScript ,Smart Scripts
* Configuration of State model, Predefined querys,Data Validation Manager.
* Customized the application creating workflows, businessservices, custom buttons using Siebel eScriptandimplemented other declarative alternatives like Userproperties and data validation methods.

**Admin Task:**Worked as Admin for 5 months where below are the Responsibilities

* Bringing the Service Down and Compile the Modified objects and starting the Service
* Replacing the Compiled SRF on the Server ( Daily a Batch job will run )
* Migrating and Deploying the objects from lower Env to Higher Env for break fixes
* Generating the Browser Scripts with a batch Process

**Changeling Task #**

Actively Developed and successfully implemented Access Matrix Responsibilities functionality Where more 250 users of the Application will be navigated to different Views and Screens bases on the Position and Responsibility which are assigned to the user for performing the task

**PERSONAL PROFILE:**

Date of Birth : 22-06-1985

Gender : Male

# Mother Tongue : Telugu

Known Languages : English, Telugu, Tamil

Nationality : Indian

Current Location : Chennai