

Markandeyulu

Enjam



Siebel Developer
/Senior Siebel
Consultant /
Telecom BSS/OSS

Contact

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+973-34142613 (Primary) Bahrain
Country
+91-9620133855 (WhatsApp Only)

E-mail

enjammark@gmail.com

LinkedIn

<https://www.linkedin.com/in/markandeyulu/enjam/>

You Tuber

<https://www.youtube.com/@TechITInsights>

Skills

Siebel Development



Excellent

EAI



Excellent

Telecommunication



Very Good

Order Management (OM)



Very Good

Telecom CRM | OM



Very Good

Solution Architect/Sol. Designer



A Dynamic IT Professional with **12+ Years** of Experience in Telecom, IT & Development Designing Solutions, Deployment, and multiple domains within the BSS and/OSS Platforms - Siebel/CRM.

- Worked on telecommunications and mobile sales Applications.
- Good Understanding of Siebel Call center, Sales Applications.
- Worked on Siebel IP 20.6, Workspace, and Siebel Migration tools.
- Good experience with EAI, Webservices.
- Worked on Siebel Open UI requirement.
- Worked on telecommunications and mobile sales Applications.
- Good Understanding of Siebel Call center, Sales Applications.
- Good experience in Siebel Configuration, Workflows, e-Scripting, integration.
- Worked on Siebel Product Configurations and Prices.
- Worked on the LLD/TTD documents based on requirements.
- Working on Solution Design document based on the function requirements.
- Knowledge on eligibility & compatibility rules.
- I have Siebel L3/L2 Support Experience.
- Worked on mobile sales application (Siebel Sales Enterprise Mobile).
- Worked on Siebel IP 20.6, Workspace, Siebel Migration tools.
- Good experience on EAI, Webservices.
- Worked on Siebel Open UI requirement.
- Worked on the performance and server crashes.
- Substantial experience in Consulting, Requirement Gathering, Solution & Gap Analysis, Product Modelling, Product Configuration Design & Development, Deployment & Integration of telecom.
- Identifying technical scope, risks, changes/Work packages using Change Request handling and customer expectation.
- Hands on experience in Preparation of SRS, Solution Doc, High Level Design (HLD), Low Level Design (LLD Acceptance Test doc,

Technical Skills

- Siebel Tools 8.1/20.6 upgrade version
- Siebel CRM, Order Manager (OM)
- SOAPUI, Edit pad Pro, Postman
- Oracle 11g/12c – Data Base.

Work History

2020-03 –
Current

Siebel CRM Consultant/ Siebel Solution (Telecom BSS/OSS)

2019-05-
2020-02
(Comarete
Technologies)

2. Avisys WLL, Bahrain – Client STC-Bahrain – Telecom

1. Comarete Technologies, Bahrain – Client STC-Bahrain - Telecom

- Needs to meet the business Requirements.
- Configured Applet Toggles, Drilldowns in the Applets.
- PM,PR Modificaiton.
- Created new joins and links for the components to display the required data in the UI Layer.
- Worked on Performance issues in applications.
- Worked on the TTD/LLD preparation based on the HLD requirement.
- Working as solution architect for CRM related.
- Having Expedite Knowledge on Siebel Configuration, Siebel eScripting ,Siebel EAI , VBC,EBC,RCR,Webservice, Workflow and also good understanding of Siebel party data model , Siebel Order Management Concepts like Quote – Order – Asset, ABO ..

Excellent

Configuration | Workflows | eScript

Excellent

Product Configuration | Pricing

Good

Siebel Logs Analysis –

Good

Siebel Open UI | PM | PR

Good

Line | Shell Scripting

Good

SQL | PL-SQL

Good

Siebel Upgrade IP 2020/2022

Excellent

API - REST | SOAP

Very Good

- Middleware- Oracle SOA | CRM – Siebel, Telecom Charging | REST-API | SOAP | Oracle-Order Management (OSM).

Worked on Web services like Inbound and Outbound in EAI Siebel EAI including Integration Objects/Components, Property Sets, EAI Siebel Adapter, Datamaps, WSDL's, Web Services.

2016-02 -
2019-04

I.T. Analyst (Telecom BSS/OSS)

TCS, Bangalore – India, STC-Saudi - Telecom

- Involved in Digitalization Initiatives, Cloud Native.
- Configured Extension Columns to the Tables as per the requirements.
- Extensively Customized GUI Layer (Screens, Views, Applets) according to customer
- Needs to meet the business Requirements.
- Configured Applet Toggles, Drilldowns in the Applets.
- Created new joins and links for the components to display the required data in the UI Layer.
- Worked on Performance issue in applications.
- Worked on the TTD/LLD preparation based on the HLD requirement.
- Configured Extension Columns to the Tables as per the requirements.
- Customized MVG Applet, Pick lists, Pick Applet.
- Configured User Properties at Business Component and Applet level.
- Created Workflow Actions, and Workflow Conditions which triggers a Workflow Processes.
- Siebel Workflow Processes, Siebel Products and Plan configuration, development, testing and bug fixing of Seibel CRM hands on experience in Telecommunication CRM.
- Worked on Web services like Inbound and Outbound in EAI
- Siebel EAI including Integration Objects/Components, Property Sets, EAI Siebel Adapter, Datamaps, WSDL's, Web Services.
- Worked on the Open UI changes.
- Worked on the server crashes issues and provide the troubleshoots steps to the team members.
- Workflows, Business Services, WebServices, eScript, XML, Integration Objects, VBC, EAI

2014-10 -
2016-02

Senior Engineer/Siebel Developer

Accenture Pvt Ltd, Bangalore, India,

Client- Orange Telecom, Spain.

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- Created Workflow Actions, and Workflow Conditions which triggers a Workflow Processes.
- Siebel Workflow Processes, Siebel Products and Plan configuration, development, testing and bug fixing of Seibel CRM hands on experience in Telecommunication CRM.
- Worked on Webservices like Inbound and Outbound in EAI
- Configuring Integration Objects, IO User properties, EAI Data Maps, EAI Value Maps.
- Worked on JMS Dispatch rule set inbound integration.
- Worked on Interfaces with meddle ware system.
- Worked on Browser scripts and server scripts.
- Configured the VBC and related UI Objects to display data.
- Use to resolve/fix P1/P2 and P3/P4 issues on time as per the timelines given in SLA

2011-02 -
2014-10

Senior Engineer/Siebel Developer

Tech Mahindra Pvt Ltd, Pune, India

Client- Vodafone Qatar Telecom

- Extensively Customized GUI Layer (Screens, Views, Applets) according to customer
- Needs to meet the business Requirements.
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- Created new joins and links for the components to display the required data in the UI Layer.
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- Configured User Properties at Business Component and Applet level.
- Created Workflow Actions, and Workflow Conditions which triggers a Workflow Processes.
- Siebel Workflow Processes, Siebel Products and Plan configuration, development, testing and bug fixing of Seibel CRM hands on experience in Telecommunication CRM.
- Siebel pricing , creating catalog and categories.
- Worked on Webservices like Inbound and Outbound in EAI
- Configured the VBC and related UI Objects to display available MISDN data coming from external system.
- Created Siebel EAI Business Services, Integration objects, EAI Data Maps.
- Worked on End to End functionality like AIA, BRM and ASAP application servers
- Worked on L2 Operation support: like Orders placing in siebel, Trobulshoting the tickets and clearing core files in server application.
- Worked on Unix Environant and cleanbouncing all Siebel servers
- Siebel EAI including Integration Objects/Components, Property Sets, EAI Siebel Adapter, Datamaps, WSDL's, Web Services.
- Worked on siebel Admin level tasks in Unix environments.

2011-02 -
2014-10

Senior Engineer/Siebel Developer

Tech Mahindra Pvt Ltd, Pune, India

Client- Vodafone Australia Telecom

- Handling Customer Infra network, managing backups, geo-redundancy, cloud system monitoring.
- Alarm Monitoring, Ticketing the faults, 1st level troubleshooting and resolving issues, escalating the critical issues to support team for faster resolution.
- Needs to meet the business Requirements.
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- Worked on Interfaces with meddle ware system.
- Worked on Browser scripts and server scripts.

Education

2002-04 -
2002-04

10th Standard

ZP High School – KBR Puram, Andhra Prasad

2002-07 -
2004-06

Intermediate: MPC

SRS Govt Collage -Puttur, Chittoor, A.P

2004-06 -
2007-06

Bachelor of Degree: MPCs (Computer Science)

Govt Degree Collage -Puttur, Chittoor, A.P

2007-08 -
2010-06

Master of Computer Application MCA (Computer Science)

Einstein P.G College, Hyderabad, Telangana.

Additional Information

- PAN: AAUPE250RL
- D.O.B: 18-03-1986.
- Marital Status: Married

Certifications – Preparing

[Middleware], [Oracle SOA]
[Sales Force]