CHARLOTTE HARRIS

Siebel Consultant

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📞 (123) 456 7899

📍 Los Angeles

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👤 PROFESSIONAL SUMMARY

Enthusiastic Siebel Consultant with 5 years of experience in Siebel CRM implementations and enhancements. Skilled in configuring workflows, integrating applications, and optimizing user experiences. Proven ability to analyze business needs and deliver tailored solutions that drive operational success and customer satisfaction.

🖥 WORK EXPERIENCE

Siebel Consultant

Seaside Innovations

📅 Apr / 2021-Ongoing
📍 Santa Monica, CA

1. Configured business objects, components, and views to meet project specifications and enhance CRM functionality.
2. Supported enhancement projects in the financial sector, modifying workflows and integrations to improve user experience.
3. Integrated external data sources using EAI HTTP Transport Web Services for real-time data updates.
4. Developed business processes including applet configuration, workflow policies, and integration services.
5. Set up new environments for Siebel applications, ensuring optimal performance and reliability.
6. Implemented data purging strategies for improved system efficiency and compliance.
7. Provided ongoing support for production environments, resolving issues to maintain operational continuity.

Siebel Consultant

Cactus Creek Solutions

📅 Apr / 2020-Apr / 2021
📍 Phoenix, AZ

1. Environment: Call Center, Informatica 8.1.1, Siebel Tools 7.8.2.4, Oracle 10g. Enhanced Siebel Call Center Application for a leading pharmaceutical company.
2. Configured Siebel applications and updated Technical Design Documents to align with business requirements.
3. Created and optimized workflows and assignment rules to streamline operations.
4. Developed applets, views, and picklists based on detailed business analysis.
5. Customized applications using scripting and business services to meet unique client needs.
6. Extended business components by adding fields and creating necessary joins for enhanced data integrity.

🎓 EDUCATION

Bachelor of Science in Information Technology

University of California

📅 Apr / 2019 - Apr / 2020
📍 Phoenix, AZ

Focused on software development, systems analysis, and database management.

💡 SKILLS

Crm Implementation Expertise

Siebel Reports

Sql Query Optimization

Siebel Deployment

Functional Requirements

Eim Data Loading

✈ INTERESTS

- 🛟 Scuba Diving
- 🛟 E-sports
- 🎮 Reading Fiction
- 🗐 Puzzle Solving

✊ STRENGTHS

- 💼 Stewardship
- 👥 Teamwork
- 🔗 Tenacity
- 🔭 Vision

🔤 LANGUAGES

- 80% English
- 80% Polish
- 80% Arabic

⭐ ACHIEVEMENTS

- ⭐ Successfully led a Siebel CRM upgrade project, improving system performance by 30%.
- ⭐ Streamlined data migration processes, reducing downtime by 25% during transitions.