

CONSULTANT

Career Overview

Vidya is a Graduate in Computer Science with over 9 years of professional experience in Customer Relationship Management in roles of Solution Architect, Functional Analyst, Process and Implementation Consultant for large customers in Pharmaceutical & Chemical, Consumer and Industry Product, Public Sector Industry in the United States. Excellent Networking and Communication skills, Client Relationship Management, Expectation Management and People Management are her core strengths along with Customer Relationship Management. Her understanding of industry and processes, ability to connect with different levels of the organizations with equal ease, combined with the integrity and passion, is what she brings to the work place. Vidya started her career at Adapt One Technologies in Business Consulting, working across different industry sectors. In September, 2010 she moved to Deloitte Consulting LLP in CRM Consultant role in the US, which provided her with a wealth of experience as well as exposure across the entire business application Proposals, consulting and project management disciplines.

Qualifications

Big Machines Configuration *Siebel Tools 8.1.1.10, Siebel Administration, eScript, VBScript and Java Script *VB, SQL, MS Excel, Word and Power Point, Access.

Work Experience

Company Name September 2010 to March 2015 Consultant

City , State

- Client-Healthcare Company who specializes in supplying health information technology solutions Led the development of Oracle CPQ Cloud solution prototype to provide the Sales and Marketing Team a high level understanding of the art-of-the-possible.
- Its quality was appreciated and helped us win the next Implementation Phase assignment with the client Reviewed and updated the quality of the functional design documents Increased system transparency by developing business process models and wireframes to aid in the business to technology translation Performed Fit Gap analysis on requirements and Oracle CPQ out-of-the box functionality Client- Large scale CRM Implementation project for a Public sector client located in Canada Developed test strategy and approach to test various module within the Siebel ICM solution Developed the test scripts and executed testing scenarios for Financial Management, Benefit Plans, Activities, Data Warehouse etc modules Supervized and managed the testing effort of 5 consultants and ensured the project was delivered before the deadline Gathered data and prepared daily status report for Project Leadership Client-Leading global Information Technology Company based in US Collaborated with business users in JAD sessions to understand their key business issues, and critical processes, business objective expected from program Documented user requirement pertaining to Approval and Document Output, developed process flows, design document and system workflows to highlight interactions between boundary system Researched and prepared Language and Currency matrix document highlighting the languages supported by BigMachine application, the quality of which was highly appreciated by the client Client- North America's leading provider of Integrated Environmental solutions Played the role of Siebel SME to the training team, acting as an IT liaison between client's Change Management team and Technical team, providing them with expertise on Siebel Order to Cash solution Appreciated by client for my ability to communicate complex technical issues in a non-technical manner to business users Independently led the effort of setting up and maintaining Siebel Environment from scratch to enable 500 Customer Reps to perform hands on practice during Training Delivery.
- Worked closely with various boundary system leads to troubleshoot and find resolution to technical issues on an ongoing basis Developed Conceptual, Functional Design and Siebel Integration Design documents Client- A volunteer led humanitarian organization that provides emergency assistance, disaster relief and education inside the United States.
- Implemented Siebel Marketing and Siebel eEvents application as part of a single DRMS platform enabling the business to fully realize the benefits of Donor Segmentation and Lifetime Value, Recruitment optimization and Donor and Sponsor Loyalty Programs Gathered reporting business requirement by conducting client meetings Prepared Functional and Technical and Design Document.

Company Name October 2008 to September 2010 Siebel Configurator / Developer

City , State

- A Japanese pharmaceutical company having office located in Chicago area Worked on requirement analysis, design, coding, unit testing, documentation, maintenance and application support of Siebel 7.8.3 SFA application Managed the Global PC Refresh project ensuring Siebel works well with Windows 7 Deployed the customized Siebel application on new operating system to over 1000 Reps Client: A Japanese pharmaceutical company having office located in New Jersey Developed and configuring Siebel 7.8 ePharma applications.
- Worked on gathering requirements, created prototypes, met with various business users including business support, sales and marketing teams to capture business requirements Performed Unit testing, System testing and Performance testing.

Company Name November 2004 to August 2007 Analyst

City

- Responsible for maintaining critical Client information pertaining to 7 cost centers Work extensively on Crystal Reports to retrieve any kind of information required by client.
- Suggest initiatives that can bring time/ hard dollar save.
- Analyze and send MIS reports to various teams and department heads across JP Morgan.
- Professional Achievements/Trainings Received "Applause Award" in 2011 and 2012 for outstanding value to client service in Deloitte.
- Have worked on multiple sales pursuits specifically contributing around technical feasibility and estimation.
- Salesforce.com Administration Essentials Salesforce.com Force.com Developer.

Education and Training

Welingkar Institute of Management Development and Research April 2005 Diploma : Finance Management Accounting and Finance India Finance Management Accounting and Finance

University of Mumbai May 2004 IT : IT India IT

Skills

approach, art, benefits, developing business, Change Management, com, CRM, Crystal Reports, Client, Data Warehouse, documentation, Financial Management, Functional, health information technology, ICM, Information Technology, Japanese, Java Script, marketing, meetings, Access, MS Excel, office, Power Point, Windows 7, win, Word, works, MIS, next, operating system, optimization, Oracle, Developer, processes, coding, Project Leadership, quality, Recruitment, reporting, requirement, Sales, scripts, Siebel, Siebel 7.8.3, Siebel 7.8, SQL, strategy, Training Delivery, translation, troubleshoot, VBScript, VB