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Siebel 8 Consultant

Consultant Profile

Christoph Böhm

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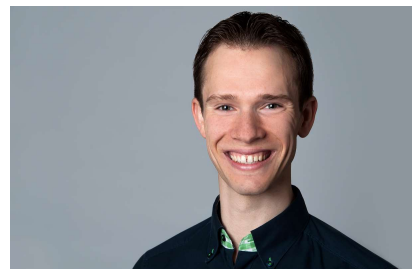
Contact data	Christoph Böhm Am Anger 30, 91365 Weilersbach cboehm.it@gmail.com (+49) 163 - 2609738
Education:	10/2006 – 07/2009: Bachelor of Arts in Business Administration 10/2006 – 07/2009: Apprenticeship as computer scientist in application development 10/2010 – 04/2015: Master of Science in information systems
Project experience since:	July 2008
Languages:	German (native language), English (fluent, certified)
Key Skills:	**Siebel CRM:** Siebel Tools, Oracle Siebel Configuration and Administration, Siebel Product Configurator, Oracle CRM on Demand, Siebel OpenUI, Business- and IT-design, subproject-management, Android-development, Java-development, BI-Publisher **Java Full Stack:** Java 8, Spring (Web MVC, Batch, Boot), JPA, Hibernate, Microservices **Data Analytics:** SQL, Elastic Search, R, Oracle BI-Publisher
Industries:	**Telecommunication**, Healthcare, Banking, **Manufacturing**, Retail

Project experience

(Long-term experience marked bold)

Customer Management	Service- and ticket-management, opportunity- and order-management, account-management, master-data-management
Application Management	ITIL-Service processes

Methodological Competency

(Long-term experience marked bold)

Design	**Software-Modelling with UML/ERM, requirements engineering and business design,** extensive telecommunication knowledge
Project Management	**Subproject-management, Teamlead,** Project-Reporting
Software Engineering	Classical project approaches (i.E. Waterfall), **SCRUM**, XP

Technological Capabilities & IT Competence

(Long-term experience marked bold)

Operating Systems	**Microsoft Windows (Server and Desktop),** Android, Linux
Databases	Oracle: **Oracle 11g (inkl. PL/SQL)**, Microsoft SQL Server, MySQL, MariaDB, IBM DB2
Integration software	Oracle Fusion and ESB, **Oracle Siebel EAI / EIM Integration**, **Java JMS**, RabbitMQ
Programming languages	**Java and Kotlin (Spring, WebMVC, Java8-Full-Stack), JavaScript (jQuery, Bootstrap), eScript**, C#, PHP, Ruby, R, **VBA**
Other Standard software – CRM	**Oracle Siebel, Oracle CRM on Demand, Siebel OpenUI**, **Siebel Tools**, Salesforce, SugarCRM
Standard software – Development	Eclipse, **intelliJ, SVN, GIT,** Hudson, **JIRA, Confluence,** Ruby On Rails, **Chrome Developer Tools,** Projectile
Standard software – Office	MS Office incl. Visio, MS Project, Sharepoint, Google Apps
Other standard software	BMC Remedy, BMC Remedy Customer Support

Project history

11/2017 – today	Technical Design and bid-proposal: ogilvy & Mather / DB
Role / Responsibility:	Technical Architect
Project description:	The advertisment agency ogilvy & Mathers in Düsseldorf is bidding for the service delivery of the bahn.bonus-Programm of DB, which was tendered in an European wide process.
	As a technical consultant I have defined the architecture for integration the Marketingflows into the existing Siebel-based eLok CRM-application.This includes the definition of a reference architecture as well as a detailed interface definition. The proposed solution was based on Java Spring, RabbitMQ and the Marketing-Standard-Application emarsys.
	Moreover, I created an extensive service-delivery concept based on ITIL v3, which was then later represented to the customer by me.
	Characteristics of this project was the thorough documentation of processes with UML and moreover the interdisciplinary of the topic. Data protection was a key argument in the bid process.
System Environment:	-- (Conception)

01/2016 – today	Application-Maintenance: NetCologne GmbH
Role / Responsibility::	Consultant and Developer as 3rd-Level-Support
Project description:	NetCologne GmbH is a regional telecommunication-provider in Cologne, Aachen and Bonn and offers companies and customers based on their own fiber-based network services and value-added-services. The following projects are just a small subset of customization carried out for NetCologne:
	After introduction of Siebel IP15 the service-delivery will be continued based on ITIL v3. Therefore tasks in third-Level Support included for me:
	- Consultancy of IT-delivery and requirements engineering for CR and measurements to improve quality of service
	- Analyses of prioritized tickets and delivering workarounds
	- Development of Hot- and Prodfix-Solution for the production-environment with the help of Java and Siebel Tools
	- Development of a Java-based-tool for the implementation of comprehensive analysis (specifically for orders, using multiple CRM and technical systems)
System Environment:	Java8, Siebel15, JIRA, Confluence, Oracle SQL

01/2016 – 07/2016	**OpenUI RollOut: Sanofi-Aventis Deutschland**
Role / Responsibility::	Developer (specially JavaScript), Consultant OpenUI
Project description:	Sanofi-Aventis Deutschland GmbH operates a Siebel-based CRM-System, with whom the sales and the varios different legal restrictions will be supervised. With the introduction of OpenUI the company wants to replace the traditional, on ActiveX based HI-Interactivity WebUI with a modern one to achieve compatibility also with modern webbrowsers like Edge or Chrome. Moreover the usage of tables in sales is also a big plus.
	During the project the Upgrade from Siebel 8.1.1.7 to IP 15 was done. Subsequently the application was tested and functionality, which was not compatible to OpenUI due to customization, was corrected. Moreover the application was customized with CSS to fit the Corperate Design Guidelines. Finally, also adjustments to the very restricted calendar and search functionality with OpenUI was implemented by using JQuery/Javascript.
System Environment:	Siebel15

08/2015 - today	**OpenUI RollOut: Media-Saturn Group**
Role / Responsibility:	Developer, Consultant OpenUI
Project description:	Media-Saturn IT Services GmbH works as a service-provider for the media-saturn group and provides the CRM-application for the processing of guarantee-certificates and service-suppliers. With the introduction of OpenUI the company wants to replace the traditional, on ActiveX based High-Interactivity web application. By doing this modern browsers like chrome or firefox will be supported.
	During the project the upgrade to Siebel 15 was accomplished. Subsequently the application was tested and functionality, which was not compatible to OpenUI due to customization, was corrected.
	After introduction of OpenUI the development of changes (UI, Interface or Logic) was carried out during regular releases.
System Environment:	Siebel 14

08/2011 –	NetCologne GmbH
Role / Responsibility:	Consultant (business and technical), developer / programmer, Teamlead
Project description:	NetCologne GmbH is a regional telecommunication-provider in Cologne, Aachen and Bonn and offers companies and customers based on their own fiber-based network services and value-added-services. The following projects are just a small subset of customization carried out for NetCologne:
	Columbus 3: Replacing of a Clarify-CRM application by introducing a new event oriented architecture based on Siebel CRM and Fusion Middleware. This includes the implementation of the order-, ticket- and customer-core-processes. During the design- and implementation-phase the business units were consulted based on the Siebel standard processes. After that the implementation of the customer- and ticketmanagement was done as a lead developer.
	WBCI: Conception and implementation of the number-porting-process. The integration was carried out with the middleware-solution infPort. Realization was done with Siebel EAI and webservices, the customer correspondence was realized with BI-Publisher. Based on the customer-order all necessary information for the porting to a different provider will be collected and submitted.
	ESS: Conception-support and complete implementation of the Telekom trouble ticket process. The existing interface ESEP will be replaced. Implementation was done view Siebel EAI, XSLT as well as webservices.
System Environment:	Siebel 8.1.1.10, Oracle DB, Fusion Middleware

08/2011 – 01/2012	Oracle CRM on Demand introduction: E&E information consultants
Role/Responsibility:	Workshop conception and introduction of Oracle CRM on Demand, Customization of Oracle CRM on Demand
Project Description:	E&E information consultants offers their customers with their main-product Escribe a document-management-platform, mainly integrated with SAP.
	During a one month period Oracle CRM on Demand was newly introduced. Therefore several workshops were carried out with the aim to show the key-personal the existing standard-functionality and moreover to define all business requirements. This information was then used to identify all required customizations. The implementation has been carried out in an iterative process so that adjustments were possible in each phase.
	Moreover the migration of master-data from outlook and excel into the new CRM-system has been successfully completed.
System Environment:	Oracle CRM on Demand 23

02/2011 – 04/2011	Telegate
Role/Responsibility:	Consultant (technical), Developer / Programmer
Project Description:	The company Telegate is offering communication-solutions for enterprises and customers at first-hand. For the support of their call-centres and their sales-department, Telegate is using a Siebel 8.0 CRM application. With the support-release 2.4 telegate introduced several important new features.
	The main focus during this release was the sales process. Beside the extension of the order process the interface to EVA, a content management system, was created. To implement the sending of welcome-packages and an approval for orders an event-based architecture was introduced. Furthermore numerous interfaces and GUI-elements were adjusted.
	During the release Christoph Böhm carried out the technical design and the implementation of the welcome package. In order to complete this task the interface to SAP and the DMS have to be created / extended.
System Environment:	Siebel 8.0, Oracle 10 DB

07/2009 – 09/2010	Worldwide Siebel RollOut: Siemens Healthcare
Role/Responsibility	Consultant (Business), Integrator, Rollout Manager
Project description:	Introduction of a new Siebel Sales Application for the worldwide usage. Therefore we defined with the business administrators roles and all set-up parameters. Moreover a complete data-migration was done for each country, so that all data available in existing CRM-applications or Spreadsheets were available with the go-live of each country.
	Coordination of the data migration of existing CRM-applications into the newly developed Siebel 7.8 based web-application (Account, Contact, Opportunity and Quote). Preparation of existing data and data-load via EIM or Java DataBeans into the Siebel application.
System environment:	IBM DB2, Enterprise Integration Manager (EIM), Siebel EAI, Siebel 7.8 Sales, Order- and Configurationmanagement, Windows Server 2003

06/2010 – 02/2011	Siebel Customer Helpdesk: Siemens AG
Role/Responsibility:	Support, Operation/Maintenance, Conceptual designer (business blueprint)
Project Description:	For a worldwide used CRM system based on Siebel 7.8 sales system with about 8.200 users we set up a support-concept, which allows 24 hours and 5 days a week support. The support was organized with the help of business administrators (a person within the organization named by the customer), a first-level support which was set up in Russia and a 2nd- and 3-rd level support, which was provided in Germany.
	For the existing application we set up the helpdesk, which includes the staffing and introduction of the ticket-system BMC Remedy. The helpdesk was set-up to handle about 600 tickets a month. After the definition of the business processes and the introduction of BMC Remedy for the helpdesk, we set up a transformation-phase. This includes the introduction of the 1st level support to Siebel, as they don´t have any experience with CRM processes Siebel. After the initial training, learning on the job was done. Therefore a pilot-organization was defined and 1st and 2nd level support worked closely together to solve tickets.
	After the transformation-phase I worked in the 2nd- and 3rd Level support and ticket-controlling.
System Environment:	Siebel 7.8, Remedy

02/2010 – 01/2011	Siebel Migration OS Plus: Landesbank Berlin
Role/Responsibility:	Consultant (IT-technology), Developer / Programmer, Integrator, Conceptual designer (business blueprint), Conceptual designer (IT technology)
Project Description:	As the Sparkassenverbund was willing to change its banking application to OS+, the existing Siebel Financial Services Solution has to be migrated, too. The Sparkassenverbund uses the Siebel Application to track service-requests and opportunities. As datastructure and assignment rules will change, the Siebel application and interface programs were adjusted.
	Furthermore a process-redesign took place in order to improve application quality and to fight against historic grown developments, which makes the maintenance of the application very expensive. In order to acchieve the integration of the Siebel Application changes in the data-structure and interface technology were analysed and the effects on the application were described. Based on the results, a concept was developed, where all necessary interface and software changes were described and priced.
	During the realization-phase all changes were implemented with Siebel Enterprise Integration Manager. After that all interfaces were tested and approved by the customer (Test case Management).
System Environment:	Siebel 7.5, Oracle 9 database, Windows Server 2000, Subversion, Mercury-Tool, Siebel Enterprise Integration Manager