

## Professional Experience

International bank (since December 2008)

Siebel 6 to 8 Call Center upgrade project. Role 1: lead functional design. Responsible for the functional design of the on-line and back-end customer service enterprise applications.

Role 2: senior developer. Development of several functionalities and interfaces (including COM, EBC and SWIFT interfaces) during the Siebel 6 to 8 upgrade project.

Telecommunications company (12 months)

Siebel 8.0 Sales Force Automation. Role 1: lead business analyst. Responsible for the functional design of an Incident Management handling solution (including redesign of the business processes) for multiple departments within the company.

Role 2: senior developer. Development of Order Management and several interfaces (including EAI interfaces with Epiphany and Postal Code checking) during the implementation of Siebel 8.0 eCommunications for the Sales Force and Call Center division.

IT Solution provider for Travel Industry (France) (13 months)

Siebel 7.8 Call Center. Role: functional analyst on a global roll-out of a Siebel 7.8 Call Center and eTraining application (over 50 countries). Main tasks were gathering and definition of (local) requirements, fit-gap analysis and functional designs, testing, deployment coordination and embedding.

Telecommunications company (12 months)

Siebel 7.7 eCommunications. Role: Data migration specialist and technical team lead during one of the largest Siebel 6 to Siebel 7.7 migration projects in Holland (migration of >10M records). Developed with EIM, PL/SQL and COM and ensured optimal performance of the upgrade process and application, using techniques such as SQL tracing, Indexing, Database tuning, Data Model (re)design, internal script / config review and end-user training on using the application.

Designed and developed Siebel Tools and multiple interfaces using the Tibco Adapter. Responsible as team lead (4-8 developers) for successful delivery while implementing BearingPoint methodology and best practises. Marketing & Research organization (6 months)

Siebel 7.7 Marketing implementation. The implementation included Siebel Event and Campaign Management (including bulk email), data migration from their legacy CRM system using COM and integration with Exact Software using XML technology. Role: solution architect and technical lead.

International bank (14 months)

Siebel 2000 HTML thin client. Developed a number of new interfaces, using technologies such as Siebel Workflows, Siebel Virtual Business Components, COM, Web Services, XML, JavaScript / ASP and MQ/SSL. Worked together with many different 3rd parties aligning requirements and designs in order to successfully realize those interfaces. Role: functional analyst and application developer.

International pharmaceutical company (12 months)

Siebel 6.3 ePharma and Siebel 7.5 Life Science. Performance improvement (using technologies such as SQL, indexing and eScript optimization). Executed an upgrade assessment to Siebel 7.5. Tasks included Siebel Server + Oracle Server installation and configuration, Siebel Upgrade and Siebel 7.5 configuration. Role: solution architect and technical team lead.

International tobacco manufacturer (Germany) (15 months)

Siebel 6.0 eConsumer Goods - Sales Force application. Responsible for Siebel Contract management, Account targeting and Assignment Management. Development of UI, business logic, business services (Siebel VB), workflows. Role: functional analyst and application developer.

Telecommunications company (9 months)

Siebel 99 and Broadvision implementation. Development the web front-end display logic (JavaScript, HTML, Broadvision Server Side scripting) and Siebel configuration of UI and business logic. Role: application developer