

PERSONAL DATA

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Location	Atlanta, GA
Siebel Experience Since	July 1999

**Independent
Consultant**



SUMMARY OF EXPERIENCE

- Over twenty eight years experience in the analysis, design, and development of enterprise solutions
- Primary strength is in the ability to communicate throughout all levels of the organization which allows for bridging the gap between understanding the business and its needs and providing technical solutions that make sense
- Ten plus years working with Siebel CRM solutions in various industries (Design, Configuration, Scripting and System Integration)
- Specialize in automating manual and semi-manual processes that save time and improve accuracy and efficiency

PRIMARY SKILLS

Siebel Applications	Call Center 2000, 7.5 Sales 99, 2000, 7.5, 7.8 Service 2000, 7.5 FINS 2000, 7.7 Life Sciences/Pharma 2000, 7.5 ERM 7
Siebel Modules	Tools configuration, eScript, Siebel VB, EIM, Workflow, EAI
Programming languages	VB.net, C#, JQuery, VBA, java script, vbscript, SQL procedures, ASP, COBOL, DIBOL
Database	MS Access, MS SQL Server 2005/2008, SSIS(Integration Services), SSRS(Reporting Services), ORACLE
Operating systems	Windows, UNIX, AIX, MS-DOS
Software packages	MS Office Products, MS Access, e:SO/ista net, Great Plains, Intellution/GE Proficy iFix
Tools and Methods	MS Access, MS Excel, Siebel Tools, Object Oriented Analysis and Design

DETAILED WORK EXPERIENCE

The Stebnicki Group, Inc.

Independent Consultant, Atlanta, GA

April 2004 – Present

As an independent contractor I have continued to provide solution design and configuration services at the following companies.

Natural Gas Marketer, Atlanta, GA
Industry leading natural gas marketer

May 2006 – Present

Environment: Siebel Call Center 7.8, SQL Server, Microsoft Access, SSIS, Reporting Services, VB.net, C#, JQuery

Siebel Administrator

Responsible for Siebel system administration, updates, new functionality design and configuration. Work closely with business users and management to develop solution improvements and enhancements. Provide routine administration duties including user security, assignment manager updates, document manager updates, daily, weekly and monthly job monitoring, monitor interfaces to external systems.

TrueBlue Schools Administrator

September 2008 – Present

Monitor daily validation processes and responsible for performing the quarterly payment process. Provide program management with special query requests and reports. Assist in the definition of enhancements and manage or perform the system updates.

Delta Sky Miles Administrator

October 2011 – Present

Manage resources that monitor daily processes (calculations, validations, Delta and billing vendor interfaces, reporting) and deliver system enhancements as required by the business.

Solutions Architect / Developer

The following are key / high impact projects implemented for the client:

Various projects and Business Solutions consulting

Ongoing

Perform ongoing solution architecting, development, data analysis, reporting and solutions consulting along with providing full time contract Siebel resources.

Enrollment Wizard

July 2012 – Present

The client used three disparate CIS systems to support their outer market customers while utilizing many of the same call center representatives to capture customer enrollments in each system. I designed the Enrollment Wizard as a single point of enrollment entry that in turn supplied the enrollment data to the separate CIS systems. This enabled the CSRs to be more productive and reduced the training time as the CSR did not have to learn three systems to process enrollments. The solution was designed to be an administratively controlled application for script modifications and external system integration. The ultimate solution was enhanced to support enrollments, re-enrollments and price plan changes including submitting data to a third party verification vendor.

Delta Sky Miles Affinity Program

August 2011 – November 2011

The Delta Sky Miles program is one of the client's newest high profile affinity programs. I was asked to lead the effort to deliver a functioning awards solution working in conjunction with the client's outsourced billing vendor. The billing vendor was responsible for modifications to the call center applications and I was responsible for delivering the awards calculation engine and associated reporting. I co-designed and co-developed the entire awards engine with functioning interfaces to Delta and the billing vendor within six weeks. The awards engine was developed in SQL Server 2008 SSIS. Managed the implementation of the system and accounting reporting efforts and lead the ongoing application administration.

New Market CIS System

September 2010 – Present

The client has continued its growth into new markets which emphasized the need for a standardized CIS solution for market entry. Leveraging the systems I designed and built for DEO and VEDO I developed a single CIS solution for all new market entries. The system was designed to be a very scalable, functional and administratively configurable application. In March 2011 I moved the database tables from Access 2007 to SQL Server 2008. This move allowed for additional scalability and allowed for the Microsoft SSIS and SSRS tools to be leveraged for additional background processing and enhanced reporting. Several new markets are slated to be launched using this application. New functionality is being added continually. The application frontend is Access 2007 using SQL Server 2008 as the database.

Switch Back Database

September 2009

Designed and developed a solution to allow the Accounting and Sales management teams to closely monitor and analyze customers with potential payment issues. The solution was developed in Microsoft Access with supporting SQL Server backend processes. The return on investment was immediate as the two monthly meetings were reduced from three hours and one hour to thirty minutes each not including the reduction in manual prep time required preparing for the meetings. Accuracy was improved as the solution is based on agreed upon rules. Previously each department would manually produce their own lists of customers and the lists would almost never match. The solution allows for assignment and follow-up processing which was previously captured manually.

Third Party Marketing Invoice Validation Database**April 2009**

The client utilizes several marketing vendors to acquire customers and these vendors are compensated for each new customer they enroll with the client and also for those who renew with the client after the initial contract period. I designed and developed a MS Access solution that imports the vendor's invoice files and validates that the customers are indeed active in the client CIS. Those customers that are not active are rejected and the vendor is not paid for the referral. The solution replaced a lengthy manual process and dramatically improved accuracy.

Pricing Model**February 2009 – February 2010**

Responsible for the design and implementation of an enhanced pricing model. The new model will be web browser based replacing an Excel spreadsheet solution. Work with Pricing Manager to define requirements and manage user expectations. The model is being designed so that functionality will be available from the browser portal as well as through Siebel and other future systems.

CIS Access Database (VEDO)**January 2009**

The client began serving customers in the Vectren region in 2009. The DEO Microsoft Access CIS database was leveraged to support the new VEDO customers. I designed a bidirectional interface to a third party EDI processor, ESG. This interface replaced the second entry step in the current dual entry process thus doubling the amount of work performed by data entry personnel and eliminating dual entry errors. The interface is completely administrable through definition table entries and requires no code changes to perform mapping updates. Data validation technology was added to the outbound process to reduce the potential of submitting data related rejects. The interface was tested and validated by the third party vendor, ESG, in a single testing cycle.

TrueBlue Schools™ (www.trueblueschools.com)**May 2008 – October 2008**

The TrueBlue Schools™ Program is a fundraising solution that lets parents, teachers, alumni, and members of the community raise money for schools. This program is available to all GA residential and small commercial customers. I was responsible for the design of the validation and payment engines, the design of the functional and management reporting suite, management of the offshore resources assisting in the development of certain areas of the validation and payment engines and reports. Customer account validation is performed in a daily and the payment process is run quarterly. Payment information is automatically updated to the website and leverages the PeopleSoft AP interface developed for the Siebel Incentive Payments module to create the payments to the schools in PeopleSoft. The solution was implemented using MS SSIS and Reporting Services.

CIS Access Database (DEO)**April 2008 – September 2008**

The client began serving the Ohio market in the Dominion East region in early 2008. I assumed maintenance and functional enhancement responsibilities of the Microsoft Access database that was created by the Retail Operations group during the early stages of the DEO market entry. The initial database was simplistic and had very little functionality. I was tasked to quickly implement data controls and data entry validation and error checking along with new functionality to support the Enrollment Response, Change Request and enrollment Reject processes. I implemented a Welcome Letter process to print welcome letters and perform the required database updates along with an automated interface to eFunds for gift card procurement. Both the Welcome Letter and eFunds processes eliminated two very manual intensive data entry functions that took hours and reduced them to minutes along with removing the data errors that are commonly related to a manual process.

Siebel Account Creation Interface**April 2008**

Created an interface to pull switching accounts from the client's billing system into Siebel. The interface leveraged the interface functionality developed for the Siebel e:SO interface.

PeopleSoft Accounts Payable Interface**March 2008**

Managed the design and implementation of the interface. The interface was designed to support multiple source systems in a bidirectional interface that submits payments to PeopleSoft and then receives payment updates back from PeopleSoft and ultimately updates the source system with the payment information (payment date, check/wire number, actual payment amount, etc.). Designed and developed user definable file creation utility within Siebel to dynamically create the Incentive Payment PeopleSoft output file.

e:SO to Siebel Updates Integration**February 2008**

This solution builds upon the Siebel to e:SO System Integration project. Siebel is the defined system of record in the interface between the two systems, however, there are certain data elements that need to be maintained in the e:SO billing system. I developed a methodology to utilize the e:SO ad-hoc reporting database to source data changes in the e:SO billing system and update Siebel with those changes. All of the custom system integration functionality developed for the outbound interface was leveraged for the inbound interface.

Siebel to e:SO System Integration**June 2007 – November 2007**

The client began serving the Florida market in 2007. The requirements were to utilize Siebel as the frontend data source to the e:SO third party billing system. All customer, address, service and billing information is entered into Siebel and transmitted via web services to the e:SO billing system on a near real time basis. I worked with the e:SO development team to define a custom web service definition that met both the Siebel and e:SO data needs. The implementation of the interface required the development of new interface definition, field mapping and transaction logging technology along with leveraging Siebel out of the box Integration Services, Data Mapping and Web Service functionality. The interface definition and mapping is completely maintainable through custom user administration views and applets.

Key areas of development:

- Interface Parameter definitions
- Integration Object to Business Component field mapping
- Transaction Log with inbound and outbound XML document attachments
- Ability for users to access Transaction Log data from key Siebel objects (Accounts, Agreements, etc.)

Management Reporting Suite**March 2007 – June 2007**

Managed the technical design, development and implementation of the Sales Management Reporting Suite. The suite of reports is made up of over 20 functional, management and executive level reports. The reports were implemented using Microsoft Reporting Services and SQL stored procedures for data retrieval. I assisted in the design of the data retrieval SQL and managed the offshore resources in the development of the reports.

Opportunity Escalation Functionality**August 2006 – September 2006**

Implemented a solution to create escalation Activities when an Opportunity was in a sales stage too long. The solution has user definable escalation parameters to alert Sales Coordinators and then ultimately the Sales Management when the Opportunity is deemed stalled.

Incentive Payment Module**May 2006 – August 2006**

Designed and developed the custom Incentive Payment module. The task was to automate and replace the manual incentive payment process which is used to pay incentives to multi-location commercial and property management companies. Incentives are based on natural gas usage or number of apartment units on service. The current process utilizes spreadsheets and takes approximately a week to complete. Responsible for gathering requirements, designing, prototyping, configuring, scripting and implementing the automated solution. Main areas of focus were user interface design, development of business services and integration to the data mart via web services.

Other Responsibilities**e:SO / ista|net Reporting**

Responsible for providing reporting solutions from the e:SO ad-hoc database.

Various Requests

Provide input on many internal projects as requested.

Online Collaborative Oncology Group**October 2005 – June 2007****Database Consultant**

Environment: Microsoft Access

Developed Access databases used for analyzing clinical trial data. Developed data input forms and embedded functionality on the forms based on input data. Assisted with the definition of a universal master database to be used as the basis for all new drug trials. Designed and developed a standalone data validation engine that used user definable validation rules and execution groups. The data validation engine was used to greatly reduce errors when data was imported into SAS for analysis.

**The Home Depot, Atlanta, GA
Technical/Configuration Consultant****August 2005 – April 2006**

Environment: Siebel Call Center 7.5.3, DB2

Lead developer on the Customer Service and Workflow team. The SOSI project is the initiative to update and replace the special services system. Responsible for designing and implementing a workflow strategy to automatically create and maintain Quote/Order/PO activities. Main areas of focus were development of business services and workflows.

Additional areas:

- eScript
- Workflow Policies
- Applet, View & Screen configuration
- SQL

Wachovia, Charlotte, NC
Technical/Configuration Consultant

April 2005 – August 2005

Environment: Siebel Financial Services 7.7, Oracle

Member of the wealth management CMS development team, the system used to service high net worth bank customers. Responsible for analyzing and correcting performance issues within the Siebel configuration and scripting. Assisted business analysts in the design of new functionality. Performed configuration for the South Trust merger.

Additional areas:

- Data validation module
- Script consolidation into reusable modules
- System integration
- Implemented configuration guidelines
- Created initial system documentation

The Home Depot, Atlanta, GA
Technical/Configuration Consultant

April 2004 – April 2005

Environment: Siebel Call Center 7.5.3, DB2

Worked on the SOSI special services change order team. The SOSI project was the initiative to update and replace the special services system. Responsible for providing solutions to complex issues and to help mentor team members with technical and configuration issues. Focus is primarily in developing Business Services to support the Order Management configuration.

Additional areas:

- Workflow
- Custom data validation service
- Applet, View & Screen configuration
- Prototypes and concept validation

Siebel Systems, Inc.

Principal Consultant, Professional Services, Southeast

July 1999 – April 2004

Held many project positions at the following projects while and employee of Siebel Systems.

Lexmark International, Lexington, KY
Siebel Solution Lead/Application Architect

September 2003 – April 2004

Environment: Siebel Service 7, Siebel Call Center 7

Responsible for solution creation/review for the Call Center/Service implementation. This solution implements Siebel into the call center to support end user service calls and service provider interaction. Major areas include Service Requests, Service Orders, Invoicing, Interfacing to JDE. Interfaces developed to send/receive data via webMethods to

legacy systems.

General

- Worked as the Solution Lead on the IBM partner team.
- Supported the IBM Business Analysts along with the client to design the most effective solutions.
- Created and presented prototyped solutions as required.
- Responsible for Technical Specifications review and approval.
- Mentored configurators in various configuration areas.
- Point person into the Siebel organization from the project.

Convergys, Jacksonville, FL Siebel Technical/Configuration Lead Time/Payroll Solution Lead

November 2002 – August 2003

Environment: Windows 2000, Siebel Tools 7.5.2, Siebel Call Center, Siebel ERM, Oracle, eScript, EAI

Developed an Employee Self Service and Call Center solution utilizing Siebel 7 ERM and Siebel 7 Call Center products. The Employee Self Service solution is to be used by 130,000+ State of Florida employees and the Call Center solution is being used by 550+ Convergys users. Major areas included Personal Information, Management activities, Time/Payroll, Performance Management and Training. The Personal Information, Management and Time/Payroll areas interfaced directly with SAP R/3 and consisted of Integration Objects, Siebel SAP Connector and custom written code.

General

- Worked with the SAP functional team to design a Time/Payroll solution to meet the clients needs.
- Lead the effort to produce the Time/Payroll Functional and Technical Design Documents.
- Worked closely with Siebel configurators to develop views and applets.
- Assumed responsibility for the Siebel to SAP Integration Framework. Documented the functionality and user options of the Framework.
- Worked closely with the SAP integration team regarding the Integration Framework.

Configuration

- Technical/Configuration Lead responsible for the overseeing and mentoring the configuration effort.
- Assumed the management and maintenance of the Siebel to SAP Integration Framework interface. The framework was implemented as a Business Service written using eScript that generically supported all the VBCs that processed SAP data.
- Assisted other team members with the configuration in the areas other than Time and Payroll.

Cordis (division of Johnson & Johnson), Miami Lakes, FL Siebel Technical/Configuration Lead

August 2002 – November 2002

Environment: Siebel 7.5 Life Sciences, Siebel Tools, Oracle 8.17, eScript, EAI, Workflow

Performed the Siebel 7.5.2 upgrade from Siebel 6.3 which included validation and configuration of the user interface, business services and external system interfaces.

General

- Coordinated upgrade tasks surrounding Tools configuration and external interfaces.
- Provided mentoring and knowledge transfer to client staff members.

Configuration

- Lead team in upgrade tasks.
- Designed Consignment Cycle Counting functionality to be implemented in Siebel with extensions being implemented on the handheld.
- Worked with third party to implement handheld portion of Consignment Cycle Counting.
- Redesigned the EIM load process to support Siebel 7.

Cordis (division of Johnson & Johnson), Miami Lakes, FL

September 2001 – June 2002

Siebel Technical/Configuration Lead

Environment: Windows 2000, Siebel Tools 2000, Siebel eLife Sciences, Oracle 8.17, eScript, EAI, Workflow

Developed an inventory tracking system that utilized the Siebel eLife Sciences application that interfaced to a Compaq iPAQ handheld unit and client mainframe. The interfaces consisted of Integration Objects and custom written code to process inbound transaction XML files.

General

- Worked with the Business Analysts and other team members to design a solution to meet the clients needs.
- Worked closely with the third party company that developed handheld application to design the XML layouts and handheld synchronization process.
- Assisted in the design of a product consignment system which utilized Agreements and their associated Products and Agreements. Designed screens, workflows, story boards, external system interfaces and data loads for the consignment process.

Configuration

- Technical/Configuration Lead responsible for the overseeing and mentoring the configuration effort.
- Wrote the handheld to Siebel interface using eScript. The interface created orders and processed other related transactions from an XML file.
- Worked with team members to implement the outbound Integration Objects required to generate XML files to load the handheld unit.
- Assisted with the development of the server-based processes to process replenishment orders and credit memos supplied by the mainframe system.
- Worked with client configurators that assisted in view and applet configuration along with custom reports.

Bank of America, Charlotte, NC Siebel Technical/Configuration Lead

August 2001 – September 2001

Environment: Windows NT, Siebel Tools 2000, Siebel Finance eChannel Application, DB2 UDB & 390, eScript, EAI

Development of a thin client Needs Assessment system to be utilized in the bank's branches to better understand their client's needs. The solution is developed using FINS eChannel with bi-directional EAI integration with the Banks internal customer information system.

General

- Assisted in defining the configuration documentation deliverable along with working with the Business Analyst to prepare the final project documentation.

Configuration

- Technical/Configuration Lead responsible for the overseeing and mentoring the configuration effort.
- Configured all the MVG/Pick Lists implemented in the delivered system.

Tech Data, Clearwater, FL Siebel Technical/Configuration Lead

July 2000 – July 2001

Environment: Windows NT, IBM AIX, Siebel Tools 2000, Siebel Call Center Application, Siebel eSales, DB2, Neon Shaddow, Visual Basic DLL

Phase 1.2 of the Enterprise Transformation Project that implemented Siebel Call Center Accounts, Contacts and Service to support the entire sales and support organization. Full scale integration with DCS their order and distribution management system and Account and Contact profile portal from their existing web site.

General

- Assisted in the creation of the Detailed Design Document.
- One of the main functionality designers for the release.
- Helped teach eScript programming to configuration team members.
- Worked very close with the client in design, configuration and testing phases.

Workflow Manager

- Identified required workflow processes for New Accounts Setup and various other data management areas.
- Defined and documented the workflow rules to be implemented.
- Implemented several workflow processes that utilized Siebel business services.

Assignment Manager

- Worked with team to define assignment rules to assign/reassign the sales team when the account territory and/or credit region was changed.
- Designed and implemented Opportunity team assignment synchronization with the Account team.

Configuration

- Technical/Configuration Lead responsible for the desktop configuration effort along with assisting the thin client configuration team with design and implementation.
- Responsible for all eScript coding within the implementation.
- Configured several views based on various visibility requirements.
- Implemented Field Level Security in the Account and Business Address business components.
- Created various Business Objects, Business Components, Applets, Pick Lists, Views, and Screens as per the client's requirements using Siebel Tools.
- Designed List of Values by Organization functionality and made appropriate pick map modifications as required. Created a separate List of Values by Organization maintenance view.

Integration

- Implemented interface Siebel with the DCS system to retrieve Real-time ordering statistics. Interface included Virtual Business Component, a VB DLL that issued calls to the Neon Shadow product.
- Configured near real-time interface with the DCS system to update Account and Address records utilizing Crossworlds integration.

EIM

- Assisted with data load process

Sykes Enterprises, Tampa, FL Siebel Configuration Consultant

October 1999 – June 2000

Environment: Windows NT, Siebel Tools 99, 99.5 99.6, Siebel Service Enterprise Application, Oracle 8.x, Amtrix, Perl, SQL Packages

Worked on an implementation to be utilized in several call centers around the world. The implementation utilized Siebel Service Enterprise. The client sold technical support and order processing call center services to several companies and this implementation was to be used in the call centers to process calls, service requests, and orders. There main areas of the application to be used were Accounts, Contacts, Service Requests and Orders.

Configuration

- Configuration lead responsible for overseeing configuration design and implementation that included user interface modifications, real time interfaces to Payment Plus (credit card processing) and Taxware (sales tax calculation). Mentored configuration consultants.
- Modified various Business Components, Applets, Views, and Screens to improve the functionality as per the client's requirements using Siebel Tools.
- Wrote Inventory Cache checks utilizing Siebel VB business component scripts.
- Wrote automatic customer number, service request number and order number creation utilizing Siebel VB so that customers, service requests and orders could be retrieved through CTI IVR.
- Completed Technical Changes and Functional Changes Documents and conducted project closeout with Project Manager and Architect.

EIM

- Worked with utilities such as Data Transformation Services (DTS) of MS SQL Server for importing data into Interface tables.
- Data transfers included: Employees, Accounts, Contacts, Product Lines, Products, Product Price Lists and Opportunities.
- Responsible for data mapping and EIM process design
- Data loads included: Accounts, Contacts, Service Requests, Product Lines, Products, Product Price Lists and Orders.

- Designed and implemented an interface between Siebel Order Entry and the MFG/PRO fulfillment system. The interface was batch mode and utilized SQL for data extraction from Siebel base tables into the Siebel interface tables, PERL scripts to execute processes and EIM for data import. Amtrix middleware was used to translate Siebel interface table entries to EDI records for MFG/PRO processing and the reverse for Siebel processing.

GE Capital, Raleigh, NC
Siebel Data Integration Consultant

August 1999 – October 1999

Environment: Windows NT, Siebel Tools 98 & 99.5, Siebel Sales Enterprise Application, Oracle 7.x

Assisted customer with Siebel 98 to 99.5 data migration that included data mapping documents, business component mapping for configuration changes and EIM processing files. Implemented nightly processing scripts to process mainframe data feeds on a UNIX machine.

EIM

- Created IFB files for exporting and importing Siebel data.
- Used SQL scripts for transferring data from the Siebel 98 interface tables into the Siebel 99.5 interface tables. SQL scripts were used to convert loan data from the Opportunity tables to the Asset tables.
- Data transfers included: Employees, Accounts, Address, Contacts, Opportunities, Assets, Industry, and Positions.

PRIOR EXPERIENCE

10/1997 – 6/1999	<p>ePartners Solutions, Inc. (previously HIOB Technologies) Senior Consultant / Implementation Implemented Great Plains Dynamics and iMIS Membership Management systems on SQL Server platform. Environment: Windows NT, Great Plains Dynamics, SQL Server 6.5, iMIS</p>
2/1996 – 10/1997	<p>Datatrak Corporation Manager, New Product Development Responsible for the design, development and implementation of Inventory control modules for the courier and delivery industry.</p>
1/1994 – 2/1996	<p>Comet Construction Software, Inc. Vice President Responsible for software design and development. Managed the redesign of the software suite. Worked with many clients on requested enhancements and custom development.</p>
7/1986 – 6/2004	<p>Communications Software, Inc. President / CEO (4/1995 – 6/2004) Responsible for all business activities. Managed Y2K migration and significant feature enhancement designs.</p> <p>Consultant (1/1994 – 4/1995) Maintained professional relationship with company providing software development consulting services.</p>

Director of Software Development (7/1987 – 12/1993)
 Responsible for design, development and implementation of Accounts Receivable, Billing and Inventory systems for the Paging and Telecommunications industry.

Customer Support Specialist (7/1986 – 7/1987)
 Provided customer support over the telephone and dialup connection to the customer systems.

CERTIFICATIONS AND AWARDS

Siebel 7	Certified Siebel Consultant
Siebel 2000	Certified Siebel Consultant, Certified Business Analyst
Siebel 99	Certified Siebel Consultant
Other	Chairman's Circle, Siebel Systems

EDUCATION AND TRAINING

1983-1986	B.S., Computer Science, DeVry Institute of Technology, Atlanta, GA
1995	Visual Basic for developers training
1998	Microsoft Access advanced developer training
1998	Microsoft SQL Server database management training

AFFILIATIONS

2009-Present	Gwinnett Community Emergency Response Team (<i>CERT</i>)
2009	Gwinnett Amateur Radio Society – (radio call sign KJ4PQZ)
2008-2009 season	Vice President / Webmaster, Gwinnett Gladiators Booster Club (<i>ECHL Hockey Affiliate</i>)
2008-Present	Member, Webmaster – Gwinnett County Citizens Police Academy Alumni Association
2008	Graduate – Gwinnett County Citizens Police Academy