

Consulting Solution Manager

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Company: Oracle

Location: Bengaluru

Category: other-general

As a recognized authority and leading contributor within the practice, this senior-level consulting professional has broad understanding of solutions, industry best practices, multiple business processes or technology designs across multiple product/technology families.

Works directly with Consulting sales to analyze customer business needs.

Career Level - IC4

Exercises judgment and business acumen in selecting methods and techniques to design non-routine and complex business solutions utilizing Oracle products and technology to meet customer needs. Influences customer leadership in acceptance of Oracle solutions and services to facilitate the closing of consulting deals. Contributes to statements of work, work breakdown structures and/or level of effort and staff plans. Presents and demonstrates solutions to customers. Builds and maintains a network and up-to-date specific industry or product knowledge. Responsible for transitioning deal knowledge to implementation team.

Leads the domain specific solution design aspects of engagement(s) ensuring high quality and integrated business solutions. Anticipates project risks and suggest risk mitigation to project manager. Resolves complex customer issues by recommending solutions.

Demonstrates expertise in multiple business processes across two or more product families or ability to architect and design technology solutions encompassing multiple products.

An experienced consulting professional who has an understanding of solutions, industry best practices, multiple business processes or technology designs within a product/technology family. Operates independently to provide quality work products to an engagement. Performs

varied and complex duties and tasks that need independent judgment, in order to implement Oracle products and technology to meet customer needs. Applies Oracle methodology, company procedures, and leading practices. Operates independently to provide quality work products to an engagement. Performs varied and complex duties and tasks that need independent judgment, in order to implement Oracle products and technology to meet customer needs. Applies Oracle methodology, company procedures, and leading practices. Demonstrates expertise to deliver functional and technical solutions on moderately complex customer engagements. May act as the team lead on projects. Effectively consults with management of customer organizations. Participates in business development activities. Develops and configures detailed solutions for moderately complex years of experience relevant to this position including 2 years consulting experience preferred. Undergraduate degree or equivalent experience. Product or technical expertise relevant to practice focus. Ability to communicate effectively. Ability to build rapport with team members and clients. Ability to travel as needed.

Following are summary descriptions of the essential duties and responsibilities of this position:

Roles & Responsibility· Design and Development

- Should have a sound understanding of Customer Management, Siebel Order Management, Pricing & Product Modeling in Telco Industry.
- Should have excellent Technical knowledge on ABO processes, Signals, Variable Maps, DVM, RSTT, Constraints, Eligibility & Compatibility, Attribute Adjustments, Volume & Tier Discounts, Contracts, Entitlements, Customizable Products, Promotions & Promotion Groups
- Should have good knowledge on other Siebel modules such as Trouble Tickets, Marketing Management, Lead Management, Field Service Management etc.
- Demonstrate excellent issue analysis and troubleshooting skill
- Adhere to Siebel configuration best practices all times during SDLC
- Drive workshop – Requirements, Configuration, Product Walkthrough
- Should participate in Solution Governance, Architecture, Designing & Estimating large scale CRM solution in Siebel in Telco space.
- Should be comfortable in participating in proposal preparation for prospective customers.
- Create functional and Technical Design Documents for critical areas of the Project.
- Review Functional Design Documents (FDDs), Technical Design Documents, Code

prepared by consultants

- Should have rich exposure in Oracle RODOD architecture & integration with other BSS/OSS Applications.
- Should have a sound knowledge in latest eTOM based models and processes for Telco Industry.
- Team participation and communication
- Demonstrate excellent verbal & written communication skill.
- Able to communicate effectively with higher management in customer locations.
- Comfortable in conducting workshops at Customer locations.
- Guide consultants working in different functional and Technical areas.
- Work efficiently within one or more virtual teams along with Application Engineers, QA engineers, Project Managers and other members of the organization.
- Consult with customers on implementation and maintenance of customized Siebel implementations.
- Attend and participate in team meetings
- Participate in design workshops with customers either on-site or by phone and desktop sharing.
- Conduct custom product support training for customers as icated
- Minimum 8-10 years of core Siebel experience
- Should have worked as a Solution Architect in a minimum of 3 large Projects in Telco Industry.
- Should have worked as a Siebel SME in minimum 5 projects in design & development involving Customer Management, Order Management, Pricing & Product Modeling in Telco Industry.
- Knowledge of Agile, Water Fall & Iterative project methodology
- Knowledge of Telecom industry is a must.
- Previous Consulting Experience Required
- Technically should be well versed in Configuration, Scripting, Workflows , EAI and EIM in Siebel.
- Knowledge of Open UI framework is preferable
- Knowledge of either UCM or Loyalty module will be an added advantage
- Must be willing to travel

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