Robert Clouse
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Summary: Robert has over Twenty years of experience in team management, data architecture, user engagement, system analysis, design, development, and installation of enterprise wide applications. For the past eight years, he has concentrated exclusively on the Siebel product suite and has realized valuable hands on experience through his participation in multiple Siebel engagements

Technical Skills:

Applications:	Siebel 8.1, 8.0, 7.8, 7.7, Siebel Call Center, Service & Service, Sales, Financials, Public Sector, Life Science, Automotive, OpenUI, Hospitality, Oracle Sales Cloud
Modules:	Accounts, Activities, Calendar, Contacts, List of Values, Positions, Service Requests, Views
Integration:	Actuate, Business Intelligence Publisher (BIP), EAI, EIM, eScript, Integration Objects, Server Administration, Remote, Siebel Anywhere, Siebel Tools, Workflows, Web Templates
Languages:	Java, C, C++, ProC, 4GL, RPG 400, Visual Basic (3.0, 4.0, 5.0, 6.0), COBOL, Pascal, JavaScript, PHP, JSP Databases and DB Technologies: MS SQL Server, MS Access, Oracle, PL/SQL, 400/SQL, Informix, ESQL/C, Btrieve, MS FoxPro, DB2
Web Technologies:	JSP, HTML, XML, Tomcat
Operating Systems:	Windows, UNIX, AS/400

Independent Consultant   **July 16 - Present**
Client – Accenture
Siebel Migration Expert
- Data export and conversion from Siebel to Sales Force Dot Com
- Flexible fire one and done script creation to move from Environment to Environment by Secret Cleared personel
- Attachment exports and conversion
- PL/SQL preparation scripts in Oracle 11g

Independent Consultant   **Jan 16 – July 16**
Client – Dealer Tire
BI Publisher Consultant
- Report Conversion from Access and Excel to BI Publisher
- Training of Client Resources in advanced BI Publisher report techniques
- Analysis of potential for Report conversions

- Creation of intensely complex BI Publisher Reports with DataModels contain 30+ divergent Data Sources
- Bursting and performance sensitive parallel Job submission
- Heavy XSLT and XSL Scripting including sub-templates for complex math functions to support Report Needs.
- Metadata BI Data Warehouse analysis for Data Sources and performance gains
- Managing deployments through standard Dev/Test/Production process
- Creation of Analyses and Dashboards in OBIEE using both Answers and BI Publisher as sources
- Creation of parameter driven Dashboards and BI Publisher Reports

Lifecyle Technology   **Dec 15 – Jan 16**
SeeVirtual 360
Project Manager
- Project Management by tracking Plan, Scope, Deliverables, Budgets, Milestones and Timelines
- Anticipating problems and providing risk mitigations and resolutions in a timely manner to not effect milestones
- Business Requirements Gathering through interactive sessions with Client
- SDLC

Serene Consulting   **June 15 – Dec 15**
Clients – McLane Foodservice, Wesco Air, Flowserve
Project Manager – CRM System Development Oracle Sales Cloud
- Project Management by tracking Plan, Scope, Deliverables, Budgets, Milestones and Timelines
- Anticipating problems and providing risk mitigations and resolutions in a timely manner to not effect milestones
- Business Requirements Gathering through interactive sessions with Client
- Managing deployments through standard Dev/Test/Production process
- Time, Budget and Resource estimation for Project resources
- Master Data Management CRM integrations with EBS
- Team Collaboration to ensure continued maximum efficiency and productivity in multiple concurrent tight time lined implementations
- Engaged in Client Relationship Management to keep clients content and confident while moving through the sometimes challenging Oracle Sales Cloud upgrades and customizations
- Environment Definition and Solution Architecture
- SDLC

Starwood Hotels and Resorts   **Nov 14 – June 15**
CRM Consultant – CRM System Development Siebel
- Project Management by tracking Plan, Scope, Deliverables, Budgets, Milestones and Timelines
- Java and JS Development against Siebel OpenUI to create a unique Drag and Drop solution from Outlook to Siebel
- Master Data Management with Valhalla reservations system
- Business Requirements Gathering through interactive sessions with Client
- Managing deployments through standard Dev/Test/Production process
- Time, Budget and Resource estimation for Project resources

- Client Engagement and Relationship Management
- Siebel Hospitality
- Environment Definition and Solution Architecture
- Performing Business Advocacy role between Corporate IT, Consulting agency's, and the Sales users to ensure successful delivery and product adoption
- Scrum Master for managing development tasks across Two Consulting firms and the Clients own Corporate IT resources. This included Story pointing, Sprint planning, Backlog resolution.
- Anticipating problems and providing risk mitigations and resolutions in a timely manner to not effect milestones
- SDLC

Serene Consulting   **July 14 – Nov 14**
Clients – FlowServe, YMCA of the Bay Area, TuffShed
Project Manager – CRM System Development Oracle Sales Cloud
- Project Management by tracking Plan, Scope, Deliverables, Budgets, Milestones and Timelines
- Anticipating problems and providing risk mitigations and resolutions in a timely manner to not effect milestones
- Business Requirements Gathering through interactive sessions with Client
- Managing deployments through standard Dev/Test/Production process
- Time, Budget and Resource estimation for Project resources
- Master Data Management CRM integrations with EBS
- Team Collaboration to ensure continued maximum efficiency and productivity in multiple concurrent tight time lined implementations
- Engaged in Client Relationship Management to keep clients content and confident while moving through the sometimes challenging Oracle Sales Cloud upgrades and customizations
- Scrum Master for managing development tasks for Internal Resources and the Clients own Corporate IT resources. This included Story pointing, Sprint planning, Backlog resolution.
- Environment Definition and Solution Architecture
- SDLC

EagleCreek Consulting   **March 14 – July 14**
Client – Green Mountain Coffee
Project Manager – CRM System Development Siebel
- Project Management, Plan Creation and Tracking
- Budgetary Constraint Abidance for travel and hourly billing vs. timelines
- Team Allocation and Task Management
- Business Requirements Gathering through interactive sessions with Client
- Time, Budget and Resource estimation for Project resources
- Client Relationship Management to keep the client engaged and satisfied with the project throughout engagement
- Environment Definition and Solution Architecture on Siebel Call Center
- Team Collaboration
- Team performance evaluations, Disciplinary actions, Improvement plans, Skill assessments, and position assignments
- Position evaluation of potential team members
- Budgetary Constraint Abidance for travel and hourly billing vs. timelines
- Milestone Identification and Tracking

- SDLC

Work Experience:
EagleCreek Consulting   **June 13 – Jan 14**
Client – Stewart Title
Project Manager – CRM System Development Siebel
- Project Management
- Project Plan Creation and Tracking
- Team Allocation and Task Management
- Master Data Management integration with Mainframe Title Management System
- Client Engagement and Client Relationship Management
- Siebel Financials
- Environment Definition and Solution Architecture
- Team performance evaluations, Disciplinary actions, Improvement plans, Skill assessments, and position assignments
- Position evaluation of potential team members
- Scrum Master
- Story Pointing
- Sprint Planning
- Completion Tracking
- Budgetary Constraint Abidance for travel and hourly billing vs. timelines
- Milestone Identification and Tracking
- OpenUI New Implementation
- Project Rescue
- SDLC

EagleCreek Consulting   **July 12 – March 13**
Client – Hertz Rent a Car
Project Manager – CRM System Development Siebel
- Project Management
- Project Plan Creation and Tracking
- Team Allocation and Task Management
- Client Engagement
- Client Relationship Management
- Siebel Horizontal
- Siebel Financials
- Environment Definition and Solution Architecture
- Risk Identification and Mitigation
- Team performance evaluations, Disciplinary actions, Improvement plans, Skill assessments, and position assignments
- Position evaluation of potential team members
- BI Publisher Report Design and Development
- Integration Object creation and modification
- Budgetary Constraint Abidance for travel and hourly billing vs. timelines
- Milestone Identification and Tracking
- Microsoft Cluster Siebel Installation
- Siebel ADSI SSO Authentication
- 7.7 SEA to 8.1 SIA Upgrade
- Evaluation and Performance Improvement of Siebel Provided Upgrade Scripts
- SDLC

EagleCreek Consulting   **Feb 12 – June 12**
Client – Various Clients
Lead Consultant – CRM System Development Siebel
- Pre-sales Client Engagement
- Architecting Client Existing Systems
- Architecting Client "To-be" Design
- Preparing Statements of Work and Time/Resource Estimates for potential engagements
- Developing Solution options and Architecture for the proposed engagements
- Training Employees on Siebel and Java

EagleCreek Consulting   **Oct 11 – Feb 12**
Client - EMD Serono - Merck
Lead Consultant – CRM System Development Siebel
- Defined Functional Specifications for World-Wide, Multi-Lingual Siebel Point Release.
- Defined Test Scripts and Criteria for success measurement of the Requirements Implemented.
- Solution Architecture for the required functionality
- Siebel Call Center
- Lead team that implemented requirements in Siebel for Point Release.
- Interfaced with End Users and Stakeholders to finalize deliverables.
- Resolved Oracle delivered solution bug concerning Multi-file Personal Content Delivery.
- Authored and Delivered High-Low Technical Documentation for Point Release.

EagleCreek Consulting   **Apr 11 – Oct 11**
Client - State of CA - MMIS
Lead Consultant – CRM System Development Siebel

- Evaluated existing HP data store for implementation into Siebel 8.1 schema via EIM functionality.
- Performed the migration of data from multiple systems, including Mainframe Files, and Oracle DB's into Siebel 8.1 via EIM
- Defined Test Scripts and Criteria for success measurement of the loads and data conversions.
- Defined and developed process to migrate data from legacy systems into Siebel data store, using EIM, Direct SQL and PL/SQL.
- Siebel Call Center
- Siebel Public Sector
- Made multiple system changes to existing service modules with Views, Screens, Business Components, Table Extensions, Links, Business Objects, Business Services, Workflows, and Web Templates in Siebel 8.1.
- Defined the documentation required for full implementation.

EagleCreek Consulting   **Aug 10 – Mar 11**
Client - EMD Serono - Merck
Lead Consultant – CRM System Development Siebel, SQL and Actuate

- Clarified and refined Client supplied Requirements directly with IT, Business Teams and End Users.
- Drove and defined the work flow and functional process for the new Call Center rollout.
- Defined and implemented the Schema strategy to mitigate performance risks on new entities, including Enrollments, Training, Orders, Affirmations and other significant data extensions.
- Siebel Call Center
- Defined Data Cleansing and Implementation for Integration team in Siebel via External Business Components for World Health Organization database.
- Successfully added performance enhancements to Data Loads via analysis of Tables, Indexes and Database Costs.
- Defined Integration for Siebel via Web Portals and Integration Objects involving data validation, transformation and filtering to send and receive orders from pharmacies.
- Participated with the Integration Team to validate and optimize Web Interfaces with SOA for Prescriber Enrollment and Specialty Pharmacy Portals.
- Designed the framework and methodology for Integration Team to implement selective user driven data importation utilizing External Business Components, and Siebel Scripting to clean, verify duplicates, and import Physician records from the National Physician Registry
- Led team from 4 to 11 people over the course of two development cycles to successfully implement a very aggressive deadline and heavy deliverable load.
- Made multiple system enhancements to existing service modules with Views, Screens, Business Components, Table Extensions, Links, Business Objects, Business Services, Workflows, Reports and Applets.
- Performed reviews and employee evaluations. Skill assessments and position assignments within the team.
- Assigned and tracked deliverables to completion with team members.
- Managed scope and timelines with the Client IT and Business Teams.
- Developed a Risk Evaluation and Mitigations Strategy program in Siebel for Medications as required by FDA.

EagleCreek Consulting   **Jun 10 – Aug 10**
Client - State of CA - MMIS
Lead Consultant – CRM System Development Siebel

- Worked with the Business Owners to understand and comply needs for the entire domain of Member Data.
- Documented the usage and life of data with the Business
- Evaluated existing HP data store for implementation into Siebel 8.1 schema via EIM functionality.
- Prototyped and defined integration methods with external data sources.
- Defined the development process for new Siebel Initiative.
- Siebel Call Center
- Siebel Public Sector
- Prototyped complex screen and view functionality to accommodate Business Requirements.
- Made multiple system changes to existing service modules with Views, Screens, Business Components, Table Extensions, Links, Business Objects, Business Services, Workflows, and Web Templates.
- Defined the documentation required for full implementation.

Subaru of America   **Oct 08 – Jun 10**
Siebel Consultant – CRM System Development Siebel, Actuate, SQL and Pro*C

- Developed the Subaru Warranty Claims engine using native Siebel functionality to cross check 650 rules for every claim and leveraged a custom solution to allow for multithreading to improve processing speed by 4X without system degradation or loss of data
- Worked directly with Business Teams to define Processes, Work Flow's, and Functional documentation which drove requirements on Siebel Initiatives, while helping the business improve process and merge with Siebel functionality.
- Designed and implemented the Data structure utilizing Existing and Custom Tables to migrate legacy systems data into new Siebel Initiative.
- Siebel Automotive
- Siebel Marketing
- Developed Workflows to allow for concurrent processing of all Automotive claims, reducing processing time required by 80%, allowing for a higher volume of Claims to validate in the allowed window.
- Developed multiple Actuate reports for eService and High Interactivity clients in Siebel.
- Created and implemented multiple External Business Components (EBCs) to allow real time access to external systems.
- Developed eService module to allow non-concurrent licensing and significant cost savings.

Lawson Software   **May 08 – Oct 08**
Lead Consultant – CRM System Development within JSP, Java, JavaScript, Hibernate and Spring

- Led team developing online centralize Quoting tool to standardize product offerings, sales criteria, and revenue retention
- Led UI team that developed the interface to the Product and Pricing catalog.
- Analyzed and developed rules engine to enforce proper selection and configuration of product offering.

State of KS   **Oct 07 – Apr 08**
Siebel Consultant – Operations and Enhancements for reporting and enhancements within Siebel 8.0

- Working with business directly to identify reporting needs and existing domain of reporting for Unemployment Benefits fulfillment in a universe of over 400 reports.
- Siebel Public Sector
- Siebel Case Management
- Established project plans for Analytics and Actuate reporting to meet planned go live date.
- Prioritizing, Gathering requirements, and developing detailed design on reports identified
- Installed, and set up proof of concept with Oracle BI in 2 weeks having only seen the product the day the P.O.C. began.
- Gathering requirements for Business Process flows, and validating the information was accurate and completes enough to begin development on Siebel.
- Researching and evaluating a enterprise level Printing Management Solution.

- Adapting and meeting multiple changes in deliverable requirements with consistently making the deliverable dates.

Intergraph   **Apr 07 – Oct 07**
Technical Lead – Operations and Enhancements for multiple verticals within Siebel 7.8.2

- Leading team of Siebel developers on projects for the Siebel system to achieve the project's successful completion, including requirements gathering, workload analysis, timelining, work assignment, employee development, and employee performance analysis
- Led and managed multiple Siebel releases involving the timing, tasks, and ensuring those tasks are completed in the time prescribed.
- Responsible for Siebel development by gathering requirements from the business and working with them through the Siebel development process to ensure goals are met
- Designed, developed and deployed simple and complex Actuate reports
- Instrumentally involved in all aspects of the Siebel project for feasibility and level of effort estimates
- First line of contact for Business concerning Siebel support and resolution of critical production application issues

APi   **May 06 – Apr 07**
Systems Analyst

- Developed and updated current AS/400 terminal-based system to PHP, JavaScript, 400/SQL, RPG ILE, free form RPG, CL and Web based interface maintaining usage of current data store.
- Developed various systems to automate code generation for database trigger programs on over 400 data entities
- Developed the back-side infrastructure in RPG for the web initiative.
- Developed alternate security schema to allow usage of combined files from third party applications
- Worked with users to gather uses and requirements for systems rewrite

Express Scripts   **Jan 00 – Apr 06**
Technical Lead / Configuration Specialist

- Made numerous enhancements to legacy Informix systems in 4GL, ESQL/C and PL/SQL; then was integral in the migration of those systems to Oracle.
- Developed data migration systems in Java Server Pages (JSP) using embedded Java, Beans, Java Script, Servlets, and HTML.
- Addressed customers reporting and data extraction needs from a terabyte clinical data warehouse.
- Analyzed, Investigated, Designed and Implemented reporting and Clinical Results systems using C, ProC, 4gl, Oracle, Informix and Unix.
- Designed, developed and implemented a clinical program results data warehouse and reporting system.
- Analyzed, Investigated, Designed and Implemented reporting and client Implementation systems using Actuate and Siebel.

- Designed and implemented numerous reports in Actuate for business users and external clients, using direct data feeds, stored procedures and data preparation routines.
- Designed and implemented physicians prescription trends accumulation.
- Designed and implemented a TCP-based data access engine that allowed us to access several different databases simultaneously.
- Designed and implemented a data-based reporting solution to selectively represent data from source for multiple reports via one reporting engine.
- Extensively configured Siebel including EAI, scripting, Workflows, Applet, Business Component, and view creation.
- Maintained and enhanced middleware system used to communicate from Siebel to CICS Mainframe using XML and Tomcat Servlets.

Mesaba Airlines   **Oct 96 – Jan 00**
Senior Analyst

- Brought together many disparate systems for global data access including Access, Btrieve, FoxPro and DB2
- Analyzed, Investigated, Designed and Implemented systems using RPG 400, Visual Basic, Client Access, Netware and Access
- Worked independently with users to document requirements and develop solutions
- Instructed users in system operations
- Selected and purchased software and hardware
- Maintained and enhanced numerous existing systems including
    - JD Edwards Human Resources and Accounting Packages
    - DSI DCLink Time and Attendance System
    - Rene Perez Airline Maintenance system
- Traveled to satellite locations to gather user requirements and usage to ensure project success
- Developed a distributed flight crew tracking and attendance program by gathering requirements, designing system and implementing the solution to reduce and eliminate flight delays and cancellations saving hundreds of thousands of dollars
- Installed and modified a third-party time and attendance system to work with the unique scheduling situations inherent to an airline, removing fraud and errors from the payroll system and allowing the payroll department to remain at the same size while the company employee base grew 35%
- Gathered requirements, analyzed existing systems to implement automated 401(k) and benefits eligibility and communication with 401(k) plan provider
- Developed and maintained my own documentation system since company neither has, nor required, such information (cont) Successfully directed the implementation of Internet connectivity
- Developed Job Card printing system, allowing automated printing, improved data collection, and a savings of over $4000 a month versus manual faxing system that was in place
- Successfully led the team that converted our e-mail to Lotus Notes

Redline Healthcare   **Jul 95 – Apr 96**
Software Developer / Analyst

- Analyzed, Investigated, Designed and Implemented systems using RPG 400, CA Clipper, C 4.0 and Btrieve
- Made substantial changes to in house software packages

- Analyzed user requirements and business objectives in the preceding programming activities
- Gathered requirements for system to eliminate dual entry of ordering data by learning to function as the individuals that performed the task; designed and implemented the solution

Autosound – Entronix   **1994**
Software Developer

- Developed software using in RPG 400 and Programming in C++
- Created network solutions and implementations
- AS/400 Operations
- Multimedia programming in Authorware
- PC problem diagnosis and repair
- Technical recommendation and execution

Ampros Management Consulting   **Jan 94 – Oct 9-06**
Software Developer / Consultant

- Application re-engineering in SuperBase for Metrics collation and tracking
- Managed schema changes (extension columns and extension tables) to support configuration requirements
- Extensive Visual Basic application development for Company Valuation system using forecasting, internally developed reporting tool, trend analysis and balance checking