Curriculum Vitae

Mark Paul Anderson

Personal Details

Address:	London	Nationality:	British
	United Kingdom	Driving Licence:	Full UK Licence
Age:	52		

Summary

Mark is a certified Siebel consultant (versions 5.5, 6 and 7) and has a wealth of experience in versions 3.1 through to 8.2, including OpenUI and IP17+. He is also a certified Pega System Architect (PCSA) and has completed a number of Salesforce training modules including Salesforce Admin (beginner, intermediate & advanced) and Developer.

Mark has worked on many Siebel horizontals (Sales, Service, Call Centre, Marketing, etc) as well as a number of verticals including Public Sector, Financial Services and eCommunciations. Mark has over 30 years experience in systems development, with over 25 of those years in Siebel. He has worked as Technical/Development lead on 15+ full life cycle projects, the majority of which were Siebel projects. He has led teams of up to 8 people from design through to development and implementation.

Mark's key strengths are in design and problem solving, as well as hands on development. He prides himself on producing high quality and robust deliverables, employing best practices and promoting the sharing of information amongst team members. Mark's extensive experience and knowledge of Siebel has often led to mentoring roles where he has taught junior team members not only how to build Siebel implementations but to do so effectively, following best practices throughout.

Mark has extensively worked on integrating Siebel with third party systems using technologies such as SOAP web services, message queues (JMS, MSMQ, IBM MQ), inline/iframe integration, Siebel EIM and COM automation. He is very familiar with the complexities in dealing with other systems and teams (and in how to overcome them) such as ownership of data, differences in data formats, teams operating on different timescales, etc.

Mark is also adept at dealing directly with the business, in discussing requirements and presenting solutions. Many of his previous roles have involved discussing requirements and solutions with business users in a non-technical/user friendly manner. Mark is also experienced in managing expectations based on resource availability and timescales, and achieving the balance between meeting the users' needs and delivering an effective solution on time.

Mark has worked in many industries including finance, public sector, manufacturing, pharmaceuticals, telecommunications, retail, banking, energy and publications. Technically Mark excels in most areas of Siebel development (general configuration, scripting, workflows, EAI, OpenUI, etc) and has worked extensively on developing integration of Excel with Siebel for loading data.

Formal Training

Date	Course/Examination	Date	Course/Examination
2/98	Full 2 week Siebel Bootcamp	12/00	Introduction to Java
8/98	DSDM Agile Concepts and Techniques course	1/01	Vignette Fast Track 1
9/98	Actuate Developer Workbench course	6/01	Siebel eBusiness Web Based Applications
3/99	Siebel 98 to 99 Differences course	10/02	Passed Siebel 7 Delta Exam
8/99	Advanced Actuate Developer Workbench course	02/17	Ab Initio Graph Development Basics V3.2.1
10/99	Passed Siebel 99.5 Exam	06/20	Certified Pega System Architect (PCSA) Exam
11/00	Passed Siebel 2000 Delta Exam	06/20	Salesforce Admin (beginner, intermediate & advanced)
12/00	Introduction to Visual Basic	07/20	Salesforce Developer

Key Development Skills

Development Tool	Experience	Development Tool	Experience
Siebel versions 3 through 8	25 years	Siebel Anywhere	5 years
Siebel OpenUI (incl html, jQuery, JavaScript)	6 years	Siebel Email Response	3 years
Siebel Tools/Webtools Configuration	25 years	Siebel TaskUI	2 Years
Siebel VB/eScript	25 years	Siebel Data Quality Manager	1 Year
Siebel Remote	25 years	Siebel BI Publisher	1 Year
Siebel Workflow	22 years	Siebel CTI	6 months
Siebel EAI (Webservices, msg queues, COM)	22 years	Siebel Smartscripts	1 month
Siebel Data Validation Manager	8 years	SQL, PL/SQL & T-SQL	24 years
Siebel Assignment Manager	7 years	Relational D'base Modelling	28 years
Siebel Order Management	7 years	OOP concepts	28 years
Siebel EIM	6 years	Actuate versions 3 through 7	8 years

Recent Projects

Jan 2021 – to date: Spinnaker Support, Senior Technical Solutions Architect

Mark supports multiple clients around the globe on various versions of Siebel from 7.7 to 22.6, working remotely to assist them with technical issues/queries ranging from minor application issues to complete system failure.

Key skills: Problem solving, issue resolution, account management.

Dec 2018 – Sep 2019: Permanent TSB, Developer, Siebel Financial Services 8.1.1.16 (OUI)

Mark worked remotely applying specific pieces of functionality and documenting a large number of rules and processes.

Key skills: General configuration, workflow, scripting, EAI, BI Publisher, Siebel Web Tools, Agile.

Oct 2018 – Nov 2018: Cancer Research, Developer, Siebel Financial Services 8.1.1.14 (OUI)

Mark worked primarily on updates to an existing TIBCO interface using JMS queues, and an existing PL/SQL package.

Key skills: General configuration, workflow, scripting, EAI, PL/SQL.

Jan 2018 – Sep 2018: Christies, Developer, Siebel Sales 8.1.1.11 (OUI / IP13)

Mark joined this well-established Agile project as a development resource for ongoing updates and 3rd level support.

Key skills: General configuration, OUI, workflow, scripting, EAI, html, JavaScript, jQuery, Agile.

Jan 2016 – May 2017: Worldpay, Developer, Siebel Financial Services 8.1.1.14 (OUI)

Mark joined this established greenfield project to provide additional development support to assist in delivering new functionality to meet aggressive regular deadlines. He utilised his extensive experience to highlight many quality issues, define processes for managing and deploying reference data, and encouraging the team to share knowledge.

Key skills: General configuration, workflow, scripting, DVM, TaskUI, ADM, EAI, COM Data Control, OUI, Agile.

Jan 2015 - Dec 2015: FSCS, Development Lead, Siebel Financial Services 8.1.1.6

Mark was taken on to lead the Siebel development of a new regulatory project to add new modules and enhance an existing Siebel system in parallel to another independent Siebel project. Mark's role was to lead the design and implementation, initially as a team of one but which expanded to 4 developers.

Key skills: System design, general configuration, workflow, scripting, Assignment Manager, EIM, ADM.

Apr 2012 - Jun 2014: CS Computer Systems/Vipnet, Dev Lead, Siebel Communications for Wireless 8.1.1.10

Mark's role was to lead a team of junior developers, providing expert guidance, mentoring and technical assistance. Mark was responsible for many of the design decisions, ensuring best practices were followed and the most appropriate solutions implemented. Mark also introduced structured release procedures for deploying Siebel to multiple environments. This was a greenfield project where Siebel replaced a number of legacy systems.

Key skills: System design, development management, configuration, workflow, scripting, EAI, DVM, order mgmt.

Jul 2011 - Dec 2011: Oracle/IBM/UK Gov security cleared project (UK), Developer, Siebel Public Sector 8.1

Mark joined this well established project to compliment an expanding team and help the project meet its deadlines. The project involved a number of different technologies and consequently the Siebel stream required a large number of interfaces to be developed that passed messages via JMS queues to Oracle's BPM suite.

Key skills: General configuration, workflow, scripting, EAI, data validation manager, case management.

Aug 2010 - Apr 2011: Deloitte/Swedish Police (Sweden), Development Lead, Siebel Public Sector 8.2

Mark worked as the Development Lead for one of two streams on this Greenfield project for the Swedish Police. Mark was responsible for the design and managing the implementation, as well as performing much of the configuration. Mark also supported and mentored a very inexperienced project team, ensuring that the correct solutions and best practices were employed. This project was particularly challenging as it involved developing two applications in parallel that would need to be integrated in the final implementation, requiring the two streams to be aligned in their solutions.

Key skills: System design, development management, general configuration, workflow, scripting, EAI/EIM, assignment manager, data validation manager, case management.

Jan 2010 - Aug 2010: Logica CMG/UK Gov security cleared (UK), Siebel Authority, Siebel Public Sector 8.1

Mark was brought into this security cleared project as a Siebel expert to assist in recovering the project from issues resulting from a lack of experience in the current team members. Marks role was to help identify areas that required re-work, provide expert advice on solutions, and help plan the remaining of the project. Mark also mentored and assisted the junior dev team to ensure the most appropriate solutions and best practices were used, and performed much of the development work. Mark also introduced a deployment plan and procedures for migrating between environments.

Key skills: Solution design, configuration, workflow, scripting, EAI (MSMQ, VBCs), EIM, AM, case management.

Aug 2009 - Jan 2010: Deloitte/Uppsala & Knivsta Kommun (Sweden), Dev Lead, Siebel Public Sector 8.1

Mark was responsible for the design and development of this greenfield project for the management of social care and housing for local councils in Sweden. Mark worked as the sole Siebel expert on the project and was also responsible for training/mentoring a few of the junior staff at Deloitte.

Key skills: Config, workflow, EAI (web services), case mgmt, order mgmt, scripting, correspondence, BI Publisher.

Full Project Summary

Dates	Integrator/Client	Location	Role	Software
Jan 21-to date	Spinnaker Support	Global/Remote	Senior Technical Solutions Architect	All versions of Siebel
Dec 18–Sep 19	Permanent TSB	Ireland	Siebel Developer	Siebel Financial Services 8.1.1.16 OUI
Oct 18–Nov 18	Cancer Research	UK	Siebel Developer	Siebel Financial Services 8.1.1.14 OUI
Jan 18–Aug 18	Christies	UK	Siebel Developer	Siebel Sales 8.1.1.11 OUI
Jan 16–May 17	Worldpay	UK	Siebel Developer	Siebel Financial Services 8.1.1.14 OUI
Jan 15–Dec 15	FSCS	UK	Development Lead	Siebel Financial Services 8.1.1.6
Apr 12–Jun 14	CS Computer Systems/Vipnet	Croatia	Development Lead	Siebel Communications for Wireless 8.1.1.10
Jul 11–Dec 11	Oracle/IBM/UK Government security cleared project	UK	Siebel Developer	Siebel Public Sector 8.1
Aug 10–Apr 11	Deloitte/Swedish Police	Sweden	Development Lead	Siebel Public Sector 8.2
Jan 10–Aug 10	Logica CMG/UK Government security cleared project	UK	Siebel Authority	Siebel Public Sector 8.1
Aug 09–Jan 10	Deloitte/Uppsala and Knivsta Kommun	Sweden	Development Lead	Siebel Public Sector 8.1
Jan 09–Jul 09	Logica CMG/UK Government security cleared project	UK	Siebel EAI Developer	Siebel Public Sector 8.0
Mar 08–Sep 08	Deloitte/Com Hem	Sweden	Development Lead	Siebel Communications for Wireless 8.0.0.3
May 07–Feb 08	AstraZeneca	UK	Technical Lead	Siebel 7.7.2 Life Sciences/ Siebel Analytics 7.8
Apr 07–Apr 07	Amicus	UK	Actuate Developer	Siebel 7.8.2 ePublic Sector / Actuate 7
Jun 06–Dec 06	Capita/BBC TV Licencing	UK	Development Team Lead	Siebel 7.8.2 Marketing
Apr 06–Jun 06	Gemplus	France	Siebel/Actuate Developer	Siebel 7.5.3.8 Sales & Service / Actuate 6
Mar 06–Mar 06	Internet Solutions	South Africa	Siebel Developer	Siebel 7.8 eCommunications
Jun 05–Dec 05	IBM/Department for Work and Pensions	UK	Siebel/Actuate Developer	Siebel 7.8 ePublic Sector / Actuate 7
Mar 05–Apr 05	IBM/Lloyds TSB	UK	Siebel/Actuate Developer	Siebel 7.7 Financial Services / Actuate 7
Oct 04–Feb 05	Siebel/SKF	Sweden	Siebel Developer	Siebel 7.7 High Tech and Industrial Maintenance (HTIM)
Apr 04–Jul 04	Unilever	UK	Application Support	Siebel 6.3 & 7.5 Consumer Goods
Mar 03–Mar 04	Valoris/BBC TV Licencing	UK	Business Analyst & Development Team Lead	Siebel 7.5 eEnergy
Jan 03–Mar 03	Extraprise/British Telecom	UK	Siebel Developer	Siebel 6
Jan 02–Dec 02	Extraprise/Nuon	Netherlands	Technical Lead	Siebel 6 Call Centre & Siebel 7.5 eEnergy
Nov 01–Dec 01	Extraprise/Wolters Kluwers	Netherlands	Siebel Developer	Siebel 6 eCommunications
Aug 01–Aug 01	Extraprise/Achmea/Eureko	Netherlands	Siebel Developer	Siebel 6
Jul 01–Nov 01	Extraprise/ABN Amro	Netherlands	Siebel Developer	Siebel 6 HTML Thin Client
Feb 01–Jun 01	Extraprise/7C	UK	Technical Lead	Siebel 6 Call Centre
Jul 00–Oct 00	Extraprise/Marconi Communications	UK	Technical Lead	Siebel 99.5 Sales & Service
Jan 00–Jul 00	Pointer Consulting/McKesson HBOC	UK	Technical Lead	Siebel 99.5 Sales and Marketing
Jan 98–Dec 99	SPA Microsystems/ICI Paints	UK	Technical Lead	Siebel 3 & Siebel 98
Apr 91–Oct 98	SPA Microsystems/Various Projects	UK	Technical Lead	Dataflex 2.3 to 3.05

Please see www.siebelconsultant.co.uk for a more detailed description of these projects.