

## Ahmad Khalifa

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### Objective

To obtain a challenging opportunity as a software consultant that will enhance my professional skills.

### Work Experience

2008, 2010

**Siebel Consultant** at *Celfocus/Novabase ME* for *EITC (Du) CRM Project*.

- Performing design, configuration, development, production support, performance optimization, and walk-throughs with analysis and testing teams.
- Participated in developing and maintaining modules including:
  - + CTI integration with Cisco, Trouble Tickets, Order Management, Product Administration, Pricing, eConfigurator, EAI
  - + Configuration, eScript, RTEs, SmartScripts, Assignment Rules, Workflows, Integration using: IO, VBC, JMS Transport
  - + Production support with deployment packages, troubleshooting and health checks.

2005, 2007

**Siebel Consultant** at *Asset Technology Group* for *Vodafone Egypt CRM Project*.

- Performed tasks ranging from functional analysis, configuration to production support and performance optimization.
- Participated in developing and maintaining modules including:
  - + Account Management, Service Requests, Loyalty, Assignment Manager, SmartScripts, CTI integration with Genesys, eScript, RTEs, EAI, and Workflow Processes and Policies.
  - + Siebel Integration using: EBC/VBC, Integration Objects, Web Services, Java Data Bean, and COM Objects.
  - + Production deployment COM macros, server/component configuration, and troubleshooting.

**Software Developer** at *Asset Technology Group*

- Part of the Jupiter ECM team and the mobile eServices application using Java technologies.

2004, 2005

**Software Developer** at *MAIN Telecom*

- Participated in VoIP-based call center development & SMS integration, developing the IVR Architecture and IVR graphical design tool using C/C++.

2001, 2002

**Web Developer** at *Karisma-tk*

- Developed custom Javascript/HTML/ASP scripts for a recreational website.

### Education

2000-2004

**Bachelor of Science in Computer Science** Arab Academy of Science & Technology & Maritime Transport (AAST MT) Cairo, Egypt.

### Technical Skills

Programming Languages:

Fluent in **C/C++**, **HTML**, **Java**, **Javascript**, **SQL**, **VB/VBA**

Training Courses:

Siebel C/OM Order to Quote, Siebel C/OM Pricing Configuration

Development Tools:

Siebel Tools, MS Visual C++, Visual Basic, Visual C#, NetBeans, Eclipse, Jdeveloper. Oracle DB, MySQL DB server

Additional Tools/Knowledge:

Areas of Experience (**CRM**, **CTI**, **i18n**, **BiDi**, **Document Management**, **Performance optimization**)  
Design Patterns, Encryption/Compression Techniques, Linux, MS Project, OpenOffice, Photoshop, Adobe Flash.

### Personal Information

Self Motivated and driven to produce results, with a "Can Do" attitude and the ability to multitask.

Languages: Arabic, English

DOB: 13<sup>th</sup> July 1983

Nationality: Egyptian

Address: Cairo, Egypt