

CV – Miriam McCabe, MA

I am an all round internationally experienced consultant, project manager and business analyst with over ten years of Oracle Siebel experience. I have contributed to and managed many different projects and am especially effective in roles that require coming up with creative solutions and where cooperation between business and IT is required.

Clients – Independent IT and organisation advice since 2004

Apr 2010 – Present: **Project Manager** at *RBS, Amsterdam*

At RBS I have lead a project to replace a costly document approval workflow system within the Siebel Call Center application solution in place. Currently, I am responsible for Strategic projects and working on obtaining approval for a large strategic innovative project.

Feb 2009 – Apr 2010: **Product Manager** at *Amadeus, Sophia-Antipolis, France*

At Amadeus the following Siebel modules were deployed: eService, Call Center, Sales, Training, eTraining and CTI. My main responsibility was to ensure functional coherence across these different modules and applications. Additional responsibilities included gathering requirements, creation of functional solution designs to answer to the business requirements and management of the development team. In the final months of the project, I wrote the functional design for advanced user management for the Siebel & KANA integration.

Oct 2008 – Sep 2009: **Lead Business Analyst** at *RBS, Amsterdam*

Lead BA on project to upgrade the Siebel application from version 6 to 8. Main responsibilities included coming up with the right solutions within Siebel to answer to the business requirements, facilitating workshops with the different stakeholders and interfacing with the IT organisation.

Feb 2007 – Sept 2008: **Project Manager** at *Amadeus, Sophia-Antipolis, France*

As the Project Manager for this global Siebel Integration Project, I was responsible for the global deployment of a new multilingual website, the “e-Support Center,” that Amadeus was developing for Travel Agents. The website was built on integration between Siebel CRM technology (eService) and the KANA knowledge management product (KANA IQ) based on Web Services.

Oct 2004 – Oct 2006: **Project Manager** at *Telegraaf, Amsterdam*

As Project Manager I was responsible for two full release cycles including scoping, requirements gathering, design, development, testing, release management and data migration. The development team consisted party of independent contractors and partly of a team belonging to an integrator.

Oct 2005 – Oct 2006: **Team Leader Siebel Support**, at *Telegraaf, Amsterdam*

As the Team Lead for the maintenance team, I built a team of seven people. I was responsible for the team’s planning, bug fixing, and roll-out to production, planning of maintenance releases, coordination and roll-out of hot fixes.

Oct 2004 – Oct 2005: **Release Manager**, at *Telegraaf, Amsterdam*

As Release Manager I was responsible for releasing the Siebel software on time across the environments including the major go-lives to production. I also developed the data migration process of Siebel data from one Siebel environment to another with ADM (Application Deployment Manager). I also managed the coordinated go-live of the numerous integration points (Genesys CTI, billing system and others) with the Siebel System and prepared the in-house Release and Change Management roles to take over responsibility for the Siebel releases.

Clients - Until 2004 working as an employee

Mar 2004 – Aug 2004: **Project Manager** at *Postbank, Amsterdam (Extraprise employee)*
As Project Manager I was responsible for all aspects of delivering training to the end users of the Siebel application (900 Call Centre agents and 160 Correspondence employees) on four locations in the Netherlands.

Mar 2002 – Mar 2004: **Technical Team Lead** at *ABN, Amstelveen (Extraprise employee)*
At ABN I was assigned as technical consultant for 5 full project cycles. My work included interfacing with the business, (impact) analyses, design and development of new requirements and maintenance of the running implementation (production issues), implementation of new releases, data migration, integration, and development of JavaScript libraries.

Oct 2000 – Jan 2002: **Siebel Consultant** at *Siebel Systems B.V. (Now Oracle B.V.), Amsterdam*
At Siebel, I was mainly concerned with designing and developing customers' Siebel environments.

References and detailed CV

I can provide references and my detailed CV on request.