

Jatin Dahiya

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EDUCATION

The LNM Institute of Information Technology

Bachelor of Technology in Computer Science

Jaipur, India

Aug 2019 – May 2023

EXPERIENCE

Siebel CRM Developer

Dec 2025 – Present

Upsource Capability Center Private Limited

Remote

- Configure, customize, and maintain Oracle Siebel CRM applications, including workflows, business services, and eScript logic, to support enterprise business processes
- Translate functional requirements into scalable Siebel CRM configurations, ensuring solutions align with client business objectives and industry best practices
- Troubleshoot and resolve issues across Siebel CRM modules, partnering with cross-functional and QA teams to maintain system stability and performance
- Contribute to ongoing CRM enhancement initiatives, leveraging SQL and Siebel Tools to improve data integrity, integration reliability, and user experience

Systems Engineer

Dec 2023 – Nov 2025

Tata Consultancy Services (TCS)

Hyderabad, India

- Architected and customized Oracle Siebel CRM solutions for enterprise clients, streamlining business workflows and improving system efficiency through custom JavaScript-based enhancements
- Built scalable enterprise applications using JavaScript, SQL, and Oracle technologies, delivering client-specific solutions that improved operational productivity
- Designed and optimized complex SQL database schemas and queries, ensuring data integrity, performance, and efficient retrieval across large-scale systems
- Partnered with cross-functional teams in Agile environments to deliver high-quality software solutions, consistently meeting project deadlines and exceeding client expectations
- Championed continuous improvement initiatives by evaluating emerging technologies and implementing solutions that delivered measurable business value

Game Developer Intern

Jun 2022 – Jul 2022

Atthah

Gurugram, India

- Developed interactive 2D UI games and contributed to metaverse projects, gaining hands-on experience with game development frameworks and 3D environments
- Strengthened problem-solving and collaboration skills by working closely with senior developers on complex technical challenges in fast-paced development cycles
- Sharpened technical communication and time-management abilities while delivering multiple game features within strict project timelines

PROJECTS

Portfolio Website | *React, JavaScript, HTML/CSS, Responsive Design*

- Built a responsive personal portfolio website showcasing projects and technical skills using modern web technologies
- Implemented clean UI/UX principles and optimized for performance and cross-browser compatibility

Enterprise CRM Customization | *Oracle Siebel, JavaScript, SQL, XML*

- Customized Oracle Siebel CRM modules to automate business processes, reducing manual effort by 40%
- Developed custom JavaScript functions and SQL procedures to enhance system functionality and user experience

TECHNICAL SKILLS

Programming Languages: JavaScript, SQL, Python, C++, Java

Technologies & Frameworks: Oracle Siebel CRM, React, Node.js, HTML/CSS, Git, RESTful APIs

Database Systems: Oracle Database, MySQL, PostgreSQL, SQL Server

Tools & Platforms: Git/GitHub, VS Code, Eclipse, Jira, Agile/Scrum methodologies

Core Competencies: Data Structures & Algorithms, Object-Oriented Programming, Database Design, System Architecture, Problem Solving