**Profile**

* Dynamic professional with 15 years of experience in IT and Telecom domain (6 years as Business Analyst, 9 years as project coordinator) and handled full life cycle implementation and production roll out of major projects in Telecom domain.
* Good knowledge in GSM and CDMA technologies and having expertise in prepaid Billing of multiple IN systems like Alcatel, Telcordia, Ericsson, Huawei, product life cycle process, mediation and other network related platforms like HLR, MSC etc.
* Good exposure to various telecom large scale product implementation, fraud, revenue assurance process, product validation and testing.
* Working with the client and development team to ensure proper translation of client requirements into technical inputs by analyzing and eliciting all Business requirements and communicating with the product owners, clients and the development team on timely basis.
* Highly effective in Stake holder collaboration. Have successfully managed different stake holders like revenue assurance, marketing and other Internal and external teams thereby ensuring the final product implemented is in line with the business requirement.

**Areas of EXPERTISE**

**Functional:**

* Understanding and analyzing various strategic and dynamic needs and requirements of the Business.
* Responsible for driving IT solutions and acting as a catalyst to successfully implement the Business goals.
* Be the Client interface and ensure that the project results fulfill the specified requirements. Effectively communicate with all the stake holders throughout the project implementation life cycle.
* Work in close coordination with client and ensure all the issue\risk are addressed before time and to ensure regular progress meetings are held with the client and maintain the risk register throughout the project life cycle.
* Played key roles in implementing product specific solutions ranging from Service fulfillment, assurance, billing, rating, mediation, Service Management and other solutions around OSS/BSS both in Pre-paid and Post-paid Telecom Business.
* Translation of Business requirements into technical understanding by interacting with all stake holders. This helped in bridging the gap between client and the technical team. Specialized in Telecom Provisioning and Billing projects and good understanding of Telecom billing framework.
* Good experience in Project Management, Documentation, Requirement Analysis, Business Requirement Document (BRD), Use Cases, User Interface Designs and Report specifications.

**Behavioral:**

* Excellent record of success in achieving complex objectives and timelines.
* An effective communicator with excellent troubleshooting, project management, problem resolution and people management skills.
* Highly result oriented and aligned to organizational goals.
* Ability to communicate effectively with both technical and non-technical people at all levels of the organization.
* Quick learner who can master all aspects of job with limited training.

**Experience**

* Bharti Airtel, Jul 2019 – Till Date

Location: Gurgaon, India

Role: Analyst – NPI Lead in Revenue Assurance Team

* Tata Teleservices Ltd, Feb 2005 – Jun 2019

Location: Hyderabad, India

* AP Agro Industries Development Corporation Ltd., Apr 2004 – Feb 2005

Location: Hyderabad, India

**tELECOM eXPERIENCE**

* **Bharti Airtel**

Airtel is a leading telecom service provider in India based Mobile Virtual Network Operator (MVNO) providing wireless/wireline services across.

**Job Responsibilities**:

* To establish control for risk mitigation through review of SPSR (Service Path & Service Revenue Path) on launch of new products / node or on account of change management.
* To ensure periodic updation of process and associated risks through Process compliance Monitoring.
* To support operations in assessment of the automation needs and support operations in its implementation.
* Skill up gradation of RA employees through regular training on RA vertical knowledge and periodic updation of the training content.
* Driving & assessing benchmarking of RA controls across the OpCos and business units in order to establish uniformity across the OpCos and business units.
* To review and validate the net cash benefits/inputs to Revenue Assurance P&I.
* **Tata Teleserices LTD**

Tata Teleservices LTD is a leading telecom service provider in INDIA providing services in CDMA and GSM wireless/wire-line services. Operating in 20 Circles offering wide range of services.

**Experience Domain**:

Products & Services:

* Prepaid & Post-paid Wireless Products– Voice, Data & VAS services
* Wire line products
* Roaming Services
* 4G/3G Services

**Functional Areas:**

* Single point of contact for all billing related queries for clients across Pan India
* Requirement Elicitation
* Stake holder Management
* Product Management – Tariff plan for Data/Voice and recharge configurations.
* Documentation in both Water-Fall and Agile methodologies. (BRD, Use-Cases, User stories, Process Work Flows etc.)

**Applications:**

Worked extensively on the following application domains (vendor specific and custom developed) mainly in Risk analysis and Scope Management.

* Billing Systems – Telcordia IN (Intelligent Network) & MCA interface to IN for Prepaid, AMD & Kenan for Post-paid.
* Provisioning and Mediation Platform.
* CRM & TIPPS for service management
* Recharge application – EVD/LAPU

**Major Projects & Key Result Areas (KRA’s):**

* Liaison between the various business units of the company, technology teams and various other support functions within the organization. Getting all the SLA’s signed-off with all the stake-holders and coordinating with both internal and external customers and clients efficiently.
* **GST**: Have taken end to end responsibility in integrating Billing platform with a new revenue stream pertaining to all Business services across Pan India in accordance to new service tax regulations laid by the Govt. of India.
* **Roaming**: Handled roaming services launch through ICR integration with Airtel and Rcom. Taken end to end responsibility and successfully implemented the project within the scope and the budget.
* **3G/4G services for Tata customers**: Played significant role in the launch of 3G/4G services within stringent timelines. Major areas include provisioning, billing, new products creation, integration with new network elements like PCRF, Device manager etc.
* Coordinating with vendors to resolve critical issues and acted as an interface between the Client and Vendors. Played key role in the Implementation of automatic process for error free product configuration in the prepaid system.
* Doing the Risk analysis of the project with the help of Fish-Bone, Run-chart etc and reporting to the team to find ways to mitigate the risks and avoid such issues in further course of the project.
* Review each milestone of the project and track the performance visa-vis the BRD and Service agreement and thus ensuring that the project is being implemented within the scope. Also conducting the feedback/Review meetings with the team.
* HVC Product launch for prepaid customers which led to huge revenues – All IT systems integration is designed and got the implementation done within very short span of time – My Team has received CIO award for this and got acclaims from BU & other stakeholders.

Position: **Project Coordinator** – Handling projects related to Consumer Mobile Business unit (CMBU)

**Key Projects & Responsibilities**

* Handled the role of “Project Coordinator” for entire mobility projects pertaining to all areas of OSS - service fulfillment, assurance, along with billing and accounting for mobile customers.
* Played key role in Launch of GSM Services for Pre-paid.
* Played key role in the launch of EVD application for online electronic recharges instead of paper based recharges.
* Implemented complete automation of several manual charging modules like Special Tariff vouchers, Location based charging (home zone) etc.
* Implemented CUG in prepaid with the name of Buddy-net: Successfully coordinated with the vendor, development team and all related stake holders and thus implemented the project within the allocated budget.
* Implemented the product configuration tool and extended to BU for configuring the recharge denominations through front end itself – along with self-care.
* Identified new areas of optimization to save cost to the organization and effective functioning of the day to day operations of Pan India business.
* Part of the configuration team for all prepaid product configurations of Pan India with utmost accuracy.
* Coordinated with the testing team and prepared the UAT scenarios for all the functionalities. Shared training PPTs to Business team and also coordinated the internal audit team clearances for all the functionalities.
* Have handled operational issues to support smooth functioning of the business processes which helped in identifying system / process gaps if any and regularized the same. Also took active participation in the new work flow deployment for charging matrix configurations.
* **AP Agro Ind. Dev. Co. Ltd**

Worked as a professional assistant for automation of day to day manual process using Visual basic, SQL and Crystal reports.

Education

* **M.B.A. (IT)** from Sikkim Manipal University.
* **B.Com** from Nagarjuna University

ACHIEVEMENTS

* Awarded with “Super star” – for significant contribution in the GSM 3G services respectively.
* Awarded with “Star of the month” for 3 times in my span of five years as Business Analyst.
* Received Achievers Club award for launch of GSM services.
* Attended the Green Belt Six Sigma training program and completed 1 Green belt project.