

Hitesh Aluria

Business Analyst

Achievement-driven individual; targeting assignments in Billing system & Operations for all aspects of revenue assurance audits & controls with a high reputed organization



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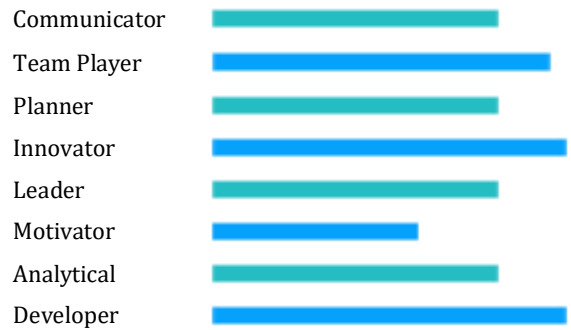
Technical Skills



Fraud Analysis
JIRA
Liaison & Coordination
Customer Relationship Management
Visio, Draw.io

MS-Office/ Ms- Access
SQL, Agile Methodologies
Data Analysis/UNIX
AWS

Soft Skills



Timeline



Profile Summary

- 4 Years of Experience as Business analyst for Network system & Operations for all aspects of revenue assurance audits & controls in the field of Telecommunication.
- Key Team member in off-shore projects for RA controls implementation in India.
- Experienced in **Microsoft Office Excel, Access, Power point, Toad, AQT.**
- Good communication, analytical, problem-solving, leadership and presentation skills

Academic Details

- B. Tech from I.P. University in Information Technology
- 12th from CBSE Board in 2008
- 10th from CBSE Board in 2006

Personal Details

- Date of Birth: 9th March 1990
- Languages Known: English, Hindi
- Address: 3264/28, Bedon Pura, Karol Bagh, New Delhi-110005

Organizational Experience

Company: Bharti Airtel Ltd (2016 – present)

Profile: Analyst

Job Description:

- Analyzing various technical nodes (HLR, MSC, IN, FX etc.,) of the Network to ensure the quality and correct functioning of them.
- Ensuring the correct provisioning of the subscribers on these nodes.
- Performing the monthly reconciliations for maintaining the correct mapping of network parameters.
- Fetch data from various Oracle database using SQL query for IN, Billing and Network nodes.
- Checking the daily trends of these network parameters to ensure the synchronization of these nodes.
- Work with cross-functional teams in resolving financial and revenue related issues.
- To ensure periodic updating of Processes and associated risks through Process Compliance Monitoring.
- Root cause analysis and drive resolution cross-functionally within the organization.
- Managing the subscribers of Pan India, Congo B, Ghana & Rwanda.
- Performing the command validation for Pan India.
- HLR Migration – Migration of HLR from Ericsson to Nokia by mapping the similar parameters.
- Managing various business-driven projects of Network Assurance.
- Conducted User Acceptance Testing (UAT) and supported the team during new Network changes
- Validated and tested the network configuration changes at PAN India level
- Analyzed the business requirement, create test strategy, generate the test plane and test case
- Developed and executed the automation scripts

BUSINESS PROJECT

Project 1: 3G Provisioning Project

Description:

- It is a business driven project. To identify the non-3G subscribers and provision the 3G parameter for them in order to reduce customer dissatisfaction and increase the revenue. It is performed on circle-wise, Pan India Base.

Project 2: 4G Provisioning Project

Description:

- It is a business driven project. To identify the non-4G subscribers and provision the 4G parameter for them in order to reduce customer dissatisfaction and increase the revenue. It is performed on circle-wise, Pan India Base.

Project 3: NT_HLR Migration Project

Description:

- It is a business driven project. In which Migration of complete HLR base from Ericsson to Nokia take place which includes the following activities:
- Command validation(scenario based)
- Mapping of all Ericsson parameter to Corresponding Nokia parameters.
- Testing the output of the command for correctness.
- Validation of data before and after migration through SQL queries.

Company: Bharti Airtel Ltd (2015 TO 2016)

Profile: Fraud Analyst

Job Description:

- Analysis and identification of high and inconsistent usage in Roaming (HUR) amounting to fraud.
- Mobility & Telemedia ISD monitoring for PRS(Premium Rate Service) & IRSF(International) Revenue Shared
- Involving investigation malicious spikes generated in internal calls viz.
- Missed Calls / Wangiri Fraud
- Subscriptions
- Premium Rate Service
- Misuse of ISD rate cutter plan
- SIMBOX Fraud

Highlights:

- To prevent the revenue leakage for the company by performing various controls in Network department. In additional, it also requires developing and implementing new procedures to mitigate such losses.

Technical Skills

- C Language
- Operating System, Basic Java Technology
- Microsoft Office, Net beans, Turbo C++
- CCNA[Router Configuration(OSPF,IGMMP,RIP-1,RIP-2)]
- IP Addressing Subnet, Super net) and Other Network Aspects]
- Mobile Communication, Troubleshooting
- Basics of Linux command

Signature
(Hitesh Aluria)