Himanshu Sharma

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PROFESSIONAL PROFILE

- Having Around 4.8 years of IT experience in supporting Telecom and industrial applications in client server environment and approximate 2 year of experience as an Oracle DBA also with application support.

- Good knowledge & Understanding of Rating and Billing, Operations and Payment.

- Extensive hands on experience in SQL Queries with trouble shooting and testing background.

- Familiar with Linux and Windows operating systems with essential knowledge of Linux commands and scripting.

- Experience with Oracle 10g/11g software installations and configuration in Linuxand Windows environments

- Proficient in Standalone/RAC Database administration including Backups and Recovery strategies with Linux and Windows Environments.

- Experience in configuring RMAN backups, HOT/COLD backups and testing backups, Data Pump Import and Export

- Experience in configuring Data Guard Physical/Logical Standby Databases.

- Proven skills of quick learning and implementing new technologies.

SKILL SET

Technical Skills   :UNIX, Oracle, SQL, C language ,Pl/SQL, shell scripting,SAP-PM,SAP-MM

Database   : Oracle 10g/11g/12c.

Tools   :MS Office, Putty, Supper Putty, SQL Developer, IBM Lotus Notes, WinScp

Operating System :UNIX/LINUX, AIX, WINDOWS

ACADEMIC PROFILE

- **B.Tech** (Electronics & Communication Engineering)from SRM UNIVERSITY with 6.45CGPA -**2014.**

- **Intermediate** (12th Standard) from K.L.MEHTA DAYANAND SR.SECONDARY PUBLIC SCHOOL(**C.B.S.E**) – Aggregate 60.2% - **2010.**

- **High School** (10th Standard) from MODERN PUBLIC SCHOOL,SECTOR-37,FARIDABAD(**H.B.S.E**)- Aggregate 74.04% -**2008**.

PROJECT DETAILS

➢ **BHARTI AIRTEL (Postpaid Billing Using Kenan)5ᵗʰOct 2017 – Till Date**

       Role   :   **Software Support Engineer**

       Client :   **BhartiAirtel**

       Employer   :   **Amdocs**

Project Description **- BhartiAirtel India** is a well-established Telecom Operator in India. It having its presence all over India, with state of art Telecom services, the centralized operation for Rating and Billing are carried out by Amdocs.

Responsibilities:

- Diagnosing and solving all Billing relates queries and incidents.

- Ensuring smooth functioning of Pre and Post bill cycle.

- Executing and monitoring all the Batch processes off Billing.

- Working for Space management in Tablespaces and archive locations.

- Taking RMAN and export Backup as per user requirements and Restore that also.

- Troubleshooting oracle errors facing by end users and RMAN backup related issues.

- Working on tickets raised by client.

➢ **BHARTI AIRTEL (Postpaid Billing Using Kenan)15ᵗʰSept 2015 – 04ᵗʰOct 2017**

       Role   :   **Billing Specialist**

   Client   :   **BhartiAirtel**

   Employer   :   **IBM India pvt ltd**

Project Description **- BhartiAirtel India** is a well-established Telecom Operator in India. It having its presence all over India, with state of art Telecom services, the centralized operation for Rating and Billing are carried out by IBM India pvt ltd.

- Worked with Central Billing Team, Supporting the operations of Billing in KENAN FX-Billing System.

- In central billing team we do the billing of Airtel postpaid subscriber along with billing,team Perform prebilling, post billing activity and support the business need ofclient.

Responsibilities:

- Adept in end to end development of telecom billing processes and working in Kenan Billing System (Arbor& FX).

- Looking after the downstream requirements of Billing Process.

- Handling Performa Billings (Duplicate billings include BIP, BIF).

- Communicating with the client, analyzing their requirements from time to time and providing appropriate solution.

- Responsible for generating Test bill and taking the approval from Business for final bill run.

- Performing prebill activity before the bill run which include various update before bill run.

- Performing billing activity on entire base for the particular bill cycle.

- Performing reconciliation on the processed accounts and the billable base to achieve 100% completion.

- Provide the Postbill report to the business people.

- Handling all the billing related queries from business users.

- Resolving the various ticket related to billing raised by user or business people.

- Back-out of invoices, whenever required.

- Handling all the billing related queries from business users.

> **BSES (SAP-PM,MM)15th Sept 2014 – 14thSept 2015**

Role   :   **Graduate Engineer Trainee**

Client   :   **BSES(Bombay Suburban Electric Supply)**

Employer   :   **ADECCO INDIA PVT LTD**

Responsibilities in support project

- Handling customization, configuration, and enhancement related issues

- Handling tickets on Day to Day basis

- Monitoring S&D reports on daily basis required by clients

- Preparing functional specification documents

- Preparing end user training Documents

PERSONAL DETAILS

- Father's name   :   Devendra Pal Sharma

- Date of Birth   :   28-03-1993

- Nationality   **:**   Indian

- Gender   **:**   Male

- Languages Known   **:**   English, Hindi

- Hobbies   :   Listening to Music, playing cricket.

DECLARATION

I hereby declare that above mentioned information is correct to the best of my knowledge.

Himanshu Sharma