ABHILASH SHARMA
Software Engineering Manager
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Summary

- **15+ years of IT experience** in **software development in subscription billing and telecom billing with production support** in BSS/Telecom, Cable Billing domain & mediation. Methodologies followed **waterfall, agile and DEVOPS**.

- Currently working as Software development Manager for DevOps/Dev team in Amdocs Digital Experience RnD team for EXP/Power Dynamics CEP Care teams.

- Managing DevOps upgrades(Nexus,jenkins), maintaining CD pipeline KPIs for Dev Experience , handling Enhancement items , OGS and DevOps- NFRs.

- Worked as a Software Development Manager in **Subscription Billing (Vindicia Project)**. Managing Development of Core functionalities, Maintenance and providing feature estimations for complex Billing modules, subscription billing microservices.

- Managing Version Upgrades, Handling Dev NFRs, Migration and telecom industry upgrades like **Shared Data Group, Connected Cars, Roam like home, upgrade to support TMF standards for billing.**

- Ability to **multi-task ,**along with people management, handling multiple scrum responsibilities, looking into recruitment of new team members , interaction with POs/Architechts for different projects and aligning different stake holders (release managers, CouldOps , DevOps , Onsite team)

- Worked as **Telecom Product Owner** with experience in Scoping, Consulting, Technical Design, interaction with Customer to close on different interfacing documents and aligning them with the development team.

- **Designed and implemented complex projects** of emerging telecom world technologies - **to solve real world problems**, pioneering innovations for Major clients like **AT&T USA, AT&T Mexico, Telkom SA, Globe, Orange Spain** while working on best telecom billing solution systems.

- **Knowledge** of software **containerization** platforms like **Docker** and **container** orchestration tools like **Kubernetes** and **Docker** Swarm , **Artificial Intelligence**(Machine Leaning, Natural Language Processing)

- Completed Azure AI Fundamentals certification in Sep2024. Microsoft certification ID: 1100108236

- Knowledge of Cloud , did AWS cloud certification in 2018 (To be renewed)
  - **Amazon Web Services certified solution Architect (Associate). Certification date 4th-**
  - **AUG2018.** Validation Number: M0LDR1K2K111Q6WC
  - https://aw.certmetrics.com/amazon/public/verification.aspx

Academic Details

- Completed **MCA** in 2009 from Maulana Azad National Institute Bhopal (**NIT-Bhopal**): **8.34** CGPA

Technical Details

Programming/Scripting Languages/DBMS	Unix/Linux Shell Script, Python , SQL PL-SQL,Oracle 11g ,Java, cpp
Virtualization/Cloud Computing/Containerization platform	VMware GemFire In-memory Data Grid(pivotal) , AWS certified solution Architect (Associate), Docker , Kubernetes.
Development Tools/Environment	Perforce, Rally, CA Harvest Software Change Manager (XtraC) , Jira, HP Quality Center, ATT-Webtrax, Amdocs internal - RBMS tool & ASMM/xacct frame work, Amdocs IDE , Wireshark ,Jenkins CI/CD , Nexus,confluence,git/github.
Main features and protocols worked on	File-Based (Diameter protocol), Online Session based Processing(CCR,CCA) , Real-time notification to Kafka, PCRF, PGW/GGSN flows Sy/Gy (SNR,SNA,SLR,SLA,CCR,CCA),TMForum Standards TMF654(PBM),TMF635(UM) ,TMF677(UC)

Experience

Amdocs Pune, India

- **Duration: 13+ years** (July 2010 – till date)

- **Designation**: Software Development Manager

- **Project/Client Name** : Amdocs RnD, Vindicia (Core Engineering team) ,AT&T MOBILITY US, ATT-Uverse US, ATT- Mexico, Telkom -South Africa ,Orange-Spain

Responsibility:

- Managing and leading a team of 15+ members, executing their growth learning plan by providing the continues guidance/feedback/trainings.

- Provide necessary knowledge transfer and assistance in code-review during various implementations and CR changes.

- Plan and support software upgrades during major and minor version release of highly available real time /subscription-billing systems. Active participation in Agile ceremonies (PI plan, Sprint planning, Standups, Sprint Planning , demo etc) and ensuring smooth project delivery.

- Ensure defect SLAs (Service Level Agreement) and KPIs (Key performance Indicator) are met as per Client - Amdocs agreement.

- Responsible for establishing all the engineering best practices in the product. Special focus on quality and KPI along with the timely delivery of the product.

- Participate in design discussions with system architecture teams ensuring product development is aligned with system stability.
- Lead calls with customers/PO's and other stakeholders and represent Amdocs for new projects and supporting existing projects.

Project Details:

Currently managing Dev/DevOps team in Amdocs Digital Experience RnD team, before that was managing Subscription billing core engineering team , Earlier worked as Lead and developer in applications (Turbo charging, Audit and Formatting, RLC), which are part of AT&T mobility. Was part of the AT&T team in three major TC upgrades TC7.5, TC8.1, TC9.1, and TC 9.3 .Orange Spain TC 10.2 (C1/D1) version

Tata Consultancy Services, Mumbai, India • Duration: 10

months (Sep 2009 – July 2010)

- **Designation**: Software Engineer (Trainee).

Worked in Telecom domain with Nortel Networks, USA (now Ericsson) Client. Technology used: Protel and Unix.

Personal Information

Date of Birth   : 31-05-1984.
Valid Visa   : US-B1