

AKSHAY MALIK

Consultant (INFOSYS)

Akshay has an overall 7+ years of experience in **Infosys** as a **Package Consultant** with good knowledge of telecommunication domain, Business Analysis, Hansen/Sigma Product Catalog & Workbench (Hansen), PLM, BSS, requirement gathering, scrum, basics of OM and CPQ and component solution design. Aware of SDLC, Agile and ITIL processes.

Education

Schooling (CBSE) -> 10th – 86%, 12th – 78%

Bachelor of Technology: Electronics and Communications

- NC College of Engineering - Kurukshetra University - 72.2%

PGDM: Information Technology and Systems Management

- NMIMS, Mumbai – 76%

Work History (Projects/Clients with Infosys)

JAN 2019 - CONSULTANT (Techno-Domain Consultant)

Present

INMARSAT (Infosys Project) (2021, 2023 - Onsite, London)

- **Product Modeling** - Responsible for product configuration and development in Sigma product catalog (Hansen) and workbench.
- Responsible for performing **unit testing** on Catalog Services, SFDC (CPQ UI, Quote Creation), Order Management (Order checking) for product configuration.
- Responsible for **deployment** in different environments and preparing Release Notes for the same.
- **Business Analysis** - Collecting, understanding the business requirements of project, and translating these into functional specification.
- **Solution Design** - Designing Low Level Design Document (LLD) and data sheets, User Acceptance Testcase (UAT), POC's, reviewing the requirements and business specifications, creating and grooming Jira stories.
- **Client Interaction**, Commitment towards customer service complying company standards/processes.
- Effective tracking and resolution with **JIRA Dashboard for bugs and stories** and enhancement raised to delivery/prod
- Coordinating with various teams for any dependency to achieve successful delivery, drives scrum and triage calls & handling dev team of 10+ members.
- Worked on **Product Upgrade** (Catalog) with Hansen.

Contact

Address

Gurugram, India

Phone

+91 8295434269/9289072673

E-mail

akshay.malik1323uk@gmail.com

Processes/Software

Telecommunication, PLM, SDLC, Agile, ITIL, Networking, Infrastructure, Scrum.

Hansen Product Catalog, Jira, Confluence, Excel, SFDC, AWS, XML/XSLT, API, HLD/LLD (BRD/FSD)

Key Skills/Concepts

- BSS
- Product Configuration & Solution Design
- Requirement analysis & design, Business Process Consulting & Solution Delivery
- TM Forum Concepts Knowledge

SEP 2018 -
DEC 2018

ACON Bridge Training (Infosys Training)

- Cleared Stringent selection process for Infosys Flagship Bridge to Consulting Program and successfully completed the rigorous Communication and Media Domain Training.
- Completed HMM trainings for Business Case Development, Change Management, Customer Focus, Global Collaboration, Requirement elicitation and gathering, Client Orientation and interfacing, Business presentation and some more necessary HMM trainings.
- Completed Stream training in PLM, OSS/BSS, Sigma product Catalog (Hansen) and workbench, SFDC.

MAY 2018 -
AUG 2018

Senior System Engineer

COMCAST CABLES (Infosys Project)

- Designed and developed an internal portal for real time data streaming of connections of various network devices.
- Worked on the frontend part to make the portal more responsive and presentable.
- Worked in fixed sprint time and at the end of each sprint, team reviewed the backlog of features and re-prioritize where we should invest time in the next sprints.

MAY 2017 -
MAY 2018

System Engineer

Reckitt Benckiser (Infosys Projects)

- Handling Change requests and priority tickets solving using service now.
- Troubleshooting of various applications issue on window 7 and window 10.
- Application Packaging using Admin Studio & Install Shield 2016.
- Deploying applications globally on window systems using LANDesk Management Tool (Ivanti).

Certifications

Internal: Skill Tag – Package Consultant

Infosys Global Agile, Infosys Global Agile Developer, ECS - Communications T100, T200 and T300, Infosys Certified Product Lifecycle Management Specialist, Infosys Certified Telecom Plan and Build, Infosys Certified Salesforce Administrator, ACON Bridge Certification, Introduction to software defined networking and Network, HMM certifications

Achievements

- RISE Award (Domain Specialist - Domain Ninja) in DCG
- Onsite – London (UK)
- Certificate of Appreciation from INMARSAT client
- High Digital Quotient score on internal portal
- Insta Award

Additional Information

- Also works on **RCA, gap analysis, troubleshooting, POC's** and problem resolutions.
- Drives **Grooming calls, Doubt Session calls, Scope Prioritization calls, KT calls** and joins **Demo calls**.
- Analyzing product feasibility, design solution with minimum customization for the **migration** of telecom product offers.
- Decision Making for **Production Deployments**, adjusting **ad-hoc requests** in between sprints.
- **Scope prioritization, Efforts estimation & Release Management.**
- Having experience of closely working with clients and vendors during onsite (UK) allocation.