

**Manikanta Silla**Phone: 7842080907 | Mail to: [manikanta\\_silla@icloud.com](mailto:manikanta_silla@icloud.com)**Objective:**

To utilize my abilities to learn and implement in the rapidly changing software industry thereby leading to both organizational and individual growth.

**Technical Skills:**

<b>Software</b>	Oracle PL/SQL Core JAVA UNIX
<b>Tools</b>	KENAN
<b>Domain Experience</b>	Telecom
<b>Management Experience</b>	Mentored junior associates in project.

**Projects Involved in:**

<b>Project</b>	<b>Billing Production Support (Kenan-BP 11.7 Version)</b>
<b>Client</b>	TTSL (TATA TELESERVICES LIMITED)
<b>Period</b>	From January 2016 till date
<b>Role</b>	Developer/ Production Support Executive
<b>Description</b>	<p>Tata Teleservices is one of the major Telecom service providers in India offering various services to nearly 58 Million customers, including Mobile telephony, WAP, GPRS etc. Kenan FX/Arbor is a highly configurable billing and customer care system that can perform a variety of tasks. It is built around a Relational Management System that contains all customers and product information, as well as system configuration information.</p> <p><b>The project scope includes end-to-end Application delivery management for Billing and the production related issues, which includes</b></p> <ul style="list-style-type: none"><li>➤ Usage Processing</li><li>➤ Bill Processing</li><li>➤ Product configurations</li><li>➤ BR (Business requests)</li><li>➤ Reports Generation</li><li>➤ Journal Processing</li><li>➤ iCharge and International Roaming Applications</li></ul>

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	<ul style="list-style-type: none"><li>• Users (TTSL clients) login to the IT HELPDESK URL to raise the customer complaints.</li><li>• Billing related complaints, Payment related queries, Tuxedo related issues are raised through CCMs.</li><li>• Root Cause Analysis and the impacted areas are analysed and shared to business so that the impact can be calculated and can be normalized.</li><li>• Customer complaints are defined with certain service level agreements (SLA) and the best practice of CCM is to adhere the business defined SLA.</li></ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• <b>Ensured 100% Billing Timeliness and Completeness for which I received appreciation from the client as well as senior management.</b></li><li>• Working on all billing issues and ensuring the resolution of all, to ensure correct and timely billing of all the customers.</li><li>• Provided solutions for problems raised in production. Involved proactively in process improvement and automating manual work.</li><li>• Extraction of various reports based on Customer requirement.</li><li>• <b>Training &amp; Business Induction of new members and preparation of Induction manual.</b></li></ul>
<b>Solution Environment</b>	<b>Billing-</b> Oracle PL/SQL, UNIX <b>iCharge-</b> JAVA, Oracle PL/SQL, UNIX <b>International Roaming:</b> UNIX and PL/SQL.
<b>Tools</b>	TOAD, eclipse, PUTTY, SQL Developer

**Achievements:**

1. In billing reports module, developed various reports which are built to provide information like revenue, collection adjustment and other billing related entities.
2. Involved in development and enhancement of various critical reports like aging and Usage monitoring report (**UMR**).
3. Involved in development and enhancements of Dynamic Credit Limit Revision (**DCL**) Concept for Postpaid Customers.

**Award Details:**

<b>Title</b>	<b>Category</b>	<b>Sub-Category</b>	<b>Received On</b>
On The Spot Award	Awards for Excellence	On The Spot Awards	23-NOV-2016
On The Spot Award	Awards for Excellence	On The Spot Awards	15-SEP-2016
On The Spot Award	Awards for Excellence	On The Spot Awards	22-JUL-2016

**Experience Details**

<b>Total Experience</b>	1 Year and 3 months
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**Education Summary**

Qualification	Subject	Percentage/Grade
Bachelor Of Engineering	Mechanical	84.51%
Intermediate	Mathematics, Physics, Chemistry	93.5%
SSC	X Standard	94.5%

**Personal Details:**

- Full Name: Silla. Manikanta
- Date of Birth: 16<sup>th</sup> June, 1994
- Family Details:
  - Father: S. Harinadha Rao (Studied up to 5<sup>th</sup> class, Shop Keeper)
  - Mother: S. Lakshmi (Studied up to 2<sup>nd</sup> class, Home Maker)
- Address of Communication:
  - Flat No: 304, West Wing,
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