

Serge Shmygelskyy

Highly experienced consultant with broad experience in OSS/BSS domain. Able to implement entire solution from the scratch starting from business analysis up to creation of a high-level architecture and implementation plan. Vast hands-on experience and deep understanding of modern IT/Telecommunications technologies from UNIX and Oracle administration to CAS systems functionality. Participation in successful start-up and migration projects in different technical and functional roles starting from Oracle consultant/Business Analyst to Senior solution architect

Key qualifications

- Telecommunications / pay TV business analysis
- Solution architecture for complex IT/Telecommunications solutions
- Oracle expertise

Certifications

- Oracle 10G Certified Professional DBA
- Ericsson CBiO Certified Associate

Professional history

01/2013 - 12/2013 **Senior solution architect, Ericsson** - Khartoum, Sudan
CBiO implementation for Zain Sudan Responsibilities:

- Preparation of technical and functional specifications for the solution
- Supervision over test program preparation
- Analysis of change/configuration requests
- Solution performance control and tuning

07/2011 - 12/2012 **Irdeto Access B.V.** Business analyst
Implementation of Irdeto Customer Central (billing and provisioning for Pay TV operators)

- Greenfield project for a local operator (www.xtratv.com) - Kiev, Ukraine
- Merging and migration project for a local operator (www.get.no) - Oslo, Norway
- Migration project for a local operator (www.aora.tv) - Jakarta, Indonesia

Responsibilities:

- Business Analysis, preparation of Business and Technical specifications
- Design of data migration procedures
- Solution configuration, integration and implementation
- Support of UAT and handover to local support team

04/2010 - 05/2011 **Billing consultant, Alcatel** - Rabat, Morocco
Single Oracle Expert/DBA for BSCS iX migration project (Maroc Telecom)

- Analysis of the existing environment, preparation of functional and technical requirements
- Database and UNIX server sizing and configuration, Oracle software installation
- Design and implementation of migration, replication and backup procedures

- Billing system and DB performance analysis and tuning, review and reimplementing of PL/SQL program units

08/2008 – 11/2009 **Billing consultant, Atos Origin** MTS Ukraine, Kiev,
Ukraine Participated in a complex project with the goal to analyse and review existing workarounds and transfer them to Atos Origin for support and maintenance

- Analysis and preparation of Functional Specifications for existing workarounds and in-house developed applications
- Review of the specifications and modifications according to the customer requests
- Development of the complex workarounds for complete modification of the existing billing configuration
- BSCS configuration design and implementation of new services; billing and promotions configuration; bug fixing and preparation of DCRs
- Database performance analysis and tuning

06/2008 – 08/2008 **Solution Architect, Bull SAS** - Paris, France/Amman,
Jordan Solution Architect for a convergent BSCS-based solution project tender (Orange Jordan)

- Review and analysis of the customer requirements
- Analysis of the existing IT architecture of the client, gap analysis
- Preparation of solution design and implementation strategy
- Time and resources evaluation, preparation of the project schedule

01/2008 – 04/2008 **Billing consultant, Alcatel** - Baku, Azerbaijan Migration
from a domestic billing system to the convergent BSCS iX Alcatel ICC solution (Bakcell)

- Review and modification of the Functional Specifications together with Bakcell team
- HW specification, sizing and configuration
- Installation, setup, configuration and performance tuning of database and billing system
- Development of data migration, extraction and cleaning strategies
- Backup and recovery strategy
- Management of BSCS UAT from Alcatel side

02/2006 – 01/2008 **System Architect, MTS Ukraine** - Kiev, Ukraine Projects:

- Billing system pre-migration study with the supplier:
- Migration of the production billing system from Oracle 8i to Oracle 10G
- Design and implementation of home-developed Revenue Assurance system from scratch
- Customer LifeTime Value project (CRM)
- Development of the procedure for reconciliation between UMC and content providers

Daily activities:

- Design and implementation of CRM campaigns from IT side
- Management of the Oracle development team

- Analysis of billing/rating configuration and change requests

07/2005 01/2006 **Analyst team leader, Sitronics Telecom Solutions** -
Kiev, Ukraine Implementation of a customer SelfCare system:

- Business requirements analysis
- Development of functional and technical specifications
- Design of interfaces from BSCS to SelfCare system
- Development of UAT program

06/2004 06/2005 **Senior revenue assurance analyst, Wataniya Telecom Algeria**
- Algiers, Algeria Startup project - BSCS v.8 implementation

- Implementation of data integrity checks, control points and periodical reporting
- HLR-BSCS consistency checks
- HLR fraud prevention procedures
- Control over data collection and provisioning
- Database cleaning and data reconciliation procedures
- Analysis of integrity and consistency of dataflow between billing and CC systems

05/2002 06/2004 **Revenue assurance expert, MTS Ukraine** - Kiev, Ukraine
Responsibilities:

- Implementation of Revenue Assurance, Fraud management and Voice quality project
- Analysis of BSCS-related projects from the Revenue Assurance side
- Design and implementation of revenue assurance and fraud prevention procedures from the scratch

02/1999 05/2002 **Head of billing team, MTS Ukraine** - Kiev, Ukraine
Responsibilities:

- Operational support 24*7 billing, rating, and provisioning troubleshooting and control
- Testing of new releases of billing system modules.
- BSCS 4 BSCS 6 migration
- ERP project implementation
- Implementation of miscellaneous interfaces

02/1995 02/1999 **Computer engineer, Tekmash** - Kiev, Ukraine Regular IT
activities SW installation, maintenance, and user support

09/1994 02/1995 **Programmer, Ukrtelecom** - Kiev, Ukraine Regular IT ac-
tivities SW installation, maintenance, and user support

Education

1989-1995 Kiev Polytechnic University - Kiev, Ukraine Faculty: Informatics and Computer
Science Chair: Technical Cybernetics Degree: master of engineering

Technical skills

BSCS: 4, 6, 8, iX Irdeto Customer Central: installation and configuration Oracle: DB ad-
ministration, development, performance tuning, application server installation, and configuration
Programming languages: PL/SQL, ProC, C, sed, awk, Perl, shell-programming, Java, LaTeX

Development tools: Centura Team Developer, Oracle Developer, Designer, Discoverer, Crystal Reports, Rational Rose UNIX administration and scripting, Fraud Prevention Solutions, MSOffice tools

Additional education

BSCS: 10 courses (installation/configuration/integration) Oracle: 12 courses (PL/SQL, administration, RAC, OAS) UNIX: POSIX-Shell Programming, HP-UX: System and Network Administration, Linux administration Java: Java Programming language, Distributed Programming with Java Technology SAP: SAP BW Reporting and Analysis, Datawarehouse Fundamentals Project management: Fundamentals of Management, Risk and Financial Management, Fundamentals Irdeto IBS: configuration training

Spoken languages

Russian, Ukrainian, English, French fluent Polish, Arabic medium Spanish basics