

**Shubhro Banerjee (ID# 33352)**

## **I. Professional Summary**

### **a) Offshore Professional Summary**

- 11 years of IT experience in Software Development/ Software Testing/ Defect Management/ Project Management/ Release Management/Transition management and Work Enablement in teams.
- Working as Project Manager for ATT Viking Payment Application.
- I have worked with ATT and AMDOCS clients, handled development, enhancement, Tier-3 support, SME for Billing and payment set of applications.
- In billing set of applications, have worked as developer, onshore coordinator, SME.
- In Payment set of application, I have worked as tech lead and technical manager for Customer Account Payment Management application.
- Have developed POC in telecom, ecommerce, statistic, media domains in Big data engineering.

### **b) Onsite Professional Summary**

- 25 months experience. - Worked as SME for CRIS SO, RC-RECON, CRIS Services and CRIS BCAP. - Included SR support, HLD creation, HLAD creation, AD review, Code review and UTP/UTR review, Support for Test Defects. - Consultation on CRIS BCAP and SW flow for issues and potential defects. - Tier-2 and Tier-3 support.

### **c) Career Objective**

Work as Technical Architect coordinating with the clients on their business domain and problem statements for analyzing and implementing intelligent descriptive or predictive insights which help increase profitability of the client and can be used to design machine learning models as organization products.

## **II. Achievements**

- Client recommendation certificate for outstanding work in Billing set of application.
- 6 times Pat on the Back award (throughout tenure)
- Project Person of the month award
- Cookies Award for work in SW support
- Best Team award.
- Bravo Award
- Standing Ovation 2016-17
- Acer recognition 2014-15, 2016-17

### III. Employment Summary [Total Experience: 10 Years 11 Months ]

#### a) Tech Mahindra experience

<b>Organization</b>	Tech Mahindra [9 Years 11 Months ]
<b>Band-Sub band/ Designation</b>	Project Manager
<b>Duration</b>	AUGUST /2007- JULY /2018
<b>Growth</b>	
<b>Duration</b>	<b>Roles</b>

#### b) Pre Tech Mahindra experience

### IV. Skills

<b>HARDWARE</b>	Pentium PC(P-4) , Intel Core 2Duo PC
<b>OPERATING SYSTEMS</b>	Solaris, AIX, Linux, Windows Pro, Z/OS.
<b>PROGRAMMING LANGUAGES</b>	SPARK (with Scala and Python), Hadoop 2.0 Mapreduce (with Python), Apache Pig, Hive, Scala, Python (with Numpy, Pandas, Matplotlib libraries), Java, C, Pro*C, Microfocus cobol, Java Script, IBM cobol, Shell Scripting (with SED, AWK), Kafka (with Scala), MVS Assembler, PLI
<b>DATABASES</b>	Oracle 11g, DB2, IMS DB, DB2.VSAM (file system).
<b>WEB BASED NOTEBOOKS</b>	Apache Zeppelin, Jupyter Notebook, Hue
<b>CLOUD</b>	IBM Bluemix, Hortonworks clouxdxlab, AWS cloud, databricks cloud
<b>CASE TOOLS</b>	HP Quality Centre, Remedy, AOTS, USH.
<b>TOOLS &amp; UTILITIES</b>	Maven, Ant, SBT, IBM Watson Conversation API, DB/X, Insure++, ENDEVOR, FILEAID,XPEDITOR , Share Point, TDP, Rally
<b>SDLC METHODOLOGIES</b>	Waterfall, Agile
<b>DOMAIN KNOWLEDGE</b>	Telecomm

## V. Trainings

TYPE	TITLE	LOCATION	ORGANIZED BY	DURATION

## VI. CAPABILITY INDEX DATA

CI DESCRIPTION	COMPLETION DATE	FINAL RATING
Application Support 2nd line - Level 1	28-Apr-2015	3.40
Application Support 2nd line - Level 2	28-Apr-2015	3.40
Service Management - Level 1	28-Apr-2015	3.40
Unix / Linux - Level 1	15-Jan-2015	4.20
Programming - Level 2	05-Dec-2013	3.12
Lean Six Sigma - Level 1	27-Dec-2013	4.20
COBOL - Level 2	18-Jul-2013	3.15
IMS DB - Level 1	17-Mar-2013	4.75
Programming - Level 1	19-Aug-2010	3
E2E Billing - Level 1	30-Dec-2009	4.75
JCL - Level 1	23-Dec-2009	4.35

## VII. Certifications

Big Data Specialization, Exam code :UpX\_BD\_002

Certified from UPx Academy (online training institute for courses in Big Data Analytics - <https://upxacademy.com/>)

## VIII. Project Details

<b>Project Domain</b>	IT
<b>Project Name:</b>	Upx TechMahindra Project
<b>Client</b>	-
<b>Role</b>	Project Architect and Developer
<b>Organization</b>	Techmahindra
<b>Location</b>	Offshore:
<b>Duration</b>	Offshore:
<b>Team Size</b>	Project :

<b>Functional Skills</b>	Architect and develop the solution using Pig Latin, Hive QL, Spark Core, Spark SQL and Spark Streaming
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**a) Project Description**

- Telecom churn dataset is of a telecommunications company is concerned about the number of customers leaving their landline business for cable competitors. Analysis to help retain the customer by providing good services and launching new schemes, discounts at required times: [Telco Churn Data Analysis](#)
- Amazon fine food reviews comprise of dataset consists of 568,454 food reviews Amazon Users covering a host of categories which include beverages, confectionaries, gourmet food, pet food etc. Analysis of this data: [Amazon Fine Food Reviews Analysis](#)
- Analysis of NASA log dataset which contains traces contain month's worth of all HTTP requests to the NASA Kennedy Space Center WWW server in Florida: [NASA Log Analysis](#)
- Demonetization in India 2016 Twitter data sentiment analysis: [Demonetization Sentiment Analysis](#)
- World Bank's compilation of internationally comparable statistics about global development and the quality of people's lives. It contains data about Agriculture & Rural Development, Aid Effectiveness, Climate Change, Economy & Growth, Education, Energy & Mining, Environment, External Debt, Financial Sector, Gender, Health, Infrastructure, Labor & Social Protection, Poverty, Private Sector, Public Sector, Science & Technology, Social Development, Trade, Urban Development. Analysis of this data to determine the progress in countries: [World Development Data Analysis](#)
- Analysis over data used for earthquake prediction which is then used to obtain ROC (Receiver Operating Characteristic) which can help build a ML model to provide near real-time computational results and help sending lifesaving alerts using SPARK (with Scala) : [Earthquake Prediction Model](#)
- Analysis on data Group Lens Research has collected and made available rating data-sets from the Movie Lens web site. Using movies ratings & reviews, both target audiences and public reviews, we have a glimpse into the change process. Any of these data points, once analysed, may help contribute to greater business intelligence. Analysis on the data using SPARK is present in: [Movie Recommender System](#)

**b) Contribution**

The dataset description and analysis points have been uploaded to **github repository links** mentioned in “Project Description” section. These links can be navigated for reference.

<b>Project Domain</b>	Innovation
<b>Project Name:</b>	M-Safari
<b>Client</b>	MI18TechM Hackathon
<b>Role</b>	Technical Manager/ Product developer
<b>Organization</b>	Tech Mahindra
<b>Location</b>	<b>Offshore:</b>
<b>Duration</b>	<b>Offshore:</b> 1 Month
<b>Team Size</b>	<b>Project : M-Safari</b>
<b>Functional Skills</b>	Server: TomCat. UI development: HTML, CSS, JS. Communication Protocol: Web Socket. Server side programming: Spring MVC. Cognitive tool: IBM Watson Deployment environment: IBM Blue Mix Platform.

**a) Project Description**

Develop a Cognitive Chat bot Solution that can enable live interaction with the audience who are viewing these advertisements on the screen, the users should be able to ask questions live either through their speech or by typing to the bot when certain advertisements are being played whether in a kiosk/website/YouTube and the bot shall be able to answer these basic queries regarding the offering.

**b) Contribution**

- Architect the solution to develop a E2E application. Create and present solution document.
- Use Agile Methodology for software development. The project was implemented in 2 iterations (each 2 weeks long).
- Procure software and hardware to develop the software
- Facilitate connection between on premise apache server to IBM blue mix cloud to access WATSON conversation API.
- Training the Chat bot.
- Demo the product to evaluation panel and BU leadership along with team.

<b>Project Domain</b>	IT
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<b>Project Name:</b>	Billing SOW Set - 4
<b>Client</b>	NextGen Information Services, Inc.
<b>Role</b>	Project Manager
<b>Organization</b>	Tech Mahindra
<b>Location</b>	<b>Onsite:</b> N/A
<b>Duration</b>	<b>Onsite:</b> N/A
<b>Team Size</b>	<b>Project :</b> 14
<b>Functional Skills</b>	-

### a) Project Description

CAPM (a.k.a. OnePay), is a Billing infrastructure component managing all customer remittance and supporting payment management needs for billing, ordering, and servicing flows across the enterprise. CAPM controls the posting and distribution of customer remittance to the affiliate billing systems, unassociated cash functions, and cash deposit balancing and reporting functions at an ATT Services or corporate level. CAPM currently supports 95 AT&T Billers that includes Wireless, UVERSE, the 5 Regional Telco systems, Long Distance, Yellow Pages, CABS, Enterprise Business Billers, CPE Billers, and many others.

Mission Critical – Availability expectation is 99.99% available, real-time posting to Convergent Billers, Mobility Telegence, UVERSE Enabler Real-time payment update to collection systems, Toll Fraud system.

### b) Contribution

I am working as technical manager. Job role includes,

- Worked as technical manager leading complex enhancement projects while working with team to deliver software enhancements and development projects.
- Assumed a consultative role to help put in place the appropriate people, process, and tools and coaching members of the team as needed to optimize the efficiency of the project team while transitioning to Agile for T&M work while managing stakeholder communications.
- Coordinating the scrum calls on behalf of Viking development applications with scrum master and planning the iterations based on the scope of enhancements and implementing new modules.
- Worked with clients to plan, optimize and implement agile methodology for Maintenance work which includes live defect resolution and maintenance work requests to enhance and optimize application and rapid deployments.
- During my tenure in CAPM, AT&T decided to move from Waterfall model of delivery to Agile across payment applications, so I was involved to carry out this transition where,
  - I have coordinated and helped set up process for team to operate in hybrid agile mode where development of the product was being carried out in iterations and ST was release driven.

- I have worked with Scrum master to plan iterations based on the size of the product and resource availability for multiple projects to be executed in parallel.
- Coordinating the scrum calls for requirement gathering and estimations on behalf for CAPM application.
- Implementing Agile for maintenance items: Live defects/ Bugs and Maintenance work request (enhancements with estimates less than 200 hrs).
- Handling clients and negotiation on the work assignment as per the capacity plan.
- Resource management at offshore.
- Capacity planning.
- Technical consultation and technical involvements for application work items.
- Hands on to team for new concepts (process, functional, technical) introduced by clients.
- Architecting Automation of some redundant process which were practiced in the applications, regression pack for quality in products delivered.

<b>Project Domain</b>	IT
<b>Project Name:</b>	Barracuda (Thunderbird II)
<b>Client</b>	-
<b>Role</b>	Transition Management Team
<b>Organization</b>	Tech Mahindra
<b>Location</b>	Onsite:
<b>Duration</b>	Onsite:
<b>Team Size</b>	Project :
<b>Functional Skills</b>	-

*a) Project Description*

*b) Contribution*

I have worked in the transition management team at the onset of the project where the requirement was to coordinate with various teams supporting infrastructure, legal, resource management/procurement, software distribution teams to help set up the transition phase from client to Tech Mahindra setup (onshore and offshore) before client handover to TechMahindra. My tasks included coordinating between clients and TechMahindra leadership/PMs/Teams and procure/clarify the queries and requirements before the project was handed over to TechMahindra for technical support.

<b>Project Domain</b>	IT
<b>Project Name:</b>	Viking- GetWellPlan
<b>Client</b>	NextGen Information Services, Inc.
<b>Role</b>	Team Member
<b>Organization</b>	Tech Mahindra
<b>Location</b>	<b>Onsite:</b>
<b>Duration</b>	<b>Onsite:</b>
<b>Team Size</b>	<b>Project : 6</b>
<b>Functional Skills</b>	-

**a) Project Description**

GWP was the enhancement vertical of Viking Payment Application set that were a part of AT&T roadmap application. The Projects were to provide strategic, revenue gains from application enhancement.

**b) Contribution**

I was working as a Tech Lead for a team of 6 people. My tasks were to procure requirements from the clients, discuss with SME on clarification, provide estimations, create the HLD and LLD and coordinate with team to clarify the requirements/doubts. I was also working to technically accomplish the client requirements.

<b>Project Domain</b>	IT
<b>Project Name:</b>	CCB-CRIS-USBC
<b>Client</b>	-
<b>Role</b>	Team Member
<b>Organization</b>	Tech Mahindra
<b>Location</b>	<b>Onsite: ST Louis</b>
<b>Duration</b>	<b>Onsite: 18 Months</b>
<b>Team Size</b>	<b>Project : 10</b>
<b>Functional Skills</b>	-

**a) Project Description**

This was a legacy application which dealt with bill calculation and processing of AT&T wireline customers billing system.

**b) Contribution**

I worked as SME for capturing the requirements from business (as BR), designing the SR and then coordinating with the team to design HLD, HLAD and LLD and subsequent

technical coding and unit testing. Also handle onshore coordination and tier-3 support to help resolve any Sev-1, Sev 2+ issues in production system and coordinate with team to handle Sev 2 and below production issue and Test defects.

<b>Project Domain</b>	IT
<b>Project Name:</b>	CCB-CRIS-USBC
<b>Client</b>	-
<b>Role</b>	Team Member
<b>Organization</b>	Tech Mahindra
<b>Location</b>	<b>Onsite:</b>
<b>Duration</b>	<b>Onsite:</b>
<b>Team Size</b>	<b>Project : CRIS BCAP</b>
<b>Functional Skills</b>	-

*a) Project Description*

This was a legacy application which dealt with bill calculation and processing of AT&T wireline customers billing system.

*b) Contribution*

- My role was to interpret the High Level Design and provide Low Level Design.
- Prepare the High Level Application Design as per client request.
- Coding of customer requirement, Unit Testing and ST support.
- Provide Tier3 support for production issues.

<b>Project Domain</b>	IT
<b>Project Name:</b>	CCB -SO-RECON
<b>Client</b>	AMDOCS
<b>Role</b>	Team Member
<b>Organization</b>	Tech Mahindra
<b>Location</b>	<b>Onsite: St Louis</b>
<b>Duration</b>	<b>Onsite: 6 Months</b>
<b>Team Size</b>	<b>Project : 14</b>
<b>Functional Skills</b>	-

*a) Project Description*

This was a legacy application which dealt with bill reconciliation where taxation and surcharges were calculated and service orders were generated for customer complaints in AT&T wireline customers billing system.

**b) Contribution**

- I was involved to work with business and SME to estimate ILT project which was to merge 7 data centers into 2 data centers and also merge RECON and BCAP applications into one application.
- Worked on interpreting the HLD and providing LLD.
- Technical coding of customer requirement, Unit Testing and ST support.
- T3 support for production issues.
- Also coordinating between clients and offshore team on Project and other Work Items.

<b>Project Domain</b>	IT
<b>Project Name:</b>	CCB -SO-RECON
<b>Client</b>	AMDOCS
<b>Role</b>	Team Member
<b>Organization</b>	Tech Mahindra
<b>Location</b>	Onsite:
<b>Duration</b>	Onsite:
<b>Team Size</b>	Project :
<b>Functional Skills</b>	-

**a) Project Description**

This was a legacy application which dealt with bill reconciliation where taxation and surcharges were calculated and service orders were generated for customer complaints in AT&T wireline customers billing system.

**b) Contribution**

- Technical coding of customer requirement, Unit Testing and ST support.
- T3 support for production issues.

## IX. Education

DEGREE	SPECIALIZATION	UNIVERSITY	YEAR OF PASSING
Bachelor of Engineering	Information Technology	Bhilai Inst of Tech - Durg	30-APR-07

## X. Passport & Visa Details

<b>Passport No.</b>	P3722036	<b>Valid Upto:</b> 26-JAN-2027
<b>Visa Type</b>	<b>Country</b>	<b>Valid Upto</b>
H-1B Amendment Along With Extension	USA	09/30/2020
Dependent Visa - H4	USA	
Dependent Visa - H4	USA	

## XI. Personal Details

<b>Name</b>	Shubhro Banerjee	
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**Profile Last Updated on:** 01-JUL-2017