**Gopalakrishnan Duraisamy**

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**EXPERIENCE SUMMARY**

* More than **16 years** of experience in IT that includes **Telecom** **Operations/ Service Delivery/ DevOps/ Release & QA** with specialization in **OSS/BSS**, expertise on **Amdocs & Kenan and BSCS billing suite.**
* Have good Domain Knowledge in **Telecom Billing**, **Usage, AR, Revenue Assurance** and worked with major telecom giants across the globe in Customer facing roles.
* Expertise in e-Tom framework, Interconnect billing, Retail billing, Mediation & Provisioning system.
* Extensive experience in **Service Management**, **Incident, Change** & **Problem** management for large Telco service providers.
* Experience in handling day-to-day **Billing Operational issues** and timely resolution of High severity incidents through help of Incident Management Team and War Room.
* Experience in timely closure of high incidents along with getting detailed **RCA** from core developmental teams to prevent the issue from reoccurring in future.
* Performing end-to-end incident management. Responsible for time-critical User Service/ **Infrastructure restoration**, technical troubleshooting within complex IT systems environment.
* Well versed in ITIL processes and Coordinated activities by **change management, business continuation, vendor management and problem management** for return to service and problem mitigation and assure 24/7 Service Availability.
* Providing technical leadership and mentoring highly proficient Teams across **Onshore/Offshore** locations.
* Review of **Operational improvement plans** and initiatives to continually improve Billing Operations and Monitoring works.
* Working closely with problem owners, SMEs and other stakeholders to identify problem scope and escalate IT service outages to specialize engineering. Creating statistical reports and performing analysis on a weekly basis for areas of responsibility.
* Excellent interpersonal skills, result oriented, hard working with a quest and zeal to learn new things with an optimistic approach and undertake challenging tasks.

**WORK EXPERIENCE**

1. Worked in **Amdocs** Development center DVCI Technology as **Technical & Business Operations Manager** from Feb 2009 - Apr 2024

2. Worked in **IBM** India pvt ltd (Delhi) as **IT – Specialist Telecom billing** from May 2007 to Jan 2009.

3. Worked in **BPL** Telecom as Executive IT Billing from Aug-2005 to April -2007

**TECHNICAL SKILLS**

**Billing product:** Amdocs CES, Ensemble, Enabler, BSCS and Kenan

**Issue Tracking:** BMC Remedy and Service NOW

**Testing Tools**: HP ALM (Quality Center)

**Operating Systems:** Windows, Tandem and Unix.

**Database:** Oracle 11.x, My SQL, SQL Server

**Cloud Platforms**: AWS (Amazon Web Services)

**EDUCATIONAL QUALIFICATIONS**

* **MCA** (2001 -2004) RamaKrishna Mission Vidyalaya- Coimbatore – 76 %
* **B.Sc. Physics** (1998-2001) RamaKrishna Mission Vidyalaya -Coimbatore - 81 %
* **Distinction Grade** A for both Degrees.

**Project Title: Manage Services - Three Ireland and UK**

**Client: Three Telecom service provider – UK and Ireland**

**Organization: Amdocs DVCI**

**Product: Amdocs CES, EOD and Collection Manager**

**Role: Operations Manager- Billing/Provisioning**

**KRA:**

* Leading Manage services account for multiple BSS clients from offshore.
* Managing **Billing Operations** team comprising of **L1/L2, L3** resources
* Handling Billing Operations team, key **SLAs** of **service** **availability**, billing timeliness and billing accuracy
* Handling Sev1/Sev2 issues, Ensuring Service restorations for customer on time.
* Handling client escalations, working in multi-vendor engagements with client.
* Participation in daily Operational Review Meetings (**ORM**), Escalation Meetings, RCA calls and Change calls with internal teams, external vendors and Client Operation teams.
* Participating in **CAB** calls, review of all changes going in production, ensuring fixes for prod issues are deployed on time and **zero impact** on existing production.
* Identification of **gray** areas in the operations that can potentially go wrong. Working with team to find possible ways to automate them.
* Keeping track of such list of gray areas and a periodic update to management on improvements done
* Performing **Root** **Cause** **Analysis** of issues in their respective work ownership areas. Sharing the results with the team for continuous improvement.
* Conducting “**Lessons** **Learnt**” session for major Releases, Bill cycle issues, Operational issues and then implementing such LLs to bring significant improvement.

**Project Title: VIL Billing Transformation Project**

**Client: Vodafone India Limited (VIL), IDEA Cellular Limited**

**Organization: Amdocs DVCI**

**Product:** Enabler 7.5 - Amdocs billing system, Comptel Instant Link for Provisioning

**Role: Lead Billing and Migrations**

**VIL** (Vodafone India Limited) has migrated its existing billing system BSCS to Enabler 7.5 /Amdocs CES 7.5 and this project (Pan India cycles) is a billing and collections transformation program that includes enhancement of Customer’s subscriber billing capability by way of replacement of the existing billing and collection system. VIL has entered a strategic outsourcing partnership with IBM wherein IBM is responsible for END-TO-END IT service delivery including day-to-day operation and maintenance of all IT applications.

**Responsibilities:**

* Proactive Operational monitoring of daily Bill cycles, issues, QA Go ahead and ensuring timely delivery of bills to end users.
* Ensuring daily Health-checks, Performance tuning of production servers and Operational monitoring is done effectively in 24x7 mode.
* Review and creation of detailed RCA for High severity Incidents.
* Managing QA & OAT for Operations Teams and developing testing strategy for testing projects.
* Managing Release calendar as per Release cycle of VIL for Code **Hotfixes** deployment and EPC plans dump deployment.
* Managing Change Review for upcoming changes into system for Production issues and new Demands, CR.
* Participation in daily Operational Review Meetings (ORM), Escalation Meetings, RCA calls and Change calls with internal teams, external vendors (Amdocs) and Client (VIL).
* Co-ordination of testing efforts for (SIT and OAT) System Integration testing and Operations Acceptance Testing.
* Lead OAT for operations readiness to migrate the billing system from BSCS to Amdocs.
* Managed QA for Billing, B2B (bill to bill comparison with BSCS), and Rating of production data in CES 7.5 to make sure continuity of BAU & Revenue Assurance.
* Preparation and reporting of daily OAT status report, defect reports, issue escalations to Release management and all stakeholders.
* Coordinating Testing of Bug Fixes & EPC Dump in Pre-Prod/Test Env and after successful testing providing Sign-Off for production deployment.

**Project Title: Altice USA – Billing, Migration and Lock Box Process**

**Client: Altice USA**

**Organization: Amdocs DVCI**

**Product: DDP, Tandem, Enabler 7.5** - Amdocs billing system, non-Dox systems

**Role:** Lead Billing and Migrations

**Responsibilities:**

* Requirement gatherings from business, Test planning and designing.
* Designing and Execution of E2E test cases for User Acceptance Testing.
* Translating client’s business requirement to Test requirements with business analyst.
* Performing GAP Analysis between the Client’s business requirements with regards to Solution Development and Testing/QA strategy.
* Testing of Lockbox File interface with DDP system to fetch product data, offers while creating an order.
* Validate all the Lock Box file process with vendor files reconciliation.
* Giving demo to customer for Amdocs BSS suite and training CSRs for using applications.
* Participating in defining Service packages, Pricing Packages, Discount packages, billing offers, Ordering components and Product specs in EPC 7.5 version.
* Running End of Day (EOD) and End of Cycle (EOC) Billing/Invoicing from AMC - Amdocs Monitoring and Control tool.
* Dashboard preparation and reporting of testing execution status, defect status to all stakeholders.
* Participation in daily Triage call, defect meetings with business users, UAT team, Amdocs development teams and third party application owners.
* Participation in daily handoff meetings with onsite/offshore team for better co-ordination among onsite-offshore team.

**Project Title: Billing and Operations End to end. (Consolidated)**

**Client**: AMX Claro Chile, Globe Thailand, Singtel Singapore, USCC and T Mobile USA

**Organization: Amdocs DVCI**

Product: Enabler 7.0/7.5 Turbo Charging - Amdocs billing system, Ensemble

Role: Senior Subject Matter Expert-Billing

**Responsibilities:**

* Support for Ensemble /enabler billing both postpaid and Prepaid (OPSC).
* Support for Portals, Rating, Comptel Mediation and provisioning activities.
* Manage the Tickets raised by Validation team based on the criticality of the defects to meet SLAs.
* Monthly Bill run activities.
* Providing L2 level support to the clients’ issues related to rating, mediation, billing and other modules like activation, provisioning, SIM management, trouble tickets, etc.
* Generation of the Daily defects report status.
* Troubleshoot the issues mostly Critical, provide RCA to the Client. Meet the SLA.
* Involvement in the activities like patch deployment, rating, tariff, configuration, Billing run activities, and product releases.
* Completing all the daily activities related to Rating jobs monitoring, Billing activities like Bill run, Pre-rating, Rating, Bill Preparation, Bill Execution, Invoice Generation, Hot bill generation and spooling.

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**Amdocs list of worked clients: Three Ireland &UK, AMX Claro Chile, Vodafone, Globe Thailand, Singtel Singapore, Altice, USCC and T Mobile USA**

**Project Title: AIRTEL – Billing and Collections**

**Client**: **AIRTEL** – ILD , NLD and Customer Billing

**Organization: IBM India – Delhi** (May-2007 to Jan-2009)

Product: Kenan FX Billing System – CSG

Role: IT – Specialist” providing Support to telecom billing

**Responsibilities:**

* Providing L2 level support to the client’s issues related to rating, mediation, billing and other ability modules like activation, provisioning, SIM management, trouble tickets, dealer management, etc.
* Working on the issues raised in the Requestee about rating, POS, Customer registration, CDR, etc and provide the solution for the same as per SLA.
* Writing temporary workaround scripts
* Examining relevant log files stored on Unix server.
* Good understanding of @billity system.
* Resolving errors encountered in Billing Cycles.
* Provide support to the CSR by working on the tickets raised.
* Working on the configuration issues, Deploying patches.
* Responsible for all Post-paid related Issues/Configurations (Package/Offer).
* Contribute to the test deliverables e.g. Scenarios and Testing.
* Responsible for UAT of defects and new functionalities in applications.
* Responsible for Billing, Rating, Activation, and Dunning Modules issues management

**Project Title: BPL Telecom – Billing and Collections**

**Organization: BPL Telecom –** (Aug-2005 to April -2007)

Product: BSCS Billing System – CSG

Role: Executive IT Billing providing Support to telecom billing

**Responsibilities**

* Keep an eye on Guiding, Rating, and Usage patches load.
* Monitor all the jobs in the Daemon and escalate to the concerned team in case of issue.
* Provide support to the CSR by working on the tickets raised.
* If any issue found, escalate the issue to QAIM team with the help of Remedy ticket.
* Executing the SQL queries whenever required to pull up the data from the database like billed calls rate, international calling rate, any adjustment etc.
* Working on the Rejects for the selected list of BANs (Billing Account no)
* Resolving errors encountered in Billing Cycles.
* Rectification of rejected BANs and rerunning billing for them.
* Executing the queries for the BAN of the Client on the call or through email.

**Significant Official Achievements**

* Part of **Amdocs Elite Experts** which is involved in training, mentoring various units in Amdocs. As well as customers
* Appreciated as the most valuable contributor in all my projects. Consistent with good ratings in all years in my career.
* Major role in account stabilization for above mentioned accounts with SRE smart Ops Methodology.

**PERSONAL DETAILS**

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| DOB | 01/06/1981 |
| Marital status | Married ,2 Kids |
| Language(s) Proficiency | English, Hindi, Tamil, Telugu and Kannada |
| Nationality | Indian |
| Passport | X3730208/ US B1 Visa |
| Onsite Experience | USA, Chile, Brazil, Singapore |

I declare that all the information stated above is true and in best of my belief.

**Place:** Pune, INDIA **GopalaKrishnan Duraisamy**