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|  | Employee profile  Technical Consultant | | |
| Residence Date of birth | Bitola, Macedonia  1982 | | |
| Profile | Technical consultant with software development experience in the following areas:  SnapLogic integration platform, CGI Singleview Billing operations/support bug fixing and development.  Working in a multi-cultural team of professionals with strong design and implementation skills, deep knowledge and ability to turn requirements into reality with well-designed solutions. My work includes researching, designing, developing, and testing high quality software components and applications. | | |
| Strengths | * Enthusiastic, dedicated team player with a will to succeed * Able to work directly with internal customers and partners, working offshore as well as travel and work onsite * All aspects of the software development lifecycle including design, development, testing, support and maintenance * Work with clients, vendors and Insight development teams to identify business and technical requirements for unified communications * Implement and support unified solutions for clients based on industry best practices * Provide knowledge transfer and detailed design/operational documentation to clients. * Provide quality assurance documentation review and peer review on projects * Develop and maintain relationships with clients and internal teams * Develop, code review, and assist in project management * Mentor other's abilities and recognize opportunities for improvement | | |
| Areas of expertise | **Area** | **Level** | **Year(s)** |
|  | SnapLogic | Junior | 1 |
|  | Singleview | Medium | 6 |
|  | ORACLE | Medium | 2 |
|  | JAVA | Junior | 1 |
|  | XSD/XML | Junior | 1 |
|  | SOAP/WSDL | Junior | 1 |
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| Roles | **Role** | **Level** | **Year(s)** |
|  | Software Developer | Senior | 6year(s) |
|  | Support/operations | Medium | 3 year(s) |
|  | Software Tester | Medium | 2 year(2) |

# Training and skills

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| Sectors and business processes | Data warehousing and integration | Using SnapLogic Cloud integration tool for purpose of storing SQL queries intended for data extraction, tranformation and loading into client’s data warehouse database |
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|  | Clinical trials user enrollment | Customer care 1st life of support and quality assurance technician working on end users enrollment into the system, complaints tracking and participating in the ongoing management and implementation of new software updates in product’s Framework Process |
|  | Data operation | Billing operations and 3rd line of support technician, analysis of potential code flaws, update and corrections of end users’ configuration data |
|  | Business requirements analysis | Providing Billing solutions per client’s demands and requirements, status reports and data extractions |
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|  | Requirements implementation analysis and development | Billing systems instances upgrade from one to another version, systems integration, billing instance adaptation and migration to another client instance |
|  | Bug fixing Billing developer | Billing developer working on per defect and release, analyzing defects, implementing code fixes, unit testing and promotion |
|  | Quality Assurance | Billing defect analysis, writing test cases and test scripts |
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# Training and skills

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| Education | Bachelor of Computer Science | | University "St. Kliment Ohridski" Technical Faculty Bitola | | 2006 |
| Training | MKS Training certificate | | Seavus | | 2006 |
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| Languages | **Language** | **Speaking** | | **Writing** | |
|  | English | Excellent | | Excellent | |
|  | Macedonian | Mother tongue | | Mother tongue | |
|  | Serbian | Fluent | | Medium | |

|  | Knowledge matrix | |  |
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|  |  | **Knowledge** | **Experience** |
| Databases | Oracle | Medium | 4year(s) |
|  | Microsoft SQL Server | Medium | 1year(s) |
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| Supporting tools | MS Office | Medium | 7year(s) |
|  | Sun Netbeans | Medium | 1year(s) |
|  | IBM Lotus Notes | Medium | 5year(s) |
|  | MKS Integrity | Medium | 2 year(s) |
|  | VI / VIM Editor | Medium | 5 year(s) |
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| Programming knowledge | JAVA | Medium | 1year(s) |
|  | Pascal | Medium | 2 year(s) |
|  | XML | Medium | 1year(s) |
|  | C/C++ | Medium | 1 year(s) |
|  | Perl | Senior | 4 year(s) |
|  | XPath | Junior | 1year(s) |
| Platform | Windows (several versions) | Medium | 6year(s) |
|  | Linux/Unix | Medium | 4year(s) |
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| **Wild Open West** *Telecommunications 8 months* | SnapLogic support technician/implementator – WoW!’s data management team, May 2017 – January 2018  **Project description:**  The project's goal is integration of different data sources into one consistent data warehouse as a source of information. This includes data extraction transformations and loading of data, whichwill be used further onto evaluate the past performance of the company and its employees as well as a predictive analytic tool, whichcan give insights onthe future trends, and working strategy. All of these action items are fully operated by the data management team.  **Role:**  SnapLogic processes support technician, monitoring, debugging, data analysis and operations.  SnapLogic data flow and SQL development  Design of individual components (interfaces) creating a detailed design of low-level review, analysis and approval.  **Team structure:**  SnapLogic’s practice was performed within a team of highly motivated and skilled members involved in devising ways to efficiently reuse existing enterprise systems and applications, expanding business processes across internal operations and integrating with businesses, services and partnersusing SnapLogic platform.  Review of the existing module documentation, code base and database structure. Collection and analysis of requirements, development of documentation requirements, approval and adoption of requirements development.  **Technologies/products**:  SnapLogic, Amazon RedShift database |

# Projects

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| Hospitals  *Electronic Data Capture for Clinical Trials 29 months* | 1st and 2nd line customer care support technician, quality assurance across multiple different instances of web applications, February 2013 – December 2015  **Project description:**  Primary purpose of web applications was to capture, store, notify the users and report clinical trials data   * Capture – .NET web applications running within an Internet browser * Store – on SQL Server database instances * Report and notify – dynamic end users reporting and notification   **Role:**   * providing professional assistance to clients with customer service and technical inquiries and to the Axiom User base by handling customer service and technical inquiries * tracking and reporting on call status, client care reporting * assisting in implementation of Customer Care procedures on a per project basis * enrolling new users in software system and providing associated administration   **Team structure:**   * an ongoing management teamfocused on implementation of new software updates within Framework Process * collaborating with the Client Management Team during initiation, maintenance and close-out of projects, this will include training, client communications, implementation of new/updated tools, data entry and validation * being the first point of contact with client, customers and/or end-users, and as such promoting the professional service that mirrors the quality of development/implementation of Axiom products. Axiom’s Customer Care personnel are to be called Director of Long Lasting Impressions.   **Technologies/products**:   * Micrsoft .NET, Microsoft SQL Server/ Axiom GoCubed, Axiom Fusion |
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| Hi3G  *Mobile post-paid and pre-paid lines 17 months* | Billing application specialist – Billing application Singleview,October 2011 – February 2013  **Project description:**  Primary purpose of the Billing application was to keep track, store and maintain customer usage data and to produce monthly invoices.  **Role:**  I was Singleview support technician working on:   * customer complaints analysis:   + explaining customer case to customer service desk and providing necessary steps about how customer case should be further handled   + analysing possible problem and fixing the problem by correcting customer data   + code analysis and identifying code flaws if an API throws an error and is unable to perform what’s been intended   + raising defects if needed for localisation or a code fix for Billing, CRM or another system   + recognising if a single customer problem is also present to a number of customers and raising a defect for a larger amount of customer data fixing   + customer management system support from Billing side * update of customer subscriptions price plans, correcting customers’ invoices   + reprocessing customer usage   + credit/debit a set of customers due to incorrect pricing caused by Billing or customer management systems malfunctioning * running operational tasks for free units, free money, procedures for closing left over invoices’ amounts * analysis of defects and identifying invalid, missing, damaged or corrupted customer data, performing data clean-ups in order to maintain smooth functioning of external systems’ APIs towards Billing and Billing itself   **Team structure:**  I was part of the Billing IT Operations and Support team, comprised of 5 members all of them had different roles. My main role was to receive customer complaints and provide detailed analysis and to raise Billing defects.  **Technologies/products**:  ORACLE Databases, Perl, CGI Singleview Convergent Billing, ORACLE Peoplesoft CRM web application |
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| Vodafone Italy  *Telecommunications*  *15 months* | Client’s requirements analysis and development - Vodafone Italy landlines, May 2010 – October 2011  **Project description:**  Primary purpose of the Billing application was to keep track, store and maintain customer usage data and to produce monthly invoices.  **Role:**  Singl.eView developer for CB implementation as per client requirements:   * analysis of PRs, System Test and Acceptance Test issues related to Convergent Billing, and providing a solution for analysed PRs. * analysis of core related issues raised during the upgrade to v6.01 and providing solution for customizing the code to support the new core changes. * development of EPM functions, entity validations, derived attributes, changing environment configuration * implementing new event types and integrating with existing rating framework * creating new product types as per client request * adding new features of rating framework and adapting it for new call types * implementing changes in rating framework as per new call types, new product and service types * creating and maintaining customer bank interfaces comprised of CB schedule types, tasks, ORACLE SQL and perl scripts * hotfixing emergency defects on Pre-Production environments and safe delivery of hotfixed entities on production environments   Development of report scripts:   * exporting high volumes of report data using perl multiprocessing and sql scripts on production and replica environments   Customer and product clean up:   * fixing high volumes of customer and product data by using own custom perl scripts, perl SQL without harming/overloading production systems   **Team structure:**  I was part of the offshore team consisted of 5 members I had roles of analysis, implementation and developer team member. My mail role was to provide analysis to code defects and analysis to client’s change requests.  **Technologies/products**:  ORACLE Databases, Perl, CGI Singleview Convergent Billing, CGI Singleview Customer Managment |
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| Tele2 TV/REO, cable operator, fixed and mobile phone lines  *Telecommunications*  *9 months* | Software Developer, implementation, upgrade and integration - Tele2 TV/REO, June2009 – April 2010  **Project description:**  Singleview Convergent Billing core version 6.00 and 7.00 development, customization of Tele2 code for upgrade of SV from v6.00 to v7.00.  Tele2 Sweden TV/REO implementation and integration with existing functional systems.  Tele2 Norway post-paid billing CB implementation and integration with external systems, Callgate(mediation), Robiga(outbound roaming), AROS(order intake) and Provident(provisioning), TIP(Tele2 Integration Platform).  **Role:**  Analysis and support of client requirements, related to surrounding systems, SV development and maintenance of high level solutions as per following:   * customer types, adapting existing customer types to work with newly introduced interfaces to CB * customer interfaces, bank interfaces, External API’s development in PERL, Oracle SQL, EPM * customer business rules implementation   Development of customer data exporting interfaces   * exporting and processing high volumes of customer usage data to external systems via text files * customer daily call usage tracking and exporting * exporting and following up customer monthly-summary usage charges and features   Working on SV v6.00 to v7.00 upgrade process defects:   * customizing version 7.00 features to client specific business rules, * reporting core issues that impact the existing functionality * Retrofit of changes from lower to higher core version   **Team structure:**  I was part of several Billing implementation teams and had a role of Singleview implementation and upgrade customization developer. The releases that introduced new functionalities and enhancements to the system were closely collaborated by the testing teams. Teams were under supervision of implementation Architects.  **Technologies/products**:  ORACLE Databases, Perl, CGI Singleview Convergent Billing, CGI Singleview Customer Managment |

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| Tele2  *Telecommunications*  *37 months* | Software Tester, bug fixing developer, Test Team Leader - Tele2 EU Landlines, May 2006 – May 2009  **Project description:**  A wide project intended for quality assurance and defect fixing of 11 Billing instances, Tele2 implementations each per a european country, job tasks were assigned as per defect within a release.  Testing various modules of Billing instances, writing test scripts, prioritizing test cases, discovering issues, performing system test, system integration test, acceptance test, regression test, writing and delivering test results documents, application environment maintenance.  **Role:**  Singleview developer, responsible for:   * Analysis of Production problem reports (PR’s) and System Test issues from ongoing release * Analysis of issues related to surrounding systems and interfaces like provisioning, mediation and order management * Debugging of production issues related to environment problems and performance bottlenecks * Development and bug fixing of provided solutions * Unit Testing of complete provided solution * Code Reviewing of developed code by application maintenance team * Retrofit of changes from one to another environment to keep the code up to date on all branches * Reporting core defects and Information requests to Intec related to SV core * Creating workaround, cleanup and migration scripts for production data update purposes on request by operations team * Code cleanup on development environment to improve code delivery and SQL tuning for better performance * Tuning and change of SQR reports according to requests from Operations team   Analysis and development of Change Requests and deliver of new functionalities:   * creating, configuring and maintaining new product/service types * maintaining customer invoices and invoice templates * creating localisation entities and delivering localisation data for different Legal Entities * maintaining and writing perl scripts, related to bank interfaces, treatment, XML orders and Customer loaders * maintaining communication between Singleview and external systems   Singl.eView Process Engine maintenance:   * fixing classes, facts, process engine data maintenance * maintaining customer GUI layout * defining new process engine views * user configuration, security, status maintenance   **Team structure:**  It was a large team consisted of 25+ members, mostly testers and developers. I participated in team training, mentoring and coaching of new team members;  Release cutting, installing using Singleview release utilities and handling environment and tuxedo server configuration issues.  **Technologies/products:**  ORACLE Databases, Perl, CGI Singleview Convergent Billing, CGI Singleview Customer Managment, IBM Lotus Notes |
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